STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100.00%	39	87.50%	24	-1.46	Yes	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
CO	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	21.05	40	20.22	27	0.27	Yes	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
CO	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	56	97.62%	42	-0.77	Yes	100.00%	77	98.61%	72	-0.72	Yes	100.00%	82	97.98%	99	-0.96	Yes	100.00%	62	98.94%	94	-0.63
CO	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	77	98.61%	72	-0.72	N/A	100.00%	82	97.98%	99	-0.96	N/A	100.00%	62	97.87%	94	-0.9
CO	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			30.67	3		N/A	2	8	15	6	-3.46	Yes	14.5	4	21.17	12	-1.07	Yes	10	7	22.27	37	-1.94
CO	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P						N/A						N/A	6	1	24	5	-4.74	Yes					
CO	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS						N/A						N/A	1.5	2				N/A	4	2			
CO	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS						N/A						N/A	0					N/A	2				
CO	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	94.44%	18	100.00%	5	0.15	Yes	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
CO	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:50	18	0:34	5	2.12	No	1:17	15	1:56	16	-0.79	Yes	1:11	28	0:47	19	0.25	Yes	2:24	20	1:50	35	0.4
CO	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	11.11%	18	0.00%	5	0.52	Yes	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
CO	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	16.67%	12	7.14%	14	0.65	N/A	16.00%	25	0.00%	13	1.42	N/A	7.69%	13	20.00%	30	-0.93
CO	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	201537	0.00%	120958	2.05	No	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
CO	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	201801	0.01%	119131	-1.47	N/A	0.01%	198393	0.01%	123306	0.55	N/A	0.01%	194697	0.02%	125443	-3.08
CO	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	18.18%	22	66.67%	15	-3.07	N/A	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
CO	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	0.00%	27166	0.00%	38834	-16.84	Yes	0.03%	28534	0.00%	38834	.	Yes	0.05%	27958	0.00%	38834	4037.3	Yes	0.01%	25606	0.01%	38786	2.22
CO	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	0.00%	7704	0.02%	106918	-7.37	Yes	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
CO	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.44%	28438	0.00%	38834	17873	N/A	0.23%	28918	0.00%	38834	.	N/A	0.19%	28342	0.00%	38834	14768	N/A	0.19%	26470	0.01%	38786	171.52
CO	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.76%	8448	0.02%	106918	369.1	N/A	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
CO	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	62	2				Yes	65.5	2				Yes	54	1				Yes					
CO	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	93.44	9				Yes	73	2				Yes	80	1				Yes	65.75	4			
CO	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	99.56	9				Yes	82	2				Yes	71	1				Yes	110.29	7			
CO	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	100.00%	11				Yes	100.00%	4				Yes	100.00%	2				Yes	100.00%	4			
CO	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	100.00%	9				Yes	100.00%	2				Yes	100.00%	1				Yes	100.00%	9			
CO	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	9.25	4				Yes	5.63	8				Yes	6.25	8				Yes	6.95	19			
CO	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	100.00%	12				Yes	100.00%	11				Yes	100.00%	10				Yes	100.00%	22			
CO	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.45	16256914	4.38	13934194	-491.4	Yes	1.48	15367504	3.95	13038124	-378.1	Yes	1.47	15111540	4.18	13135511	-402.6	Yes	1.55	16894539	4.17	14907658	-408.4
CO	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		0.95	99.98%	2099022				Yes	100.00%	1935773				Yes	100.00%	1928046				Yes	100.00%	2223188			
CO	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.59	11408529	4.38	13934194	-427.2	N/A	1.61	11162354	3.95	13038124	-330.1	N/A	1.53	11315874	4.18	13135511	-366.6	N/A	1.64	13057297	4.17	14907658	-368.8
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.11	4848385	4.38	13934194	-379.5	N/A	1.12	4205150	3.95	13038124	-290.4	N/A	1.3	3795666	4.18	13135511	-276.8	N/A	1.22	3837242	4.17	14907658	-285
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	16464				N/A	99.98%	16191				N/A	100.00%	16257				N/A	100.00%	16506			
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	97.08%	5627630.7	99.23%	119849010	570	No	99.39%	5619978.7	99.03%	119955789	-84.03	Yes	99.30%	5530296.9	99.16%	123978237	-34.26	Yes	99.66%	5527283.8	99.31%	122356614	-96.38
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	99.13%	25179	99.21%	289263	1.3	Yes	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
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	99.36%	314				Yes	100.00%	238				Yes	99.60%	252				Yes	99.64%	279			
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	98.54%	206				Yes	100.00%	227				Yes	100.00%	155				Yes	100.00%	252			
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	96.69%	29520				No	99.67%	29160				Yes	99.44%	28260				Yes	99.33%	29880			
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%						N/A	100.00%	16920				Yes	100.00%	28620				Yes	100.00%	29880			
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%						N/A	100.00%	67680				Yes	100.00%	114480				Yes	100.00%	119520			
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	100.00%	29160				Yes	100.00%	28620				Yes	100.00%	29880			
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	96.69%	29520				No	99.69%	29160				Yes	99.39%	28260				Yes	99.56%	29880			
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.86%	43200				Yes	100.00%	42240				Yes	100.00%	41580				Yes	100.00%	42240			
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21960				Yes	100.00%	21600				Yes	100.00%	22860			
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	97.82%	39075				No	100.00%	38550				Yes	100.00%	37290				Yes	100.00%	38670			
CO	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%						N/A						N/A						N/A					
CO	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	98.17%	24362	75.49%	2964996	.	Yes	98.92%	24241	84.04%	2577208	.	Yes	98.19%	26219	77.80%	2616966	.	Yes	97.62%	32925	86.07%	3240021	.
CO	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	88.46%	13040	83.51%	481677	.	Yes	89.25%	12774	87.11%	382342	.	Yes	92.43%	14188	90.44%	362204	.	Yes	92.98%	20339	92.32%	442709	.
CO	02--01	OA-1	Order Accuracy, %		NS	99.56%	11311				N/A	99.92%	11237				N/A	99.75%	9197				N/A	99.78%	8238			
CO	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.34	2338				N/A	0.3	2385				N/A	0.44	2067				N/A	0.6	2020			
CO	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.55	2338				N/A	1.43	2385				N/A	1.47	2067				N/A	1.68	2020			
CO	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.31	624				N/A	0.29	614				N/A	0.36	539				N/A	0.43	564			
CO	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.81	624				N/A	4.91	614				N/A	4.96	539				N/A	5.19	564			
CO	02--01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.12	624				N/A	5.2	614				N/A	5.32	539				N/A	5.62	564			
CO	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	1.89	2338				Yes	1.73	2385				Yes	1.91	2067				Yes	2.28	2020			
CO	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.44	4265				N/A	0.37	4271				N/A	0.41	3762				N/A	0.52	3887			
CO	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	7.71	4265				N/A	7.49	4271				N/A	7.25	3762				N/A	6.87	3887			
CO	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	8.14	4265				Yes	7.86	4271				Yes	7.66	3762				Yes	7.4	3887			
CO	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.57	873				N/A	0.41	857				N/A	0.55	727				N/A	0.74	651			
CO	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7	873				N/A	6.89	857				N/A	7.33	727				N/A	7.16	651			
CO	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.57	873				Yes	7.3	857				Yes	7.88	727				Yes	7.9	651			
CO	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0.83	9726				N/A	0.81	9793				N/A	1.09	8442				N/A	1.32	8471			
CO	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	3.89	9726				N/A	3.82	9793				N/A	4.37	8442				N/A	4.75	8471			
CO	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	4.72	9726				Yes	4.64	9793				Yes	5.47	8442				Yes	6.07	8471			
CO	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.89	1162				N/A	0.67	1134				N/A	0.61	1069				N/A	0.7	1049			
CO	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	6.55	1162				N/A	6.22	1134				N/A	5.71	1069				N/A	5.74	1049			
CO	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	7.44	1162				Yes	6.89	1134				Yes	6.32	1069				Yes	6.44	1049			
CO	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.33	1276				N/A	0.29	1370				N/A	0.61	1266				N/A	0.82	1274			
CO	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.78	1276				N/A	5.05	1370				N/A	4.83	1266				N/A	4.45	1274			
CO	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.72	1276				N/A	0.72	1370				N/A	0.66	1266				N/A	0.62	1274			
CO	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.83	1276				Yes	6.06	1370				Yes	6.11	1266				Yes	5.9	1274			
CO	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.78	3816				N/A	0.74	3777				N/A	0.94	3255				N/A	1.1	3271			
CO	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.94	3816				Yes	6.88	3777				Yes	6.74	3255				Yes	6.82	3271			
CO	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.72	3816				N/A	7.62	3777				N/A	7.68	3255				N/A	7.92	3271			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	96.43%	28	98.53%	68	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	Yes	18.6	42	14.59	79	2	No	17.93	40	22.5	50	-1.26	Yes	1	356	16.19	21.61	(5.43)
CO	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100.00%	41	93.85%	65	-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	N/A	100.00%	41	95.38%	65	-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	Yes	13.5	2	13.2	5	-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						N/A	0				
CO	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	N/A	30	1				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	1					N/A	0				
CO	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	No	94.44%	18	94.12%	17	-0.04	Yes	93.33%	15	88.24%	17	-0.45	Yes	1	114	92.10%	92.66%	-0.56%
CO	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	Yes	1:20	18	1:54	17	-1.01	Yes	1:11	15	1:50	17	-1.22	Yes	1	114	1:32	1:37	-0:05
CO	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes	5.56%	18	5.88%	17	-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	N/A	0.00%	11	10.00%	10	-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	Yes	0.01%	190952	0.01%	123968	-1	Yes	0.01%	191073	0.01%	117439	-1.49	Yes	1	1178453	0.01%	0.01%	0.00%
CO	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	N/A	0.01%	190952	0.01%	123968	-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	N/A	18.18%	22	43.33%	30	-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%	Yes	0.01%	24694	0.00%	39266	273.6	Yes	0.02%	26302	0.00%	39554	.	Yes	0				
CO	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	Yes	0.00%	11376	0.00%	113998	-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	N/A	0.16%	26086	0.00%	39266	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	N/A	7.34%	12888	0.00%	113998	44197	N/A	3.43%	13008	0.02%	116518	2475	N/A	0				
CO	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	N/A						N/A	62	1				Yes	0				
CO	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	Yes						N/A						N/A	0				
CO	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	Yes	110.71	7				Yes	122	2				Yes	0				
CO	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	Yes						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%	7				Yes	100.00%	2				Yes	0				
CO	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	Yes	7	2				Yes	6	1				Yes	0				
CO	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	Yes	100.00%	4				Yes	100.00%	4				Yes	0				
CO	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	1.64	15397528	4.44	14894582	-430.6	Yes	2.22	16760893	5.59	15947274	-394.9	Yes	0				
CO	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		0.95	Yes	99.95%	2252675				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	N/A	1.73	12057440	4.44	14894582	-391.8	N/A	2.28	13436951	5.59	15947274	-366.4	N/A	0				
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A	1.34	3340088	4.44	14894582	-286.7	N/A	1.98	3323942	5.59	15947274	-245.7	N/A	0				
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	99.99%	16639				N/A	99.99%	16481				N/A	0				
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	Yes	99.40%	5888262	99.42%	124189383	8.42	No	98.54%	6270604.8	99.46%	119125612	309.1	No	3	34464057	98.89%	99.27%	-0.38%
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	No	95.71%	21256	99.28%	393166	60.17	No	97.91%	25357	99.35%	404101	27.65	No	5	137886	97.60%	99.21%	-1.61%
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	Yes	99.70%	331				Yes	100.00%	233				Yes	0				
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	Yes	100.00%	164				Yes	96.38%	221				Yes	0				
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	100.00%	28080				Yes	98.75%	29340				No	2	174240	98.97%		
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100.00%	28080				Yes	100.00%	29700				Yes	0				
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100.00%	112320				Yes	99.96%	118800				Yes	0				
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	Yes	99.95%	28080				Yes	100.00%	29700				Yes	0				
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.80%	28080				Yes	98.26%	29340				No	2	174240	98.89%		
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	99.94%	41040				Yes	99.31%	43020				Yes	0				
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100.00%	21060				Yes	100.00%	22500				Yes	0				
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100.00%	37185				Yes	99.92%	38955				Yes	1	229725	99.62%		
CO	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%	N/A						N/A	100.00%	1				Yes	0				
CO	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	0				
CO	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	1	105360	89.09%	87.17%	1.92%
CO	02--01	OA-1	Order Accuracy, %		NS	N/A	99.48%	9185				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	0.56	2137				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	1.77	2137				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	0.47	340				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	4.87	340				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	5.34	340				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	2.33	2137				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	0.5	3447				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	6.75	3447				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	7.25	3447				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	572				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	7.48	572				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	8.18	572				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	1.31	7185				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	5.1	7185				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	6.41	7185				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	0.7	856				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	5.59	856				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	6.28	856				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	0.79	1300				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	4.5	1300				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	0.66	1300				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	5.94	1300				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	1.05	1794				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	5.75	1794				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	6.8	1794				N/A	8.86	3197				N/A	0				

STATEWIDE AVERAGE PERFORMANCE SUMMARY
CO, NM, OR, SD
AUG 02-JAN 03

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%		0.95	
CO	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	
CO	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	
CO	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	
CO	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	
CO	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	
CO	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	
CO	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	
CO	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	
CO	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	
CO	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	
CO	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	
CO	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	
CO	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	
CO	02--01	GA-4	System Avail - EXACT, %		99.25%	
CO	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	
CO	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%	
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 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.47	480				N/A	0.8	487				N/A	0.72	390				N/A	0.92	426			
CO	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	7.4	480				Yes	6.94	487				Yes	8.14	390				Yes	6.14	426			
CO	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.87	480				N/A	7.74	487				N/A	8.86	390				N/A	7.06	426			
CO	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.27	983				N/A	0.27	1007				N/A	0.36	898				N/A	0.54	845			
CO	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.45	983				N/A	8.79	1007				N/A	8.89	898				N/A	8.13	845			
CO	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.73	983				N/A	9.06	1007				N/A	9.25	898				N/A	8.67	845			
CO	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.39	5347				Yes	3.36	5665				Yes	3.34	5263				Yes	3.54	4718			
CO	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		.	5.06	937				N/A	5.28	965				N/A	5.54	879				N/A	5.45	811			
CO	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.09	5200				Yes	6.9	5372				Yes	7.2	4986				Yes	7.07	4527			
CO	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.5	464				Yes	6.37	479				Yes	6.65	443				Yes	6.96	377			
CO	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.56	8736				Yes	2.54	9145				Yes	2.57	8470				Yes	2.69	7646			
CO	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.25	2261				Yes	3.14	2329				Yes	3.05	2192				Yes	3.1	1616			
CO	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.24	2747				Yes	5.46	2865				Yes	5.41	2622				Yes	5.21	2404			
CO	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.12	2912				Yes	6.84	3007				Yes	7.09	2739				Yes	7.28	2555			
CO	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.96	937				Yes	5.79	972				Yes	6.51	894				Yes	6.88	819			
CO	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		.	8.1	892				N/A	8.4	929				N/A	8.51	849				N/A	8.48	730			
CO	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	0.28%	25614				Yes	0.26%	25763				Yes	0.48%	22523				Yes	0.34%	22535			
CO	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	0.07%	30455				Yes	0.01%	31730				Yes	0.05%	29352				Yes	0.14%	26240			
CO	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.31	8931				N/A	1.32	8973				N/A	1.33	8533				N/A	1.36	7724			
CO	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.78	8110				N/A	1.87	8417				N/A	1.88	7767				N/A	1.94	7075			
CO	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	96.36%	440				N/A	97.38%	420				N/A	96.47%	397				N/A	97.50%	440			
CO	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	93.98%	515				N/A	94.40%	500				N/A	95.20%	500				N/A	97.22%	540			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		75/70%	48.41%	721				No	44.27%	777				No	47.19%	729				No	53.60%	875			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		85/85%	50.80%	685				No	48.51%	975				No	45.08%	1442				No	48.42%	2121			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		85/85%	71.43%	2573				No	69.62%	1692				No	70.66%	1830				No	78.40%	2593			
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		85/80%	66.77%	1890				No	68.77%	1524				No	66.88%	1238				No	64.89%	1632			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		75/70%	57.42%	3788				No	33.68%	4465				No	42.24%	5592				No	57.05%	4072			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		85/85%	62.87%	1678				No	66.57%	2037				No	58.50%	3810				No	66.94%	6350			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		85/85%	75.03%	917				No	68.86%	1005				No	72.23%	1120				No	72.28%	1425			
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		85/80%	85.90%	2326				Yes	87.62%	2899				Yes	75.96%	1335				No	76.73%	1332			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	85.50%	1476				No	89.04%	1177				No	86.79%	954				No	88.47%	1197			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/90%	93.58%	1964				No	95.54%	1232				Yes	93.63%	1381				No	97.13%	2091			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	96.67%	360				Yes	97.53%	485				Yes	95.73%	679				Yes	97.44%	1054			
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	91.12%	383				Yes	90.05%	382				Yes	91.49%	376				Yes	93.06%	504			
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	98.62%	2026				Yes	98.26%	2585				Yes	90.13%	1125				No	94.02%	1087			
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	98.14%	1075				Yes	97.91%	1385				Yes	97.00%	2298				Yes	97.25%	4371			
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/90%	99.28%	693				Yes	98.44%	703				Yes	97.94%	826				Yes	97.45%	1057			
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	93.11%	2336				Yes	91.15%	1650				Yes	89.33%	2644				Yes	91.78%	2531			
CO	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	3:46	395				Yes	3:39	243				Yes	4:31	241				Yes	3:11	305			
CO	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	0:07	28442				Yes	0:03	24373				Yes	0:03	26497				Yes	0:03	27642			
CO	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	3:29	620				Yes	2:54	658				Yes	4:05	694				Yes	2:44	937			
CO	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	0:01	42708				Yes	0:03	20060				Yes	0:03	22881				Yes	0:05	18746			
CO	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	3:02:00	750				Yes	5:06:00	1488				Yes	8:56:00	584				Yes	10:07:00	415			
CO	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	3.19%	91062				N/A	2.82%	78172				N/A	2.67%	81249				N/A	2.59%	96729			
CO	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.23%	91062				N/A	31.18%	78172				N/A	32.61%	81249				N/A	28.58%	96729			
CO	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	3.27%	88038				N/A	4.01%	76194				N/A	3.81%	84314				N/A	4.98%	84637			
CO	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	48.51%	88038				N/A	26.33%	76194				N/A	27.14%	84314				N/A	22.15%	84637			
CO	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	32.31%	2321				N/A	33.24%	4477				N/A	19.26%	3032				N/A	25.62%	1620			
CO	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.0%	99.93%	3055				Yes	100.00%	2194				Yes	99.86%	2089				Yes	99.33%	2996			
CO	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.0%	100.00%	326				Yes	100.00%	330				Yes	100.00%	331				Yes	99.55%	444			
CO	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.0%	100.00%	319				Yes	99.76%	420				Yes	100.00%	591				Yes	98.17%	984			
CO	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.0%	99.96%	2469				Yes	100.00%	3168				Yes	99.77%	1741				Yes	96.71%	2038			
CO	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.0%	99.95%	2046				Yes	99.93%	1398				Yes	99.91%	2165				Yes	99.68%	2211			
CO	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.0%	100.00%	953				Yes	99.91%	1163				Yes	100.00%	1917				Yes	99.50%	4019			
CO	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	97.50%	1361				Yes	95.00%	1000				Yes	97.00%	967				Yes	97.26%	1204			
CO	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	97.35%	490				Yes	97.25%	473				Yes	99.05%	419				Yes	95.72%	421			
CO	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	99.63%	268				Yes	99.77%	438				Yes	99.72%	707				Yes	99.90%	996			
CO	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	99.62%	1320				Yes	99.52%	1461				Yes	99.93%	1339				Yes	99.88%	1655			
CO	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	99.06%	2648				Yes	99.16%	3799				Yes	99.16%	4034				Yes	98.56%	2769			
CO	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	99.84%	613				Yes	99.85%	674				Yes	99.94%	1564				Yes	99.95%	2022			
CO	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	99.92%	1286				Yes	100.00%	2608				Yes	99.90%	2036				Yes	98.44%	704			
CO	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	100.00%	39				Yes	100.00%	74				Yes	100.00%	31				Yes	100.00%	23			
CO	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	100.00%	194				Yes	99.47%	190				Yes	100.00%	226				Yes	98.83%	256			
CO	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	100.00%	57				Yes	100.00%	34				Yes	100.00%	67				Yes	98.04%	102			
CO	02--01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00	0:18	5126				Yes	0:27	4366				Yes	0:16	4841				Yes	0:20	5997			
CO	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	0:20	8599				Yes	0:17	10998				Yes	0:15	10530				Yes	0:36	12587			
CO	02--01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	99.62%	5767	99.19%	341140	-3.63	Yes	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
CO	02--01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P			99.19%	341140		N/A			99.00%	283117		N/A			99.37%	295672		N/A			99.47%	405019	
CO	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3.38	8	6.72	525	1.44	Yes	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
CO	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	6.33	129	6.72	525	0.5	Yes	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
CO	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A	14.5	2				N/A			17	1	
CO	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	6	4	6.72	525	-0.01	Yes	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--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	363				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	5.63	363				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	6.54	363				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	0.44	1018				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	8.25	1018				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	8.69	1018				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	3.55	4994				Yes	3.99	5238				Yes	0				
CO	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		.	N/A	5.41	429				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	6.61	4823				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	7.33	380				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	2.88	8391				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	2.66	908				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	5.18	2634				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	7.24	2809				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	5.74	917				Yes	5.16	821				Yes	0				
CO	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		.	N/A	8.03	830				N/A	12.37	1453				N/A	0				
CO	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	Yes	0.04%	19020				Yes	0.02%	22018				Yes	0				
CO	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	Yes	0.24%	27180				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	1.34	7776				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	1.84	7939				N/A	2.15	8281				N/A	0				
CO	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	N/A	94.42%	394				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	96.88%	480				N/A	92.78%	540				N/A	0				
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		75/70%	No	50.18%	833				No	51.59%	1130				No	6	5065	49.50%		
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		85/85%	No	41.68%	691				No	21.89%	370				No	6	6284	45.62%		
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		85/85%	No	76.95%	3570				No	77.65%	5082				No	6	17340	75.17%		
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		85/80%	No	64.80%	1443				No	62.67%	1302				No	6	9029	65.88%		
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		75/70%	No	54.92%	3079				No	59.56%	3506				No	6	24502	49.56%		
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		85/85%	No	58.90%	6374				No	60.15%	7170				No	6	27419	61.85%		
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		85/85%	No	77.39%	1349				No	78.22%	1368				No	6	7184	74.24%		
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		85/80%	No	66.45%	605				No	61.89%	677				No	4	9174	80.61%		
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	No	89.73%	1042				No	86.62%	942				No	6	6788	87.62%		
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/90%	Yes	96.76%	2839				Yes	96.55%	4086				Yes	2	13593	95.87%		
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	Yes	94.74%	304				No	89.01%	91				No	2	2973	96.44%		
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	Yes	92.27%	453				Yes	89.01%	655				Yes	0				
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	No	92.84%	433				Yes	90.89%	461				Yes	2	7717	95.83%		
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	Yes	96.06%	3908				Yes	93.88%	4594				No	1	17631	96.18%		
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/90%	Yes	97.12%	1075				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%		80/70%	Yes	93.32%	1812				Yes	94.61%	2207				Yes	0				
CO	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	Yes	6:49	224				Yes	3:27	386				Yes	0				
CO	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	Yes	0:03	28557				Yes	0:03	31140				Yes	0				
CO	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	Yes	3:15	653				Yes	3:05	744				Yes	0				
CO	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	Yes	0:05	15106				Yes	0:05	16788				Yes	0				
CO	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	24:10:00	110				No	10:40:00	76				Yes	1	3423	6:38:45		
CO	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	2.20%	90491				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	31.56%	90491				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	4.67%	72657				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	20.79%	72657				N/A	20.28%	82784				N/A	0				
CO	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	17.86%	616				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%		95.0%	Yes	99.97%	3639				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%		95.0%	Yes	100.00%	395				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%		95.0%	Yes	99.63%	271				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%		95.0%	Yes	100.00%	1439				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%		95.0%	Yes	99.74%	1554				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%		95.0%	Yes	100.00%	3587				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	97.68%	1336				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	98.61%	432				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	100.00%	350				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	99.84%	1218				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	98.58%	2178				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	99.96%	2342				Yes	100.00%	2625				Yes	0				
CO	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	Yes	98.68%	380				Yes	99.25%	401				Yes	0				
CO	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	Yes	100.00%	29				Yes	100.00%	52				Yes	0				
CO	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	Yes	98.51%	67				Yes	100.00%	59				Yes	0				
CO	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	Yes	100.00%	34				Yes	100.00%	57				Yes	0				
CO	02--01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00	Yes	0:50	6060				Yes	0:52	7344				Yes	0				
CO	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	Yes	1:16	10678				Yes	1:25	11187				Yes	0				
CO	02--01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	No	99.54%	6735	98.45%	356987	-7.15	Yes	97.65%	8666	98.44%	419572	5.92	No	2	39253	99.11%	98.97%	0.14%
CO	02--01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P	N/A			98.45%	356987		N/A			98.44%	419572		N/A	0				
CO	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	Yes	1.73	11	5.68	876	3.72	No	2.43	7	5.99	1185	1.64	Yes	2	50	2.58	6.09	(3.51)
CO	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	No	4.54	146	5.68	876	1.6	Yes	4.89	55	5.99	1185	1.05	Yes	2	759	5.16	6.09	(0.94)
CO	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A	18	1				N/A			14	1		N/A	0				
CO	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes	0.5	2	5.68	876	2.29	No	8.5	2	5.99	1185	-0.46	Yes	1	31	5.81	6.09	(0.29)

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		.	
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		.	
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-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--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		75/70%	
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		85/85%	
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		85/85%	
CO	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		85/80%	
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		75/70%	
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		85/85%	
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		85/85%	
CO	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		85/80%	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		90/75%	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/90%	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/90%	
CO	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		80/70%	
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		90/75%	
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/90%	
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/90%	
CO	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		80/70%	
CO	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	
CO	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	
CO	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	
CO	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	
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%		95.0%	
CO	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.0%	
CO	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.0%	
CO	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.0%	
CO	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.0%	
CO	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.0%	
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	
CO	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	16.67%	6	14.40%	625	-0.16	Yes	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
CO	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	21.74%	46	14.40%	625	-1.37	Yes	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
CO	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P			0.00%	7		N/A	0.00%	1	0.00%	1	.	Yes	50.00%	4	0.00%	9	.	N/A	0.00%	4	0.00%	15	.
CO	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	12.50%	8	14.40%	625	0.03	Yes	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
CO	02--01	PO-10	PO10, Product Aggr%		99.00%	100.00%	15764				Yes	100.00%	82233				Yes	100.00%	91895				Yes	99.99%	106810			
CO	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.08	9474	0.03	54460	18.3	N/A	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
CO	02--01	PO-16	Timely Release Notifs, %		92.5%	100.00%	3				Yes	100.00%	2				Yes						N/A	100.00%	7			
CO	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	100.00%	524				Yes	98.28%	524				Yes	97.61%	712				Yes	99.11%	671			
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%						N/A						N/A						N/A					
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%						N/A						N/A	95.77%	189				N/A	100.00%	189			
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	100.00%	195				N/A	98.46%	195				N/A	97.42%	194				N/A	99.48%	193			
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	100.00%	111				N/A	100.00%	111				N/A	100.00%	111				N/A	92.31%	65			
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	100.00%	218				N/A	97.25%	218				N/A	98.17%	218				N/A	100.00%	224			
CO	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%						N/A						N/A	97.06%	170				N/A					
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	95.34%	193	97.26%	15825	1.53	Yes	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
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.92%	2369	99.56%	25253	-2.48	Yes	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
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	2.16	376	3.43	19266	-17.59	Yes	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
CO	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.52	192	5.13	15944	-1.62	Yes	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
CO	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	97.56%	2824	88.87%	40086	-14.18	Yes	97.21%	2296	89.01%	39670	-12.22	Yes	97.08%	1608	88.88%	44163	-10.27	Yes	96.35%	1425	91.64%	46625	-6.32
CO	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	97.74%	2296	90.06%	39670	-11.95	N/A	97.57%	1608	90.11%	44163	-9.85	N/A	97.26%	1425	90.63%	46625	-8.46
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	1	2	4.28	115	-0.81	Yes	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
CO	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	4.5	6	7.03	369	-0.56	Yes	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
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			1	2		N/A			14	4		N/A			4.14	7		N/A			26.55	11	
CO	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	3.67	3	6.95	164	-0.68	Yes	4.5	2	9	202	-0.58	Yes	7	2	9.74	221	-0.34	Yes	1.5	2	11.27	276	-0.63
CO	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	63.8	5	153.81	1013	-0.9	N/A	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
CO	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	0		212		-1.15	N/A	0		274		-1.85	N/A	0		339		-1.83	N/A	1		398		-0.52
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	40	98.40%	2503	-0.8	Yes	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
CO	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	97.16%	141	96.23%	13608	-0.58	Yes	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
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	94	99.72%	5061	-0.51	Yes	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
CO	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	98.82%	169	98.94%	16863	0.24	Yes	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
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	2:13	94	4:38	5061	-3.05	Yes	1:44	85	4:30	4674	-3.52	Yes	2:36	101	4:02	5165	-2.17	Yes	2:35	130	4:43	6668	-3.46
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	7:31	169	11:55	16863	-4.53	Yes	8:05	158	11:14	16141	-3.23	Yes	8:44	147	12:15	19259	-3.27	Yes	7:46	181	12:43	24179	-5.53
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	18.09%	94	9.62%	5064	2.51	No	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
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	16.19%	173	10.26%	17157	2.4	No	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
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	19.23%	52	11.67%	2373	1.58	N/A	6.67%	60	14.72%	2507	-1.74	N/A	11.76%	85	14.76%	3090	-0.77
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	8.84%	147	10.55%	15388	-0.67	N/A	10.53%	133	11.47%	18521	-0.34	N/A	13.87%	173	14.07%	23221	-0.08
CO	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.83%	32085	1.03%	2151013	-3.53	Yes	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
CO	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.67%	29788	0.82%	2159553	-2.93	N/A	0.67%	28920	0.97%	2168527	-5.21	N/A	0.96%	26857	1.21%	2180068	-3.67
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	91.91%	173	97.17%	17157	3.43	No	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
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	97.87%	94	98.52%	5064	0.56	Yes	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
CO	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	41.83%	459	31.40%	32391	4.67	N/A	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
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	96.92%	65	100.00%	7	0.14	Yes	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
CO	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	92.59%	108	82.61%	23	-1.15	Yes	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
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	4.37	63	3.14	7	3.72	No	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
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	6.17	108	6	23	-0.17	Yes	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
CO	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	89.39%	179	84.62%	26	-0.63	Yes	92.57%	175	90.00%	20	-0.36	Yes	91.51%	212	73.68%	38	-2.3	Yes	92.54%	228	93.75%	48	0.21
CO	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	93.71%	175	90.00%	20	-0.52	N/A	92.92%	212	78.95%	38	-1.95	N/A	93.42%	228	91.67%	48	-0.4
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P	1.5	2				N/A	4	2				N/A	4	1				N/A	27	2	11	3	0.65
CO	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	1.5	6	14.5	4	-0.81	Yes	1.43	7	2	1	.	N/A	1.8	5	10.67	3	-0.76	Yes	5.33	6	8.67	3	-0.41
CO	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	41	2				N/A	14.33	3	7	1	.	N/A	4	1	15.5	2	-0.89	Yes	3	1	24	2	-0.71
CO	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	278.38	8	142.6	5	1.07	N/A	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
CO	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	2		0		0.98	N/A	2		0		0.98	N/A	5		0		1.4	N/A	1		0		0.24
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	27	100.00%	23	.	Yes	100.00%	26	100.00%	9	.	Yes	100.00%	28	100.00%	19	.	Yes	100.00%	41	100.00%	23	.
CO	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	100.00%	83	90.91%	33	-1.54	Yes	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
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	57	100.00%	30	.	Yes	100.00%	73	100.00%	17	.	Yes	100.00%	56	100.00%	25	.	Yes	100.00%	100	100.00%	35	.
CO	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	99.10%	111	92.31%	39	-1.37	Yes	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
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	1:40	57	6:40	30	-2.94	Yes	2:10	73	3:12	17	-0.9	Yes	2:18	56	3:12	25	-0.68	Yes	1:38	100	2:40	35	-1.16
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	8:10	111	12:27	39	-0.95	Yes	6:23	126	19:35	28	-1.72	Yes	7:57	148	9:45	58	-1.01	Yes	7:01	208	11:19	56	-1.5
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	17.54%	57	6.67%	30	1.38	Yes	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
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	11.50%	113	5.13%	39	1.13	Yes	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
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	14.58%	48	0.00%	9	1.19	N/A	14.71%	34	0.00%	7	0.98	N/A	16.07%	56	13.64%	22	0.19
CO	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	9.92%	121	11.11%	27	-0.18	N/A	14.19%	148	9.26%	54	0.9	N/A	14.43%	201	11.54%	52	0.5
CO	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.69%	24582	0.37%	18608	5.43	No	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
CO	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.65%	26128	0.19%	18588	10.74	N/A	0.63%	29117	0.32%	18922	5.72	N/A	0.84%	30703	0.39%	19008	7.79
CO	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	30.04%	243	25.00%	92	0.9	N/A	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
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100.00%	8	95.90%	195	-0.57	Yes	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
CO	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	100.00%	10	93.82%	340	-0.8	Yes	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
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	2.33	6	3.65	128	-1.55	Yes	5	1	4.36	119	1.35	Yes	3	1	5.15	115	-0.34	Yes			2.84	104	
CO	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	3.5	10	8.6	346	-1.63	Yes	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
CO	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	93.75%	16	88.18%	533	-0.68	Yes	81.25%	16	90.87%	482	1.2	Yes	94.12%	17	86.17%	441	-0.93	Yes	84.00%	25	89.78%	499	0.9
CO	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	87.50%	16	92.12%	482	0.67	N/A	94.12%	17	87.30%	441	-0.83	N/A	96.00%	25	88.78%	499	-1.12
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			4.63	8		N/A			5	8		N/A			4	6		N/A			3.67	3	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	9.09%	11	19.61%	867	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	Yes	18.18%	33	19.61%	867	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	0.00%	3	.	Yes	0.00%	1	25.00%	4	0.07	Yes	0				
CO	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes	8.33%	12	19.61%	867	0.93	Yes	0.00%	4	24.23%	1007	0.99	Yes	0				
CO	02--01	PO-10	PO10, Product Aggr%		99.00%	Yes	100.00%	76079				Yes	100.00%	99240				Yes	0				
CO	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.12	7552	0.03	60906	31.39	N/A	0.07	10764	0.03	76004	21.61	N/A	0				
CO	02--01	PO-16	Timely Release Notifs, %		92.5%	Yes	100.00%	2				Yes	100.00%	1				Yes	0				
CO	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	Yes	98.89%	631				Yes	99.37%	632				Yes	0				
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%	N/A	98.94%	188				N/A	99.47%	188				N/A	0				
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%	N/A	98.94%	189				N/A	100.00%	189				N/A	0				
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	N/A	98.45%	193				N/A	98.45%	194				N/A	0				
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	N/A	100.00%	61				N/A	100.00%	61				N/A	0				
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	N/A						N/A						N/A	0				
CO	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	N/A						N/A						N/A	0				
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	Yes	93.33%	105	95.74%	17728	1.17	Yes	98.52%	135	96.02%	21432	-1.48	Yes	1	882	95.92%	96.56%	-0.63%
CO	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	99.52%	1034	99.42%	27464	-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	Yes	3.21	53	3.78	21784	-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	Yes	4.96	105	5.67	17809	-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	Yes	94.72%	1174	86.19%	51784	-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	N/A	95.83%	1174	88.27%	51784	-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	Yes	8.4	5	9.48	171	-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	Yes	1.5	4	5.03	499	-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			7	8		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	Yes	6	3	12.59	323	-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	N/A	54.5	4	115.35	1648	-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	N/A	0		418		-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	Yes	97.14%	35	96.42%	3738	-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	Yes	97.92%	144	91.84%	21733	-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	Yes	100.00%	105	99.55%	6869	-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	Yes	98.83%	171	97.76%	27513	-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	Yes	3:11	105	6:22	6869	-3.57	Yes	2:17	155	6:07	8011	-5.88	Yes	0				
CO	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	8:27	171	14:54	27513	-3.58	Yes	7:45	203	13:57	28931	-7.17	Yes	0				
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	13.33%	105	13.90%	6869	-0.17	Yes	21.29%	155	14.47%	8012	2.28	No	3	670	15.97%	12.86%	3.11%
CO	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	11.86%	177	14.57%	28505	-1.02	Yes	10.14%	207	13.88%	29917	-1.55	Yes	1	1055	12.32%	12.99%	-0.66%
CO	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	N/A	12.90%	62	14.99%	3228	-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	N/A	12.42%	161	14.33%	26523	-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	Yes	1.07%	26411	1.61%	2191706	-7	Yes	1.35%	26778	1.72%	2202383	-4.63	Yes	0				
CO	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	N/A	0.84%	26411	1.36%	2191706	-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	No	90.40%	177	94.97%	28505	2.51	No	92.27%	207	95.84%	29917	2.33	No	6	1055	92.13%	96.38%	-4.24%
CO	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	No	100.00%	105	98.62%	6869	-1.2	Yes	100.00%	155	98.81%	8012	-1.35	Yes	2	670	98.66%	98.87%	-0.22%
CO	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	38.16%	456	29.06%	49868	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	Yes	96.20%	79	100.00%	1	-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	Yes	99.15%	117	67.57%	37	-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	Yes	4.16	80	1	1	.	N/A	4.64	126	4.5	6	0.15	Yes	2	495	4.32	3.73	0.59
CO	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	Yes	4.58	117	17.05	37	-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	Yes	89.02%	264	70.27%	37	-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	N/A	89.77%	264	81.08%	37	-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	Yes	1.67	3				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	Yes			20.58	12		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	D	P	Yes	5	1				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	N/A	172.5	16	127.53	15	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	N/A	3		2		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	Yes	100.00%	40	95.24%	21	-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	Yes	99.42%	173	88.10%	42	-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%	100	100.00%	33	.	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	Yes	99.56%	228	98.08%	52	-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	Yes	2:06	100	6:42	33	-2.88	Yes	2:24	122	1:56	22	0.56	Yes	0				
CO	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	Yes	6:03	228	8:49	52	-1.52	Yes	5:41	254	6:31	55	-0.79	Yes	0				
CO	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	14.00%	100	12.12%	33	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	Yes	17.09%	234	14.55%	55	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	N/A	16.13%	62	16.00%	25	-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	N/A	17.27%	220	14.29%	49	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	No	1.00%	33390	0.47%	18843	8.58	No	1.13%	34041	0.41%	18836	12.36	No	6	177961	0.91%	0.41%	0.50%
CO	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	N/A	0.84%	33389	0.39%	18843	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	N/A	32.53%	495	28.46%	123	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	Yes	100.00%	20	96.93%	228	-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	Yes	92.86%	14	92.62%	325	-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			8.32	176		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	Yes	4.5	14	6.31	327	-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	Yes	76.67%	30	74.12%	622	-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	N/A	90.00%	30	79.42%	622	-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			3	7		N/A			8.5	2		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	PO10, 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, %		92.5%	
CO	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	
CO	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	
CO	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	
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	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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			6.85	20		N/A			5.88	16		N/A	9	1	6.83	12	1.02	Yes			5.22	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			9.2	5		N/A			13	3		N/A			9	7		N/A			14	8	
CO	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			171	42		N/A			131.56	59		N/A			142.71	52		N/A			134.66	67	
CO	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS			4			N/A			6			N/A			4			N/A			7		
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P	100.00%	5	98.59%	142	-0.26	Yes	100.00%	1	100.00%	128	.	Yes	100.00%	2	98.02%	101	-0.2	Yes	100.00%	7	100.00%	155	.
CO	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	6	97.92%	432	-0.35	Yes	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
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	7	100.00%	283	.	Yes	100.00%	3	99.62%	260	-0.11	Yes	100.00%	6	100.00%	232	.	Yes	100.00%	13	100.00%	325	.
CO	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	10	99.60%	504	-0.2	Yes	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
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	2:00	7	3:36	283	-0.71	Yes	5:21	3	2:29	260	1.14	Yes	0:40	6	2:58	232	-1.02	Yes	3:18	13	2:47	325	0.53
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	4:09	10	7:25	504	-1.14	Yes	10:38	9	7:58	454	0.85	Yes	2:58	10	9:03	547	-1.51	Yes	3:42	27	8:28	677	-2.1
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	28.57%	7	8.13%	283	1.55	Yes	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
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	18.18%	11	9.04%	520	0.96	Yes	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
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	0.00%	1	13.38%	142	-0.39	N/A	0.00%	2	13.79%	116	-0.56	N/A	0.00%	7	16.38%	177	-1.15
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0.00%	9	10.54%	427	-1.02	N/A	0.00%	11	10.31%	514	-1.11	N/A	7.69%	26	11.88%	623	-0.65
CO	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.50%	3623	0.58%	138393	-0.65	Yes	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
CO	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.27%	3666	0.41%	139205	-1.27	N/A	0.35%	3697	0.45%	139984	-0.88	N/A	0.84%	3914	0.57%	140523	2.25
CO	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	45.45%	33	31.89%	1179	1.6	N/A	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
CO	02--05	OP-3	Install Commit Met, EELs%		90.00%	89.90%	208				No	90.00%	210				Yes	88.14%	236				No	87.11%	256			
CO	02--05	OP-4	Install Interv, EELs, Avg Days		NS	6.16	173				N/A	6.99	183				N/A	6.66	224				N/A	6.26	232			
CO	02--05	OP-5	New Service Install Quality, EELs%		NS	91.12%	214				N/A	95.18%	228				N/A	97.22%	252				N/A	94.79%	211			
CO	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	96.93%	228				N/A	97.62%	252				N/A	97.16%	211			
CO	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	6	14				N/A	8.58	12				N/A	4.7	10				N/A	12	8			
CO	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	7.22	9				N/A	8	10				N/A	10	18				N/A	6.69	26			
CO	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	20.38	13				N/A	13.3	23				N/A	6.77	13				N/A	11.5	6			
CO	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	11					N/A	18					N/A	10					N/A	6				
CO	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	85.87%	92				N/A	74.55%	55				N/A	89.47%	57				N/A	86.25%	80			
CO	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	2:47	92				N/A	3:34	55				N/A	2:07	57				N/A	2:18	80			
CO	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	16.30%	92				N/A	14.55%	55				N/A	21.05%	57				N/A	41.25%	80			
CO	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	15.00%	40				N/A	21.95%	41				N/A	43.14%	51			
CO	02--05	MR-8	Trouble Rate, EELs%		NS	5.28%	1743				N/A	3.56%	1547				N/A	4.14%	1376				N/A	6.68%	1198			
CO	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	2.59%	1547				N/A	2.98%	1376				N/A	4.26%	1198			
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%	98.09%	3867	97.26%	15825	-2.81	Yes	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
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	5.2	1958	5.13	15944	0.51	Yes	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
CO	04--01	OP-5	New Service Install Quality, UBL Analog%		P	97.90%	5523	72.25%	16073	-36.72	Yes	97.17%	6114	73.15%	16238	-36.12	Yes	95.74%	4367	72.49%	17853	-30.84	Yes	98.31%	3199	79.08%	18620	-24.71
CO	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.30%	6114	75.72%	16238	-35.1	N/A	97.53%	4367	75.54%	17853	-30.3	N/A	96.62%	3199	76.55%	18620	-24.76
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	5.2	64	7.03	369	-1.24	Yes	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
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	9.1	10	6.95	164	0.91	Yes	6	14	9	202	-0.99	Yes	5.6	10	9.74	221	-1.12	Yes	11.8	15	11.27	276	0.42
CO	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	19.8	15	157.08	382	-3.6	N/A	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
CO	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	11		133		2.94	N/A	15		176		1.06	N/A	5		209		-0.79	N/A	9		229		3.53
CO	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	410	96.57%	16111	-3.77	Yes	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
CO	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	541	99.12%	21924	-2.16	Yes	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
CO	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	2:15	541	10:14	21924	-15.25	Yes	2:24	567	9:43	20815	-14.83	Yes	2:37	698	10:31	24424	-16.58	Yes	2:35	692	11:00	30847	-18.85
CO	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	7.95%	541	10.12%	22221	-1.65	Yes	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
CO	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	13.88%	353	10.70%	17761	1.85	N/A	11.21%	446	11.86%	21028	-0.42	N/A	12.20%	451	14.15%	26311	-1.18
CO	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.84%	64780	1.03%	2151013	-4.91	Yes	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
CO	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.56%	63045	0.82%	2159553	-7.19	N/A	0.78%	57524	0.97%	2168527	-4.7	N/A	0.83%	54406	1.21%	2180068	-7.97
CO	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	18.28%	662	31.40%	32391	-7.2	N/A	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
CO	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	99.59%	243	86.78%	363	-4.56	Yes	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
CO	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.35	182	9.55	345	-9.66	Yes	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
CO	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	99.21%	254	85.71%	378	-4.75	Yes	97.70%	261	93.94%	396	-1.98	Yes	99.10%	222	91.20%	500	-3.46	Yes	97.46%	197	96.24%	585	-0.78
CO	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	98.47%	261	97.47%	396	-0.79	N/A	99.55%	222	97.20%	500	-1.77	N/A	99.49%	197	98.80%	585	-0.77
CO	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			5.33	15		N/A			5.47	19		N/A	1	1	9.2	15	-0.64	Yes			18.48	21	
CO	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	5.5	2	7.39	31	-0.34	Yes			15.64	28		N/A	5	1	16.55	11	-0.54	Yes			18.64	11	
CO	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	11.75	8	117.5	40	-1.65	N/A	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
CO	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	8		18		2.99	N/A	13		25		3.24	N/A	7		22		2.27	N/A	10		16		4.16
CO	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	25	99.72%	362	-0.25	Yes	100.00%	19	99.63%	269	-0.26	Yes	100.00%	24	100.00%	353	.	Yes	100.00%	45	99.82%	544	-0.28
CO	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	30	100.00%	366	.	Yes	100.00%	31	100.00%	271	.	Yes	100.00%	34	100.00%	354	.	Yes	100.00%	57	100.00%	554	.
CO	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:33	30	1:52	366	1.4	Yes	2:46	31	2:09	271	1.09	Yes	2:42	34	2:00	354	1.09	Yes	2:17	57	2:14	554	0.2
CO	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	16.67%	30	14.48%	366	0.36	Yes	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
CO	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	22.73%	22	9.16%	131	1.71	N/A	3.85%	26	9.32%	161	-0.89	N/A	24.39%	41	17.13%	286	1.11
CO	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.55%	5442	1.08%	33796	-3.52	Yes	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
CO	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.40%	5455	0.38%	34150	0.22	N/A	0.47%	5486	0.47%	34333	0.05	N/A	0.74%	5508	0.82%	34904	-0.57
CO	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	18.92%	37	30.15%	524	-1.44	N/A	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A	1	1	5.5	18	-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						N/A	0				
CO	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	N/A			9.6	5		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	N/A	12	1	127.41	69	-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	N/A	0		8		-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	Yes	100.00%	10	99.24%	131	-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	Yes	91.30%	23	92.85%	615	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	Yes	100.00%	21	99.66%	297	-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	Yes	96.77%	31	96.64%	745	-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	Yes	2:19	21	3:14	297	-0.65	Yes	4:54	19	3:30	367	1	Yes	0				
CO	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	Yes	7:44	31	11:03	745	-1.16	Yes	6:02	18	9:54	751	-1.39	Yes	0				
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	28.57%	21	12.12%	297	1.94	No	10.53%	19	14.17%	367	-0.44	Yes	1	69	15.94%	12.41%	3.53%
CO	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	41.94%	31	12.29%	773	4.01	No	5.26%	19	14.79%	764	-1.16	Yes	1	108	17.59%	11.88%	5.71%
CO	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A	16.67%	6	13.37%	172	0.25	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	N/A	46.43%	28	12.34%	713	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	No	1.24%	4200	0.76%	140662	3.51	No	0.90%	4246	0.80%	141287	0.68	Yes	2	23346	0.76%	0.66%	0.10%
CO	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	N/A	0.81%	4200	0.63%	140662	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	N/A	34.18%	79	29.74%	1523	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	88.82%	152				No	82.90%	193				No	5	1255	87.81%		
CO	02--05	OP-4	Install Interv, EELs, Avg Days		NS	N/A	6.69	134				N/A	7.48	188				N/A	0				
CO	02--05	OP-5	New Service Install Quality, EELs%		NS	N/A	80.65%	186				N/A	87.19%	203				N/A	0				
CO	02--05	OP-5*	New Service Install Quality, EELs%		NS	N/A	84.41%	186				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	8.15	13				N/A	5.52	33				N/A	0				
CO	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	N/A	7.2	5				N/A	6.86	7				N/A	0				
CO	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	N/A	9.63	8				N/A	13.13	16				N/A	0				
CO	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	N/A	7					N/A	15					N/A	0				
CO	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	N/A	80.23%	86				N/A	87.95%	83				N/A	0				
CO	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	N/A	2:41	86				N/A	2:17	83				N/A	0				
CO	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	N/A	46.51%	86				N/A	48.19%	83				N/A	0				
CO	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	N/A	46.38%	69				N/A	49.21%	63				N/A	0				
CO	02--05	MR-8	Trouble Rate, EELs%		NS	N/A	8.84%	973				N/A	9.95%	834				N/A	0				
CO	02--05	MR-8*	Trouble Rate, EELs%		NS	N/A	7.09%	973				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						N/A	0				
CO	04--01	OP-3	Install Commit Met, UBL Analog%	D	90.00%	N/A						N/A						N/A	0				
CO	04--01	OP-3	Install Commit Met, UBL Analog%		90.00%	Yes	98.52%	2703	95.74%	17728	-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						N/A	0				
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	N/A						N/A						N/A	0				
CO	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	4.93	1614	5.67	17809	-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	Yes	96.27%	3864	63.59%	19641	-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	N/A	97.72%	3864	69.07%	19641	-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	Yes	5.6	43	5.03	499	0.62	Yes	8.44	48	4.61	413	1.94	No	1	256	5.34	5.86	(0.51)
CO	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days	ND	P	N/A						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						N/A	0				
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	ND	P	N/A						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						N/A	0				
CO	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	Yes	10	3	12.59	323	-0.19	Yes			11.8	457		N/A	0				
CO	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	4.14	21	109.43	770	-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	N/A	19		261		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	Yes	99.85%	647	92.51%	25471	-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	Yes	100.00%	739	98.12%	34382	-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	Yes	3:19	739	13:12	34382	-12.25	Yes	2:22	728	12:15	36942	-22.15	Yes	0				
CO	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	11.64%	739	14.44%	35374	-2.15	Yes	9.75%	728	14.00%	37929	-3.27	Yes	1	3965	11.50%	12.96%	-1.46%
CO	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	N/A	10.45%	488	14.40%	29751	-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	Yes	1.39%	53020	1.61%	2191706	-3.98	Yes	1.40%	52039	1.72%	2202383	-5.6	Yes	0				
CO	04--01	MR-8*	Trouble Rate, UBL Analog%		P	N/A	0.92%	53020	1.36%	2191706	-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	N/A	17.80%	899	29.06%	49868	-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%	Yes	99.52%	207	89.44%	549	-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	Yes	3.33	196	12.82	545	-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	Yes	95.29%	191	92.02%	451	-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	N/A	96.34%	191	96.90%	451	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	N/A	2	1	15.17	60	-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			11.71	7		N/A			6.2	5		N/A	0				
CO	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	11.33	15	197.57	84	-3.72	N/A	13.83	6	192.45	103	-2.69	N/A	0				
CO	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	N/A	11		17		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	Yes	100.00%	40	99.24%	527	-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%	46	100.00%	541	.	Yes	100.00%	33	100.00%	608	.	Yes	0				
CO	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	2:38	46	2:56	541	-0.46	Yes	1:56	33	3:01	608	-1.39	Yes	0				
CO	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	6.52%	46	23.29%	541	-2.58	Yes	6.06%	33	25.99%	608	-2.54	Yes	1	231	14.28%	19.15%	-4.87%
CO	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	N/A	8.82%	34	28.87%	291	-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	Yes	0.82%	5619	1.52%	35683	-3.98	Yes	0.58%	5669	1.69%	35903	-6.03	Yes	0				
CO	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	N/A	0.61%	5619	0.82%	35683	-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	N/A	8.00%	50	26.59%	737	-2.88	N/A	29.79%	47	25.67%	818	0.63	N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			88.47%	1023		N/A	100.00%	1	91.84%	968	-0.3	Yes			90.72%	1002		N/A	100.00%	5	88.85%	1552	-0.79
CO	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			11.98	1050		N/A	5	1	12.17	1013	-0.78	Yes			12.81	1039		N/A	3.8	5	13.63	1623	-1.74
CO	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	100.00%	1	95.61%	1049	-0.21	Yes	100.00%	1	94.55%	1046	-0.24	Yes	100.00%	3	94.42%	1362	-0.42	Yes	75.00%	4	95.18%	1516	1.31
CO	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A	100.00%	1	96.27%	1046	-0.2	N/A	100.00%	3	96.18%	1362	-0.34	N/A	100.00%	4	96.57%	1516	-0.38
CO	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			17.22	69		N/A			25.94	35		N/A			14.98	47		N/A			21.54	109	
CO	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			16.31	61		N/A			14.84	58		N/A			13.35	63		N/A			14.88	112	
CO	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			72.44	142		N/A			91.24	144		N/A			106.69	121		N/A			90.9	135	
CO	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS			56			N/A			61			N/A			59			N/A			67		
CO	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	100.00%	1	90.21%	960	-0.33	Yes			87.45%	916		N/A			83.72%	1192		N/A	50.00%	2	87.65%	1441	1.16
CO	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P	0:03	1	1:51	960	-0.9	Yes			2:17	916		N/A			2:32	1192		N/A	2:35	2	2:02	1441	0.6
CO	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	0.00%	1	13.54%	960	-0.4	Yes			14.63%	916		N/A			14.77%	1192		N/A	0.00%	2	27.13%	1441	-0.86
CO	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			13.93%	610		N/A			14.51%	813		N/A	0.00%	1	27.51%	905	-0.62
CO	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	1.32%	76	1.77%	54132	-0.3	Yes	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
CO	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	0.00%	77	1.13%	53826	-0.94	N/A	0.00%	77	1.51%	53828	-1.09	N/A	1.32%	76	1.68%	53918	-0.25
CO	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS	50.00%	2	18.23%	1174	0.91	N/A			17.18%	1106		N/A	100.00%	1	14.12%	1388	1.48	N/A	33.33%	3	15.04%	1696	0.76
CO	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	95.16%	124	88.47%	1023	-2.2	Yes	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
CO	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	8.6	125	11.98	1050	-3.47	Yes	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
CO	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	91.67%	144	95.61%	1049	1.93	No	86.67%	120	94.55%	1046	3.02	No	87.96%	108	94.42%	1362	2.45	No	97.56%	123	95.18%	1516	-1.18
CO	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	88.33%	120	96.27%	1046	3.4	N/A	95.37%	108	96.18%	1362	0.46	N/A	95.94%	123	96.57%	1516	0.41
CO	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	3	2	17.22	69	-0.91	Yes	7	1	25.94	35	-0.69	Yes	10.5	4	14.98	47	-0.33	Yes	9	1	21.54	109	-0.54
CO	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	10	5	16.31	61	-0.73	Yes	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
CO	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	16	7	72.44	142	-1.21	N/A	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
CO	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	7		56		3.21	N/A	6		61		2.21	N/A	3		59		0.94	N/A	11		67		3.51
CO	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	77.55%	49	90.21%	960	2.54	No	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
CO	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	2:47	49	1:51	960	2.65	No	2:25	62	2:17	916	0.48	Yes	2:11	53	2:32	1192	-0.73	Yes	2:06	63	2:02	1441	0.26
CO	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	12.24%	49	13.54%	960	-0.26	Yes	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
CO	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	20.83%	48	13.93%	610	1.27	N/A	19.44%	36	14.51%	813	0.82	N/A	36.96%	46	27.51%	905	1.37
CO	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	3.34%	1469	1.77%	54132	4.48	No	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
CO	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	3.51%	1369	1.13%	53826	8.19	N/A	2.81%	1280	1.51%	53828	3.78	N/A	3.81%	1207	1.68%	53918	5.7
CO	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	20.97%	62	18.23%	1174	0.56	N/A	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
CO	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	95.77%	142	86.78%	363	-2.68	Yes	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
CO	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.16	135	9.55	345	-7.57	Yes	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
CO	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	97.81%	137	85.71%	378	-3.47	Yes	91.89%	111	93.94%	396	0.77	Yes	94.66%	131	91.20%	500	-1.24	Yes	95.27%	148	96.24%	585	0.55
CO	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	94.59%	111	97.47%	396	1.45	N/A	96.95%	131	97.20%	500	0.18	N/A	97.30%	148	98.80%	585	1.26
CO	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	2.33	3	5.33	15	-0.98	Yes	7	3	5.47	19	0.54	Yes	3	1	9.2	15	-0.48	Yes	2.5	2	18.48	21	-0.9
CO	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	13.33	3	7.39	31	1.14	Yes	8.75	4	15.64	28	-0.64	Yes	6	4	16.55	11	-0.88	Yes	5	1	18.64	11	-0.57
CO	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	11.8	5	117.5	40	-1.35	N/A	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
CO	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	5		18		2.35	N/A	4		25		1.14	N/A	5		22		1.33	N/A	2		16		2.04
CO	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	30	99.72%	362	-0.28	Yes	100.00%	30	99.63%	269	-0.32	Yes	100.00%	24	100.00%	353	.	Yes	100.00%	37	99.82%	544	-0.25
CO	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	40	100.00%	366	.	Yes	100.00%	44	100.00%	271	.	Yes	100.00%	40	100.00%	354	.	Yes	100.00%	61	100.00%	554	.
CO	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:23	40	1:52	366	1.28	Yes	2:01	44	2:09	271	-0.28	Yes	2:39	40	2:00	354	1.13	Yes	3:01	61	2:14	554	1.53
CO	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	15.00%	40	14.48%	366	0.12	Yes	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
CO	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	16.13%	31	9.16%	131	1.09	N/A	3.33%	30	9.32%	161	-1.04	N/A	25.00%	52	17.13%	286	1.31
CO	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.19%	3350	1.08%	33796	0.59	Yes	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
CO	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.93%	3316	0.38%	34150	4.9	N/A	0.90%	3325	0.47%	34333	3.49	N/A	1.55%	3345	0.82%	34904	4.51
CO	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	11.11%	45	30.15%	524	-2.67	N/A	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
CO	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%			97.61%	1801		N/A			98.19%	1434		N/A			97.45%	1293		N/A			96.66%	1377	
CO	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.23	1803		N/A			5.55	1440		N/A			5.28	1294		N/A			5.34	1381	
CO	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100.00%	1622		N/A			99.71%	1367		N/A			99.63%	1338		N/A			99.93%	1424	
CO	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			99.71%	1367		N/A			99.63%	1338		N/A			99.65%	1424	
CO	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			4.53	36		N/A			3.9	30		N/A			4.77	30		N/A			4.36	47	
CO	04--06	OP-6B	Delayed Days for Facility Reasons, UBL - ADSL Qualified, Avg Days		P			8	3		N/A						N/A			7	1		N/A			2	1	
CO	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			93.02%	401		N/A			94.00%	467		N/A			94.31%	510		N/A			88.74%	533	
CO	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			97.26%	402		N/A			97.22%	468		N/A			98.04%	511		N/A			95.33%	535	
CO	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			8:31	402		N/A			7:25	468		N/A			7:07	511		N/A			12:00	535	
CO	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			18.16%	402		N/A			18.80%	468		N/A			17.61%	511		N/A			38.13%	535	
CO	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			20.08%	259		N/A			16.36%	269		N/A			40.32%	253	
CO	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			1.72%	23395		N/A			1.94%	24126		N/A			2.06%	24810		N/A			2.09%	25581	
CO	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			1.07%	24126		N/A			1.08%	24810		N/A			0.99%	25581	
CO	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			61.01%	1031		N/A			56.10%	1066		N/A			56.44%	1173		N/A			49.81%	1066	
CO	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			82.86%	70		N/A			78.85%	52		N/A			82.22%	45		N/A			81.36%	59	
CO	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			18.84	79		N/A			16.57	60		N/A			17.88	49		N/A			18.43	69	
CO	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			98.59%	71		N/A			96.43%	56		N/A			95.00%	60		N/A			96.43%	84	
CO	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			98.21%	56		N/A			98.33%	60		N/A			98.81%	84	
CO	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			41.33	9		N/A			15.13	8		N/A			16	2		N/A			18.56	9	
CO	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			28	6		N/A			32.4	5		N/A			37.57	7		N/A			31.75	8	
CO	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			45.94	16		N/A			37.15	26		N/A			35.36	28		N/A			40.09	23	
CO	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS			10			N/A			19			N/A			13			N/A			16		
CO	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100.00%	18		N/A			86.36%	22		N/A			80.65%	31		N/A			90.48%	42	
CO	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			1:05	18		N/A			3:05	22		N/A			3:22	31		N/A			6:46	42	
CO	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			11.11%	18		N/A			9.09%	22		N/A			9.68%	31		N/A			28.57%	42	
CO	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			11.11%	9		N/A			18.75%	16		N/A			29.17%	24	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	Yes	100.00%	2	91.73%	1270	-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	Yes	4	2	11.52	1339	-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	Yes	92.86%	14	88.68%	1351	-0.49	Yes	85.71%	14	89.49%	1323	0.49	Yes	0				
CO	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A	100.00%	14	92.97%	1351	-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			14.5	116		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			15.33	15		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			72.42	186		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			96			N/A	0		88		-0.98	N/A	0				
CO	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	Yes	100.00%	3	83.19%	1374	-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	Yes	1:37	3	2:34	1374	-0.47	Yes	1:34	3	2:04	1511	-0.37	Yes	0				
CO	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	Yes	0.00%	3	26.06%	1374	-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	N/A	0.00%	1	27.18%	916	-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	Yes	3.85%	78	2.56%	53688	0.74	Yes	3.85%	78	2.84%	53139	0.58	Yes	0				
CO	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A	1.28%	78	1.71%	53688	-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	N/A	0.00%	3	14.71%	1611	-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	Yes	96.97%	99	91.73%	1270	-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	Yes	8.15	121	11.52	1339	-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	Yes	87.02%	131	88.68%	1351	0.58	Yes	84.38%	128	89.49%	1323	1.71	No	4	754	89.26%	92.88%	-3.63%
CO	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	N/A	93.89%	131	92.97%	1351	-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	Yes	12.33	3	14.5	116	-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	Yes	4	1	15.33	15	-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	N/A	17	2	72.42	186	-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	N/A	2		96		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	Yes	75.41%	61	83.19%	1374	1.53	Yes	91.43%	70	89.68%	1511	-0.47	Yes	1	358	85.47%	86.91%	-1.44%
CO	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	Yes	3:03	61	2:34	1374	1.02	Yes	2:21	70	2:04	1511	1	Yes	1	358	2:28	2:13	0:14
CO	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	No	42.62%	61	26.06%	1374	2.74	No	24.29%	70	28.86%	1511	-0.82	Yes	2	358	27.10%	21.98%	5.12%
CO	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A	39.13%	46	27.18%	916	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	No	5.48%	1113	2.56%	53688	6.11	No	6.74%	1038	2.84%	53139	7.49	No	6	7476	4.79%	2.29%	2.50%
CO	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	N/A	4.13%	1113	1.71%	53688	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	N/A	16.44%	73	14.71%	1611	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	Yes	96.75%	123	89.44%	549	-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	Yes	4.03	121	12.82	545	-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	Yes	93.02%	129	92.02%	451	-0.37	Yes	92.54%	134	89.97%	369	-0.85	Yes	0				
CO	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	N/A	96.12%	129	96.90%	451	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	Yes	4	4	15.17	60	-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	Yes	8	1	11.71	7	-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	N/A	14	2	197.57	84	-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	N/A	2		17		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	Yes	100.00%	45	99.24%	527	-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%	55	100.00%	541	.	Yes	100.00%	75	100.00%	608	.	Yes	0				
CO	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes	2:40	55	2:56	541	-0.46	Yes	3:54	75	3:01	608	1.45	Yes	0				
CO	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	14.55%	55	23.29%	541	-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	N/A	9.76%	41	28.87%	291	-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	Yes	1.64%	3356	1.52%	35683	0.56	Yes	2.26%	3312	1.69%	35903	2.44	No	2	20004	1.57%	1.29%	0.28%
CO	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	N/A	1.22%	3356	0.82%	35683	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	N/A	8.33%	60	26.59%	737	-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			95.70%	1466		N/A			96.39%	1828		N/A	0				
CO	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	N/A			5.28	1466		N/A			5.29	1832		N/A	0				
CO	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			99.15%	1649		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			99.27%	1649		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			3.51	55		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			9	1		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			87.93%	613		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			95.61%	615		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			9:33	615		N/A			6:43	917		N/A	0				
CO	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			40.00%	615		N/A			39.69%	917		N/A	0				
CO	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			40.67%	300		N/A			41.30%	494		N/A	0				
CO	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	N/A			2.32%	26467		N/A			3.36%	27319		N/A	0				
CO	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	N/A			1.13%	26467		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			50.64%	1246		N/A			46.50%	1714		N/A	0				
CO	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			81.71%	82		N/A			77.03%	74		N/A	0				
CO	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			19.19	96		N/A			23.81	98		N/A	0				
CO	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100.00%	98		N/A			92.22%	90		N/A	0				
CO	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100.00%	98		N/A			97.78%	90		N/A	0				
CO	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			22.1	21		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						N/A	0				
CO	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			57.04	24		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			13			N/A			16			N/A	0				
CO	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			88.46%	26		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			2:53	26		N/A			1:31	43		N/A	0				
CO	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			19.23%	26		N/A			23.26%	43		N/A	0				
CO	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			23.53%	17		N/A			28.57%	28		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.44%	4106		N/A			0.54%	4097		N/A			0.76%	4075		N/A			1.03%	4071	
CO	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.22%	4097		N/A			0.39%	4075		N/A			0.59%	4071	
CO	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			21.74%	23		N/A			15.38%	26		N/A			22.50%	40		N/A			25.00%	56	
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		1:00	0:03	1451				Yes	0:04	2887				Yes	0:03	1286				Yes	0:03	1081			
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00						N/A						N/A						N/A					
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	100.00%	468				Yes	99.50%	804				Yes	98.99%	395				Yes	99.74%	387			
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	98.99%	99				Yes	100.00%	88				Yes	100.00%	96				Yes	100.00%	94			
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	468				N/A	0.12%	804				N/A	0.51%	395				N/A	0.00%	387			
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	99				N/A	0.00%	88				N/A	0.00%	96				N/A	0.00%	94			
CO	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	81.90%	105				No	82.54%	63				No	84.93%	73				No	94.80%	346			
CO	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	8.4	98				Yes	7.93	55				Yes	6.54	68				Yes	8.13	335			
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	99.62%	781	99.56%	25253	-0.22	Yes	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
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%			97.26%	15825		N/A			97.19%	16062		N/A			96.62%	16132		N/A			96.74%	19336	
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	2.99	739	3.43	19266	-8.46	Yes	2.99	660	3.55	16836	-7.55	Yes	3	627	3.65	18118	-7.78	Yes	3.03	502	3.72	22184	-7
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.13	15944		N/A			5.86	16201		N/A			5.83	16271		N/A			5.64	19427	
CO	04--10	OP-5	New Service Install Quality, Line Sharing%		P	90.58%	807	88.87%	40086	-1.53	Yes	88.15%	726	89.01%	39670	0.73	Yes	88.15%	785	88.88%	44163	0.64	Yes	90.60%	713	91.64%	46625	1
CO	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	92.29%	726	90.06%	39670	-1.99	N/A	92.36%	785	90.11%	44163	-2.09	N/A	91.58%	713	90.63%	46625	-0.87
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	7.5	4	4.28	115	1.25	N/A	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
CO	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			7.03	369		N/A			6.38	362		N/A			5.98	440		N/A			6.45	427	
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	4.06	16	1	2	.	N/A	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
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS	2	1	6.95	164	-0.59	N/A			9	202		N/A	10	1	9.74	221	0.48	N/A			11.27	276	
CO	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	4.8	30				N/A	3.09	23				N/A	3.38	13				N/A	9.4	10			
CO	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	29					N/A	22					N/A	13					N/A	9				
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	98.75%	80	98.40%	2503	-0.24	Yes	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
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	72.73%	44	96.23%	13608	5.43	No	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
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	98.78%	82	99.72%	5061	1.19	Yes	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
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	95.56%	45	98.94%	16863	1.69	No	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
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	6:04	82	4:38	5061	1.64	No	7:24	90	4:30	4674	2.88	No	11:46	103	4:02	5165	11.68	No	6:52	101	4:43	6668	3.05
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	23:53	45	11:55	16863	3.09	No	19:17	34	11:14	16141	2.46	No	15:39	42	12:15	19259	1.62	Yes	15:08	44	12:43	24179	1.44
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	45.83%	96	16.82%	321	5.56	No	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
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	28.00%	50	23.46%	81	0.57	Yes	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
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	18.75%	48	16.22%	222	0.44	N/A	31.67%	60	13.64%	220	3.06	N/A	18.97%	58	41.24%	177	-2.99
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	31.43%	35	43.24%	37	-1.01	N/A	36.11%	36	28.57%	49	0.72	N/A	34.29%	35	38.16%	76	-0.39
CO	04--10	MR-8	Trouble Rate, Line Sharing%		P	1.97%	7403	1.03%	2151013	7.98	No	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
CO	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	1.20%	6890	0.82%	2159553	3.51	N/A	1.49%	6442	0.97%	2168527	4.26	N/A	1.58%	5895	1.21%	2180068	2.6
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						N/A	0.00%	1				N/A					
CO	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS						N/A	100.00%	1				N/A	100.00%	1				N/A					
CO	04--12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS						N/A	100.00%	1				N/A	100.00%	1				N/A					
CO	04--12	OP-6A	Delayed Days for Non-Facility Reasons, Dark Fiber - Loop, Avg Days		NS						N/A						N/A	9	1				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%	4			
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%	4			
CO	05--01	OP-3	Install Commit Met, UDIT DS1%		P			88.47%	1023		N/A	100.00%	2	91.84%	968	-0.42	Yes			90.72%	1002		N/A	5.13%	39	88.85%	1552	7.94
CO	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			11.98	1050		N/A	8.5	4	12.17	1013	-0.8	Yes			12.81	1039		N/A	19.63	40	13.63	1623	2.37
CO	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100.00%	2	95.61%	1049	-0.3	Yes	100.00%	2	94.55%	1046	-0.34	Yes	100.00%	20	94.42%	1362	-1.08	Yes	100.00%	22	95.18%	1516	-1.05
CO	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	2	96.27%	1046	-0.28	N/A	100.00%	20	96.18%	1362	-0.88	N/A	100.00%	22	96.57%	1516	-0.88
CO	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			17.22	69		N/A			25.94	35		N/A			14.98	47		N/A	24	1	21.54	109	0.32
CO	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			16.31	61		N/A			14.84	58		N/A			13.35	63		N/A	13.81	36	14.88	112	-0.3
CO	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	429	1	72.44	142	2.2	N/A	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
CO	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	0		56		-0.8	N/A	0		61		-0.85	N/A	0		59		-0.97	N/A	0		67		-0.99
CO	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	50.00%	2	90.21%	960	1.3	Yes			87.45%	916		N/A	100.00%	2	83.72%	1192	-0.62	Yes	100.00%	2	87.65%	1441	-0.53
CO	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	2:48	2	1:51	960	0.86	Yes			2:17	916		N/A	0:43	2	2:32	1192	-0.75	Yes	1:41	2	2:02	1441	-0.22
CO	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0.00%	2	13.54%	960	-0.56	Yes			14.63%	916		N/A	0.00%	2	14.77%	1192	-0.59	Yes	0.00%	2	27.13%	1441	-0.86
CO	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			13.93%	610		N/A	0.00%	1	14.51%	813	-0.41	N/A	0.00%	2	27.51%	905	-0.87
CO	05--01	MR-8	Trouble Rate, UDIT DS1%		P	1.69%	118	1.77%	54132	-0.06	Yes	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
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	118	1.13%	53826	-1.16	N/A	0.88%	114	1.51%	53828	-0.55	N/A	1.75%	114	1.68%	53918	0.16
CO	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0.00%	2	18.23%	1174	-0.67	N/A			17.18%	1106		N/A	0.00%	2	14.12%	1388	-0.57	N/A	0.00%	2	15.04%	1696	-0.59
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100.00%	9	82.86%	70	-1.28	Yes	100.00%	3	78.85%	52	-0.87	Yes			82.22%	45		N/A	55.56%	9	81.36%	59	1.59
CO	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	16.4	15	18.84	79	-0.37	Yes	14.56	9	16.57	60	-0.35	Yes	8	4	17.88	49	-0.96	Yes	12	13	18.43	69	-1.05
CO	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	12	98.59%	71	-0.38	Yes	100.00%	7	96.43%	56	-0.48	Yes	88.89%	9	95.00%	60	0.62	Yes	100.00%	9	96.43%	84	-0.55
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100.00%	7	98.21%	56	-0.34	N/A	88.89%	9	98.33%	60	1.15	N/A	88.89%	9	98.81%	84	1.34
CO	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			41.33	9		N/A	26	2	15.13	8	1.17	Yes			16	2		N/A			18.56	9	
CO	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			28	6		N/A			32.4	5		N/A			37.57	7		N/A	13.75	4	31.75	8	-0.9
CO	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			45.94	16		N/A			37.15	26		N/A	2	1	35.36	28	-0.58	N/A	28	1	40.09	23	-0.21

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.64%	4043		N/A			1.07%	4022		N/A	0				
CO	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.42%	4043		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			29.73%	37		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	Yes	0:03	947				Yes	0:03	1132				Yes	0				
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00	N/A						N/A	0:05	1				Yes	0				
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	Yes	99.50%	397				Yes	98.83%	426				Yes	0				
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	Yes	97.62%	126				Yes	97.40%	231				Yes	0				
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0.00%	397				N/A	0.47%	426				N/A	0				
CO	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	N/A	1.59%	126				N/A	0.00%	231				N/A	0				
CO	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	Yes	60.48%	291				No	95.06%	243				Yes	4	1121	83.41%		
CO	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	8.3	286				Yes	7.68	238				Yes	0				
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	Yes	96.97%	297	99.42%	27464	3.94	Yes	99.03%	310	99.61%	36778	1.43	Yes	0				
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%	N/A			95.74%	17728		N/A			96.02%	21432		N/A	0				
CO	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	3.23	277	3.78	21784	-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			5.67	17809		N/A			5.89	21473		N/A	0				
CO	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	92.35%	549	86.19%	51784	-4.16	Yes	95.09%	530	84.40%	54159	-6.75	Yes	0				
CO	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	N/A	95.99%	549	88.27%	51784	-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	N/A	9.5	2	9.48	171	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			5.03	499		N/A			4.61	413		N/A	0				
CO	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A	7.57	113	7	8	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	N/A	8.4	5	12.59	323	-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	4.13	95				N/A	3.57	63				N/A	0				
CO	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	N/A	93					N/A	61					N/A	0				
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	No	84.00%	50	96.42%	3738	3.51	No	96.43%	28	97.99%	4232	0.6	Yes	4	450	91.33%	98.01%	-6.68%
CO	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	No	71.43%	28	91.84%	21733	3.16	No	90.48%	21	93.77%	23289	0.64	Yes	4	213	79.81%	94.35%	-14.53%
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	Yes	90.20%	51	99.55%	6869	4.61	No	96.43%	28	99.80%	8011	1.91	No	3	455	96.70%	99.76%	-3.06%
CO	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	Yes	92.86%	28	97.76%	27513	1.43	Yes	100.00%	21	98.69%	28931	-0.53	Yes	2	214	96.73%	98.63%	-1.90%
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	No	15:21	51	6:22	6869	3.72	No	8:24	28	6:07	8011	1.44	Yes	5	455	8:58	5:11	3:47
CO	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	Yes	18:55	28	14:54	27513	1.51	Yes	11:43	21	13:57	28931	-0.83	Yes	2	214	17:53	13:05	4:48
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	Yes	27.45%	51	39.48%	461	-1.67	Yes	32.14%	28	36.82%	698	-0.5	Yes	3	481	32.85%	29.05%	3.80%
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	Yes	35.48%	31	41.56%	154	-0.63	Yes	19.05%	21	48.86%	219	-2.61	Yes	1	236	32.63%	36.66%	-4.03%
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A	28.00%	25	38.20%	233	-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	N/A	38.46%	26	49.25%	67	-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	No	1.50%	5456	1.61%	2191706	-0.65	Yes	0.95%	5138	1.72%	2202383	-4.23	Yes	4	37224	1.92%	1.33%	0.60%
CO	04--10	MR-8*	Trouble Rate, Line Sharing%		P	N/A	0.93%	5456	1.36%	2191706	-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						N/A	0				
CO	04--11	OP-3	Install Commit Met, Sub-Loop Unbundling%	D	90.00%	N/A						N/A						N/A	0				
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	ND	NS	N/A						N/A						N/A	0				
CO	04--11	OP-4	Install Interv, Sub-Loop Unbundling, Avg Days	D	NS	N/A						N/A						N/A	0				
CO	04--11	OP-5	New Service Install Quality, Sub-Loop Unbundling%		NS	N/A						N/A						N/A	0				
CO	04--11	OP-5*	New Service Install Quality, Sub-Loop Unbundling%		NS	N/A						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						N/A	0				
CO	04--11	OP-15A	Interv for Pending Orders Delayed, Sub-Loop Unbundling, Avg Days		NS	N/A						N/A						N/A	0				
CO	04--11	OP-15B	Pending Orders Delayed for Facilities Reasons, Sub-Loop Unbundling		NS	N/A						N/A						N/A	0				
CO	04--12	OP-3	Install Commit Met, Dark Fiber - Loop%		NS	N/A						N/A						N/A	0				
CO	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	N/A						N/A						N/A	0				
CO	04--12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS	N/A						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						N/A	0				
CO	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	N/A	0.00%	3				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	0.00%	3				N/A	0				
CO	05--01	OP-3	Install Commit Met, UDIT DS1%		P	No	100.00%	3	91.73%	1270	-0.52	Yes	100.00%	4	86.11%	1195	-0.8	Yes	1	48	22.92%	89.53%	-66.61%
CO	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	No	8	3	11.52	1339	-0.66	Yes	8	5	13.97	1301	-1.1	Yes	1	52	16.98	12.75	4.23
CO	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	Yes	100.00%	4	88.68%	1351	-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	N/A	100.00%	4	92.97%	1351	-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	Yes			14.5	116		N/A			16.11	179		N/A	0				
CO	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P	Yes			15.33	15		N/A			15.67	21		N/A	0				
CO	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A	343	1	72.42	186	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	N/A	0		96		-1.03	N/A	0		88		-0.98	N/A	0				
CO	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	Yes	100.00%	3	83.19%	1374	-0.78	Yes			89.68%	1511		N/A	0				
CO	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	Yes	1:01	3	2:34	1374	-0.77	Yes			2:04	1511		N/A	0				
CO	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	Yes	0.00%	3	26.06%	1374	-1.03	Yes			28.86%	1511		N/A	0				
CO	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	N/A	0.00%	1	27.18%	916	-0.61	N/A			29.06%	998		N/A	0				
CO	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	2.86%	105	2.56%	53688	0.27	Yes	0.00%	102	2.84%	53139	-1.73	Yes	0				
CO	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	N/A	0.95%	105	1.71%	53688	-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	N/A	50.00%	6	14.71%	1611	1.97	N/A			15.26%	1783		N/A	0				
CO	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	Yes	100.00%	5	81.71%	82	-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	Yes	11.6	5	19.19	96	-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	Yes	66.67%	3	100.00%	98	2.28	No	100.00%	2	92.22%	90	-0.41	Yes	1	42	95.24%	96.51%	-1.28%
CO	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	N/A	66.67%	3	100.00%	98	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			22.1	21		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	Yes						N/A						N/A	0				
CO	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A	5	1	57.04	24	-0.78	N/A			59.62	26		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
CO	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		1:00	
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	
CO	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	
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		15	
CO	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	
CO	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%	
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	NS	
CO	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	
CO	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	
CO	04--10	MR-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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS			10			N/A			19			N/A	0		13		-0.91	N/A	1		16		0.33
CO	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	100.00%	1	100.00%	18	.	Yes	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
CO	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	1:49	1	1:05	18	0.7	Yes	1:16	3	3:05	22	-0.55	Yes	1:29	6	3:22	31	-0.76	Yes	1:23	4	6:46	42	-0.43
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	100.00%	1	11.11%	18	1.48	Yes	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
CO	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A	33.33%	3	11.11%	9	0.64	N/A	0.00%	4	18.75%	16	-0.86	N/A	50.00%	2	29.17%	24	0.46
CO	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.39%	255	0.44%	4106	-0.11	Yes	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
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	1.25%	240	0.22%	4097	2.25	N/A	1.75%	228	0.39%	4075	2.33	N/A	0.89%	225	0.59%	4071	0.59
CO	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS	0.00%	1	21.74%	23	-0.52	N/A	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
CO	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	0.00%	2				N/A						N/A						N/A					
CO	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:59	139360				N/A	2:00	135443				N/A	1:40	168696				N/A	1:58	214124			
CO	07--01	OP-3	Install Commit Met, E911%		P						N/A			100.00%	8		N/A			33.33%	6		N/A					
CO	07--01	OP-4	Install Interv, E911, Avg Days		P	36	1				N/A	33.25	8	14.1	10	2.29	No			181.13	8		N/A	24	1	91	1	
CO	07--01	OP-5	New Service Install Quality, E911%		P	100.00%	5	100.00%	5	.	Yes	100.00%	4	100.00%	9	.	Yes	100.00%	1	100.00%	5	.	Yes	100.00%	3	100.00%	2	.
CO	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100.00%	4	100.00%	9	.	Yes	100.00%	1	100.00%	5	.	Yes	100.00%	3	100.00%	2	.
CO	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P						N/A						N/A			323.25	4		N/A					
CO	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS						N/A						N/A			44	2		N/A			223.5	6	
CO	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911		NS						N/A						N/A			0			N/A			0		
CO	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P			100.00%	1		N/A						N/A						N/A			100.00%	1	
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P			0:16	1		N/A						N/A						N/A			3:05	1	
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P			0.00%	1		N/A						N/A						N/A			0.00%	1	
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A			0.00%	1	
CO	07--01	MR-8	Trouble Rate, E911%		P	0.00%	696	0.05%	1899	-0.52	Yes	0.00%	692	0.00%	1903	.	Yes	0.00%	674	0.00%	1876	.	Yes	0.00%	674	0.05%	1839	-0.52
CO	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	692	0.00%	1903	.	Yes	0.00%	674	0.00%	1876	.	Yes	0.00%	674	0.05%	1839	-0.52
CO	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			0.00%	1		N/A						N/A	100.00%	1				N/A			66.67%	3	
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.24	1		N/A			8.01	1		N/A			8.45	1		N/A			8.66	1	
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.32	1		N/A			8.88	1		N/A			8.33	1		N/A			8.52	1	
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.19	231561				N/A	0.16	325059				N/A	0.15	370691				N/A	0.16	371838			
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	96.33%	228165				N/A	97.98%	321991				N/A	98.45%	368097				N/A	98.07%	366324			
CO	09--01	NP-1A	NXX Code Activation, All%		P						N/A	100.00%	2				N/A	100.00%	2				N/A			100.00%	1	
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A	0.00%	2				N/A	0.00%	2				N/A			0.00%	1	
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.42	5330612				N/A	1.47	5291102				N/A	1.46	5985077				N/A	1.75	6792700			
CO	11--01	OP-8B	LNP Timeliness, LNP%		95.0%	99.63%	1351				Yes	99.86%	2793				Yes	99.76%	1243				Yes	99.80%	990			
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	99.64%	5246				Yes	99.85%	8149				Yes	99.44%	9661				Yes	99.67%	10398			
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	7034				Yes	99.99%	11142				Yes	99.91%	11079				Yes	100.00%	11611			
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	7034				N/A	100.00%	11142				N/A	100.00%	11079				N/A	100.00%	11611			
CO	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			65.12%	2503		N/A			60.35%	2439		N/A			67.38%	2649		N/A			62.30%	3393	
CO	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1			1	5061		N/A	1	3	1	4674	0.07	Yes			1	5165		N/A			1	6668	
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		0.95	100.00%	159293.48				Yes	100.00%	158611.84				Yes	100.00%	163122.88				Yes	100.00%	152482.01			
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	100.00%	159293.48				Yes	100.00%	158611.84				Yes	100.00%	163122.88				Yes	100.00%	152482.01			
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	99.74%	758	99.60%	24159	-0.58	Yes	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
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	99.38%	484	97.60%	12149	-2.51	Yes	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
CO	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.33	399	3.44	18700	-16.31	Yes	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
CO	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.31	486	5.01	12213	-8	Yes	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
CO	14--01	OP-5	New Service Install Quality, Residence%		P	92.48%	1051	88.67%	35512	-3.84	Yes	96.02%	1005	88.80%	35374	-7.16	Yes	96.35%	1287	88.74%	39313	-8.5	Yes	97.04%	1754	91.40%	41565	-8.25
CO	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	96.52%	1005	89.82%	35374	-6.93	N/A	96.66%	1287	89.91%	39313	-7.91	N/A	97.55%	1754	90.46%	41565	-9.9
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P	3	3	4.16	100	-0.35	Yes	1	1	5.54	79	-0.38	Yes			3.75	138		N/A			8.08	110	
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1.67	3	5.78	230	-0.83	Yes	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
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			1	2		N/A			18.33	3		N/A			4.67	6		N/A			16.56	9	
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	9.5	2	6.61	118	0.97	Yes	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
CO	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	231.55	11	154.54	740	1.05	N/A	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
CO	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	0		132		-1.53	N/A	1		174		-1.06	N/A	1		238		-1.05	N/A	0		279		-1.64
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	20	98.12%	2079	-0.62	Yes	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
CO	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	97.54%	122	96.17%	11885	-0.78	Yes	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
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	40	99.71%	4150	-0.34	Yes	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
CO	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	145	98.91%	14823	-1.26	Yes	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
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	3:34	40	4:55	4150	-1.07	Yes	2:18	49	4:48	3961	-2.44	Yes	2:37	43	4:15	4383	-1.57	Yes	1:53	65	5:01	5604	-3.57
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	6:31	145	12:20	14823	-5.47	Yes	6:26	100	11:29	14143	-4.2	Yes	6:02	156	12:34	16905	-6.39	Yes	6:09	235	13:10	21216	-8.94
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	5.00%	40	9.10%	4153	-0.9	Yes	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
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	9.46%	148	10.23%	15083	-0.31	Yes	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
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	0.00%	28	11.55%	1939	-1.9	N/A	3.57%	28	15.16%	2065	-1.7	N/A	14.81%	27	14.70%	2531	0.07
CO	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	5.94%	101	10.48%	13528	-1.48	N/A	9.21%	152	11.45%	16327	-0.86	N/A	10.92%	229	14.31%	20424	-1.46
CO	14--01	MR-8	Trouble Rate, Residence%		P	0.80%	23546	1.14%	1685898	-4.92	Yes	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
CO	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	0.50%	25889	0.91%	1692234	-6.98	N/A	0.66%	27325	1.08%	1698944	-6.72	N/A	0.89%	28783	1.34%	1708650	-6.64
CO	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	40	98.65%	4153	-0.74	Yes	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
CO	14--01	MR-9	Repair Appoint Met, Residence%	D	P	99.32%	148	97.78%	15083	-1.27	Yes	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
CO	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	30.37%	270	30.87%	27827	-0.18	N/A	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
CO	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	32	98.72%	1094	-0.63	Yes	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
CO	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	13	96.16%	3676	-0.72	Yes	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
CO	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	1.2	15	3.25	566	-3.21	Yes	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
CO	14--02	OP-4	Install Interv, Business, Avg Days	D	P	2.69	13	5.53	3731	-1.51	Yes	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
CO	14--02	OP-5	New Service Install Quality, Business%		P	92.31%	39	90.42%	4574	-0.4	Yes	92.86%	42	90.74%	4296	-0.47	Yes	85.37%	41	89.98%	4850	0.97	Yes	93.02%	43	93.66%	5060	0.24
CO	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	95.24%	42	92.06%	4296	-0.76	N/A	87.80%	41	91.71%	4850	0.9	N/A	88.37%	43	92.06%	5060	0.88

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS	N/A	0		13		-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	Yes	100.00%	2	88.46%	26	-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	Yes	0:50	2	2:53	26	-0.54	Yes	2:35	1	1:31	43	0.92	Yes	0				
CO	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	Yes	0.00%	2	19.23%	26	-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	N/A	0.00%	1	23.53%	17	-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	Yes	0.92%	217	0.64%	4043	0.53	Yes	0.45%	223	1.07%	4022	-0.88	Yes	1	1388	1.22%	0.75%	0.48%
CO	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	N/A	0.46%	217	0.42%	4043	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	N/A	0.00%	2	29.73%	37	-0.9	N/A	0.00%	1	23.21%	56	-0.54	N/A	0				
CO	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	N/A						N/A						N/A	0				
CO	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	1:52	157025				N/A	2:45	197154				N/A	0				
CO	07--01	OP-3	Install Commit Met, E911%		P	N/A			100.00%	1		N/A						N/A	0				
CO	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A	22	4	24	2	-0.13	Yes						N/A	1	14	29.57	82.34	(52.76)
CO	07--01	OP-5	New Service Install Quality, E911%		P	Yes	100.00%	3	100.00%	2	.	Yes	100.00%	1	100.00%	3	.	Yes	0				
CO	07--01	OP-5*	New Service Install Quality, E911%		P	Yes	100.00%	3	100.00%	2	.	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						N/A	0				
CO	07--01	OP-15A	Interv for Pending Orders Delayed, E911, Avg Days		NS	N/A			200.5	6		N/A						N/A	0				
CO	07--01	OP-15B	Pending Orders Delayed for Facilities Reasons, E911		NS	N/A			0			N/A						N/A	0				
CO	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A			100.00%	6		N/A			40.00%	5		N/A	0				
CO	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A			1:44	6		N/A			3:50	5		N/A	0				
CO	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A			33.33%	6		N/A			0.00%	5		N/A	0				
CO	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A			0.00%	4		N/A			0.00%	3		N/A	0				
CO	07--01	MR-8	Trouble Rate, E911%		P	Yes	0.00%	672	0.33%	1829	-1.27	Yes	0.00%	665	0.27%	1821	-1.16	Yes	0				
CO	07--01	MR-8*	Trouble Rate, E911%		P	N/A	0.00%	672	0.22%	1829	-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			0.00%	6		N/A			16.67%	6		N/A	0				
CO	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			8.68	1		N/A			8.36	.		N/A	0				
CO	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			8.69	1		N/A			8.92	.		N/A	0				
CO	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.11	164964				N/A	0.09	197043				N/A	0				
CO	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	92.04%	163172				N/A	94.19%	195172				N/A	0				
CO	09--01	NP-1A	NXX Code Activation, All%		P	N/A	100.00%	1				N/A						N/A	0				
CO	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A	0.00%	1				N/A						N/A	0				
CO	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.27	6131698				N/A	1.26	7637235				N/A	0				
CO	11--01	OP-8B	LNP Timeliness, LNP%		95.0%	Yes	98.47%	916				Yes	99.32%	1031				Yes	0				
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	Yes	99.49%	7867				Yes	99.61%	10700				Yes	0				
CO	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100.00%	8913				Yes	100.00%	12036				Yes	0				
CO	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100.00%	8913				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			52.97%	3738		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	N/A	1	2	1	6869	-0.1	Yes	1	1	1	8011	0.04	Yes	0				
CO	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		0.95	Yes	100.00%	159930.02				Yes	100.00%	162112.37				Yes	0				
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	Yes	100.00%	159930.02				Yes	100.00%	162112.37				Yes	0				
CO	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	99.81%	1620	99.47%	26606	-1.86	Yes	99.87%	2289	99.65%	35869	-1.7	Yes	0				
CO	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	98.28%	466	96.39%	13927	-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	Yes	1.76	1060	3.76	21228	-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	Yes	3	466	5.6	13981	-9.69	Yes	2.88	480	5.92	17318	-10.49	Yes	0				
CO	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	94.56%	2428	86.24%	46906	-11.61	Yes	92.50%	2600	84.54%	49183	-10.94	Yes	0				
CO	14--01	OP-5*	New Service Install Quality, Residence%		P	N/A	95.18%	2428	88.31%	46906	-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	N/A	1	3	4.82	152	-0.77	Yes	21.67	3	4.28	120	1.84	No	1	10	7.80	5.02	2.78
CO	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	Yes	3	7	4.16	297	-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			7	8		N/A			3.89	9		N/A	0				
CO	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	Yes	12	1	10.92	248	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	N/A	117.36	22	117.42	1130	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	N/A	1		278		-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	Yes	100.00%	42	96.27%	3245	-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	Yes	98.93%	280	91.61%	19187	-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	Yes	100.00%	85	99.52%	5830	-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	Yes	99.37%	318	97.71%	24495	-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	Yes	3:10	85	6:49	5830	-3.61	Yes	2:30	92	6:29	6911	-4.64	Yes	0				
CO	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	7:50	318	15:17	24495	-9.65	Yes	8:59	380	14:24	25798	-8.5	Yes	0				
CO	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	16.47%	85	14.08%	5830	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	Yes	12.19%	320	14.64%	25398	-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	N/A	8.57%	35	15.54%	2684	-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	N/A	12.14%	313	14.36%	23666	-1.11	N/A	9.51%	368	13.66%	24985	-2.3	N/A	0				
CO	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.37%	29475	1.82%	1719127	-5.64	Yes	1.68%	28378	1.95%	1728046	-3.24	Yes	0				
CO	14--01	MR-8*	Trouble Rate, Residence%		P	N/A	1.18%	29475	1.53%	1719127	-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	Yes	97.65%	85	98.73%	5830	0.86	Yes	100.00%	92	98.94%	6912	-0.98	Yes	0				
CO	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	99.69%	320	95.55%	25398	-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	N/A	31.59%	592	28.75%	43831	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	Yes	100.00%	40	98.02%	858	-0.88	Yes	100.00%	48	97.91%	909	-0.99	Yes	0				
CO	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	100.00%	16	93.34%	3801	-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	Yes	1.82	34	4.75	556	-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	Yes	4.25	16	5.94	3828	-0.74	Yes	3.41	17	5.74	4155	-1.23	Yes	0				
CO	14--02	OP-5	New Service Install Quality, Business%		P	Yes	93.44%	61	85.67%	4878	-1.72	Yes	89.04%	73	83.00%	4976	-1.36	Yes	0				
CO	14--02	OP-5*	New Service Install Quality, Business%		P	N/A	93.44%	61	87.90%	4878	-1.32	N/A	90.41%	73	86.37%	4976	-1	N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		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%		95.0%	
CO	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	
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%		0.95	
CO	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			5.07	15		N/A			3.58	12		N/A	11	1	6.53	17	0.99	Yes	18	1	10.54	24	0.53
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			9.11	139		N/A			8.85	131		N/A			7.18	151		N/A			7.05	154	
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A			1	1		N/A			1	1		N/A			71.5	2	
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			7.83	46		N/A	7	1	11.36	56	-0.32	Yes			9.86	51		N/A			13.07	61	
CO	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			151.84	273		N/A	10	1	118.57	351	-0.7	N/A			112.53	352		N/A			107.79	428	
CO	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS			80			N/A	0		100		-0.63	N/A			101			N/A			119		
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	4	99.76%	424	-0.1	Yes	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
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	100.00%	17	96.63%	1723	-0.77	Yes	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
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	7	99.78%	911	-0.12	Yes	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
CO	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	21	99.17%	2040	-0.42	Yes	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
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	3:57	7	3:18	911	0.44	Yes	4:24	7	2:48	713	0.99	Yes	1:50	16	2:51	782	-0.73	Yes	1:05	6	3:10	1064	-0.78
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	6:36	21	8:53	2040	-0.95	Yes	6:56	12	9:27	1998	-0.65	Yes	10:33	17	9:59	2354	0.45	Yes	5:32	30	9:34	2963	-1.83
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	28.57%	7	11.96%	911	1.18	Yes	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
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	0.00%	21	10.51%	2074	-1.56	Yes	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
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	0.00%	3	12.21%	434	-0.64	N/A	12.50%	8	12.67%	442	-0.01	N/A	0.00%	3	15.03%	559	-0.73
CO	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	0.00%	12	11.08%	1860	-1.22	N/A	0.00%	13	11.67%	2194	-1.31	N/A	0.00%	30	12.33%	2797	-2.04
CO	14--02	MR-8	Trouble Rate, Business%		P	0.60%	4649	0.64%	465115	-0.34	Yes	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
CO	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.32%	4713	0.49%	467319	-1.69	N/A	0.44%	4770	0.56%	469583	-1.11	N/A	0.67%	4912	0.71%	471418	-0.33
CO	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	7	97.91%	911	-0.38	Yes	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
CO	14--02	MR-9	Repair Appoint Met, Business%	D	P	100.00%	21	92.72%	2074	-1.28	Yes	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
CO	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	31.71%	41	34.60%	4564	-0.39	N/A	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
CO	14--03	OP-3	Install Commit Met, Centrex%	ND	P			100.00%	7		N/A			100.00%	14		N/A			100.00%	5		N/A			70.00%	10	
CO	14--03	OP-3	Install Commit Met, Centrex%	D	P			82.61%	23		N/A			75.00%	8		N/A			63.64%	11		N/A			89.58%	48	
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			3.14	7		N/A			2.38	13		N/A			4	5		N/A			5.78	9	
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			6	23		N/A			5.13	8		N/A			8.77	13		N/A			5.35	48	
CO	14--03	OP-5	New Service Install Quality, Centrex%		P			92.31%	26		N/A			95.00%	20		N/A			86.84%	38		N/A			93.75%	48	
CO	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			95.00%	20		N/A			89.47%	38		N/A			91.67%	48	
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A			11	3	
CO	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			14.5	4		N/A			2	1		N/A			10.67	3		N/A			8.67	3	
CO	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A			7	1		N/A			15.5	2		N/A			24	2	
CO	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			142.6	5		N/A			22.57	7		N/A			77.2	5		N/A			221.4	5	
CO	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS			0			N/A			0			N/A			0			N/A			0		
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	100.00%	1	100.00%	23	.	Yes			100.00%	9		N/A	100.00%	4	100.00%	19	.	Yes			100.00%	23	
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	100.00%	3	90.91%	33	-0.52	Yes	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
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	100.00%	1	100.00%	30	.	Yes			100.00%	17		N/A	100.00%	6	100.00%	25	.	Yes	100.00%	2	100.00%	35	.
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100.00%	3	92.31%	39	-0.48	Yes	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
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	1:53	1	6:40	30	-0.62	Yes			3:12	17		N/A	5:51	6	3:12	25	1	Yes	4:59	2	2:40	35	0.98
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	8:56	3	12:27	39	-0.24	Yes	11:50	2	19:35	28	-0.29	Yes	15:32	5	9:45	58	1.02	Yes	6:47	10	11:19	56	-0.69
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	0.00%	1	6.67%	30	-0.26	Yes			11.76%	17		N/A	16.67%	6	16.00%	25	0.01	Yes	0.00%	2	20.00%	35	-0.69
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	0.00%	3	5.13%	39	-0.39	Yes	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
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0.00%	9		N/A	33.33%	3	0.00%	7	1.06	N/A	0.00%	2	13.64%	22	-0.54
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	0.00%	2	11.11%	27	-0.48	N/A	40.00%	5	9.26%	54	1.65	N/A	22.22%	9	11.54%	52	0.81
CO	14--03	MR-8	Trouble Rate, Centrex%		P	0.35%	1133	0.37%	18608	-0.1	Yes	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
CO	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.17%	1170	0.19%	18588	-0.17	N/A	0.68%	1184	0.32%	18922	2.08	N/A	0.91%	1209	0.39%	19008	2.82
CO	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	100.00%	1	95.45%	22	-0.21	Yes			93.33%	15		N/A	100.00%	6	100.00%	19	.	Yes	100.00%	2	96.55%	29	-0.26
CO	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	100.00%	3	83.78%	37	-0.73	Yes	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
CO	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	33.33%	6	25.00%	92	0.44	N/A	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
CO	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100.00%	1	95.90%	195	-0.21	Yes			95.51%	178		N/A			96.00%	150		N/A			97.78%	135	
CO	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			93.82%	340		N/A	100.00%	1	95.04%	343	-0.23	Yes	100.00%	1	93.68%	285	-0.26	Yes			91.53%	307	
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	1	1	3.65	128	-1.3	Yes			4.36	119		N/A			5.15	115		N/A			2.84	104	
CO	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			8.6	346		N/A	2	1	7.19	347	-0.73	Yes	7	1	7	288	0.61	Yes			6.14	308	
CO	14--04	OP-5	New Service Install Quality, Centrex 21%		P	100.00%	1	88.18%	533	-0.37	Yes	100.00%	1	90.87%	482	-0.32	Yes	100.00%	1	86.17%	441	-0.4	Yes	100.00%	3	89.78%	499	-0.58
CO	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	1	92.12%	482	-0.29	N/A	100.00%	1	87.30%	441	-0.38	N/A	100.00%	3	88.78%	499	-0.61
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			4.63	8		N/A			5	8		N/A			4	6		N/A			3.67	3	
CO	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			6.85	20		N/A			5.88	16		N/A			6.83	12		N/A			5.22	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			9.2	5		N/A			13	3		N/A			9	7		N/A			14	8	
CO	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			171	42		N/A			131.56	59		N/A			142.71	52		N/A			134.66	67	
CO	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS			4			N/A			6			N/A			4			N/A			7		
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			98.59%	142		N/A			100.00%	128		N/A			98.02%	101		N/A			100.00%	155	
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	3	97.92%	432	-0.25	Yes	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
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100.00%	283		N/A			99.62%	260		N/A	100.00%	1	100.00%	232	.	Yes	100.00%	1	100.00%	325	.
CO	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	3	99.60%	504	-0.11	Yes	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
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:36	283		N/A			2:29	260		N/A	1:19	1	2:58	232	-0.3	Yes	0:41	1	2:47	325	-0.47
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	2:35	3	7:25	504	-0.93	Yes	10:11	2	7:58	454	0.46	Yes	8:05	4	9:03	547	-0.15	Yes	6:12	4	8:28	677	-0.39
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			8.13%	283		N/A			11.92%	260		N/A	0.00%	1	13.36%	232	-0.39	Yes	0.00%	1	14.15%	325	-0.41
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	3	9.04%	520	-0.54	Yes	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
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			13.38%	142		N/A	0.00%	1	13.79%	116	-0.4	N/A	0.00%	1	16.38%	177	-0.44
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	2	10.54%	427	-0.48	N/A	0.00%	4	10.31%	514	-0.68	N/A	0.00%	5	11.88%	623	-0.82
CO	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.47%	636	0.58%	138393	-0.36	Yes	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
CO	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.30%	666	0.41%	139205	-0.44	N/A	0.72%	698	0.45%	139984	1.05	N/A	0.82%	732	0.57%	140523	0.9
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			93.29%	283		N/A			97.31%	260		N/A	100.00%	1	96.98%	232	-0.18	Yes	100.00%	1	97.23%	325	-0.17

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P	Yes			46.74	19		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			6.29	202		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						N/A			5	1		N/A	0				
CO	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			18.12	75		N/A			13.47	66		N/A	0				
CO	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A			110.81	518		N/A			112.18	555		N/A	0				
CO	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	N/A			140			N/A			180			N/A	0				
CO	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes	100.00%	6	97.36%	493	-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	Yes	100.00%	18	93.52%	2546	-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	Yes	100.00%	9	99.71%	1039	-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	Yes	100.00%	24	98.18%	3018	-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	Yes	2:31	9	3:49	1039	-0.53	Yes	0:45	7	3:45	1100	-1.21	Yes	0				
CO	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	5:18	24	11:49	3018	-0.54	Yes	6:50	27	10:16	3133	-1.62	Yes	0				
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes	11.11%	9	12.90%	1039	-0.16	Yes	28.57%	7	14.09%	1100	1	Yes	0				
CO	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	16.67%	24	14.00%	3107	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	N/A	0.00%	4	12.32%	544	-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	N/A	13.04%	23	14.07%	2857	-0.14	N/A	7.41%	27	12.87%	2921	-0.84	N/A	0				
CO	14--02	MR-8	Trouble Rate, Business%		P	Yes	0.65%	5060	0.88%	472579	-1.71	Yes	0.67%	5230	0.91%	474337	-1.82	Yes	0				
CO	14--02	MR-8*	Trouble Rate, Business%		P	N/A	0.53%	5060	0.72%	472579	-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	Yes	100.00%	9	97.98%	1039	-0.43	Yes	100.00%	7	98.00%	1100	-0.38	Yes	0				
CO	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100.00%	24	90.18%	3107	-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	N/A	44.07%	59	31.32%	6037	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			100.00%	1		N/A			83.33%	6		N/A	0				
CO	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			67.57%	37		N/A			86.21%	29		N/A	0				
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A			1	1		N/A			4.5	6		N/A	0				
CO	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			17.05	37		N/A			9.3	30		N/A	0				
CO	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			70.27%	37		N/A			44.74%	38		N/A	0				
CO	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			81.08%	37		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						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			20.58	12		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						N/A			34	2		N/A	0				
CO	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			127.53	15		N/A			140.43	14		N/A	0				
CO	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS	N/A			2			N/A			1			N/A	0				
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			95.24%	21		N/A			100.00%	10		N/A	0				
CO	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	Yes	50.00%	2	88.10%	42	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	Yes			100.00%	33		N/A			100.00%	22		N/A	0				
CO	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	Yes	100.00%	2	98.08%	52	-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	Yes			6:42	33		N/A			1:56	22		N/A	0				
CO	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	Yes	14:15	2	8:49	52	1	Yes	2:58	2	6:31	55	-0.69	Yes	0				
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	Yes			12.12%	33		N/A			22.73%	22		N/A	0				
CO	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	Yes	0.00%	2	14.55%	55	-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			16.00%	25		N/A			23.08%	13		N/A	0				
CO	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	N/A	0.00%	2	14.29%	49	-0.57	N/A	0.00%	2	10.87%	46	-0.48	N/A	0				
CO	14--03	MR-8	Trouble Rate, Centrex%		P	No	0.51%	391	0.47%	18843	0.21	Yes	0.50%	397	0.41%	18836	0.36	Yes	2	5484	0.60%	0.41%	0.19%
CO	14--03	MR-8*	Trouble Rate, Centrex%		P	N/A	0.51%	391	0.39%	18843	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	Yes			80.00%	25		N/A			94.44%	18		N/A	0				
CO	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	Yes	50.00%	2	84.00%	50	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	N/A	0.00%	2	28.46%	123	-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	N/A	100.00%	2	96.93%	228	-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	N/A	100.00%	3	92.62%	325	-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			8.32	176		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	N/A	3	3	6.31	327	-0.86	Yes	6	3	7.4	376	-0.26	Yes	0				
CO	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes	90.91%	22	74.12%	622	-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	N/A	95.45%	22	79.42%	622	-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			3	7		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			5.5	18		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						N/A	0				
CO	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P	N/A			9.6	5		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			127.41	69		N/A			124.33	73		N/A	0				
CO	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS	N/A			8			N/A			11			N/A	0				
CO	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	N/A	100.00%	3	99.24%	131	-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	Yes	100.00%	4	92.85%	615	-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	Yes	100.00%	6	99.66%	297	-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	Yes	100.00%	6	96.64%	745	-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	Yes	1:16	6	3:14	297	-0.78	Yes	6:35	6	3:30	367	1.17	Yes	0				
CO	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	Yes	6:17	6	11:03	745	-0.75	Yes	3:14	2	9:54	751	-0.81	Yes	0				
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	Yes	33.33%	6	12.12%	297	1.33	Yes	50.00%	6	14.17%	367	2.02	No	1	14	35.71%	12.41%	23.30%
CO	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	Yes	50.00%	6	12.29%	773	2.18	No	0.00%	2	14.79%	764	-0.59	Yes	1	22	13.64%	11.88%	1.76%
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			13.37%	172		N/A	50.00%	6	14.07%	199	2.01	N/A	0				
CO	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	N/A	50.00%	6	12.34%	713	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	Yes	1.25%	962	0.76%	140662	1.73	No	1.04%	766	0.80%	141287	0.76	Yes	1	4460	0.81%	0.66%	0.15%
CO	14--04	MR-8*	Trouble Rate, Centrex 21%		P	N/A	0.62%	962	0.63%	140662	-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	Yes	100.00%	6	94.95%	297	-0.56	Yes	83.33%	6	95.91%	367	1.15	Yes	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100.00%	3	90.38%	520	-0.56	Yes	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
CO	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	25.00%	4	31.89%	1179	-0.3	N/A	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
CO	14--05	OP-3	Install Commit Met, PBX%	ND	P			100.00%	5		N/A			100.00%	8		N/A			85.71%	7		N/A	100.00%	1	91.67%	12	-0.29
CO	14--05	OP-3	Install Commit Met, PBX%	D	P			92.31%	13		N/A			91.67%	24		N/A			77.27%	22		N/A			95.83%	24	
CO	14--05	OP-3	Install Commit Met, PBX%		P			47.95%	73		N/A	100.00%	1	71.70%	53	-0.62	Yes	100.00%	2	71.01%	69	-0.89	Yes			67.35%	49	
CO	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			2	5		N/A			4.2	5		N/A			8.17	6		N/A			2.1	10	
CO	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			10.77	13		N/A			11.63	24		N/A			9.95	22		N/A			6.21	24	
CO	14--05	OP-4	Install Interv, PBX, Avg Days		P			15.29	73		N/A			14.17	63		N/A			15.35	68		N/A			14.83	70	
CO	14--05	OP-5	New Service Install Quality, PBX%		P	100.00%	1	93.00%	100	-0.27	Yes	100.00%	2	95.19%	104	-0.31	Yes	100.00%	2	89.91%	109	-0.47	Yes	0.00%	1	94.74%	114	1.92
CO	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	2	98.08%	104	-0.2	N/A	100.00%	2	94.50%	109	-0.34	N/A	100.00%	1	98.25%	114	-0.13
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A						N/A			20	1		N/A			3	1	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P			1	1		N/A			1	2		N/A			2	5		N/A			2	1	
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			6.56	41		N/A			12.75	20		N/A			19.45	22		N/A			15.43	21	
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			20	2		N/A			6	3		N/A			3.5	2		N/A			2.6	5	
CO	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			107.43	14		N/A			143.43	23		N/A			141	22		N/A			132.86	22	
CO	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS			5			N/A			5			N/A			4			N/A			4		
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	7	100.00%	123	.	Yes	100.00%	1	100.00%	125	.	Yes	100.00%	4	100.00%	134	.	Yes	100.00%	7	100.00%	184	.
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			98.41%	63		N/A			100.00%	57		N/A			93.51%	77		N/A			100.00%	121	
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	7	100.00%	129	.	Yes	100.00%	1	100.00%	130	.	Yes	100.00%	4	100.00%	147	.	Yes	100.00%	8	100.00%	206	.
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100.00%	73		N/A			100.00%	59		N/A			97.62%	84		N/A			100.00%	130	
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1:30	7	1:21	129	0.76	Yes	0:27	1	1:34	130	-0.37	Yes	0:49	4	1:18	147	-0.37	Yes	0:44	8	1:33	206	-0.89
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			7:07	73		N/A			5:54	59		N/A			8:59	84		N/A			6:39	130	
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0.00%	7	5.43%	129	-0.62	Yes	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
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			9.59%	73		N/A			3.33%	60		N/A			10.59%	85		N/A			8.27%	133	
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	1	9.59%	73	-0.32	N/A	0.00%	1	11.11%	81	-0.35	N/A	25.00%	4	12.61%	111	0.64
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			4.55%	44		N/A			11.94%	67		N/A			9.26%	108	
CO	14--05	MR-8	Trouble Rate, PBX%		P	0.21%	3336	0.17%	118463	0.54	Yes	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
CO	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.03%	3431	0.10%	118365	-1.28	N/A	0.03%	3617	0.12%	120165	-1.61	N/A	0.11%	3689	0.18%	121395	-1.01
CO	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100.00%	16		N/A			100.00%	15		N/A			96.00%	25		N/A	100.00%	1	100.00%	34	.
CO	14--05	MR-9	Repair Appoint Met, PBX%	D	P			89.80%	49		N/A			86.67%	30		N/A			87.04%	54		N/A			88.41%	69	
CO	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	22.22%	9	28.11%	281	-0.39	N/A	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
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P			100.00%	1		N/A			60.00%	5		N/A	100.00%	1	100.00%	2	.	Yes			100.00%	1	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100.00%	5		N/A			100.00%	5		N/A			85.71%	7		N/A			88.89%	9	
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			86.55%	357		N/A			87.97%	374		N/A	100.00%	1	94.13%	392	-0.25	Yes	100.00%	3	95.30%	575	-0.38
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A			3.67	3		N/A	2	1	3	1	.	N/A			0	1	
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			2.8	5		N/A			3	5		N/A			3.14	7		N/A			3.33	9	
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			9.65	340		N/A			12.14	362		N/A	2	1	12.93	375	-1.18	Yes	12.67	3	14.43	555	-0.24
CO	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			92.86%	378		N/A	100.00%	1	96.97%	396	-0.18	Yes	100.00%	3	95.60%	500	-0.37	Yes	100.00%	3	96.24%	585	-0.34
CO	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A	100.00%	1	98.74%	396	-0.11	N/A	100.00%	3	98.60%	500	-0.21	N/A	100.00%	3	100.00%	585	.
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	ND	P						N/A			5.5	2		N/A						N/A					
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			1	1		N/A			1	1	
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			5.33	15		N/A			5.47	17		N/A			9.79	14		N/A			19.35	20	
CO	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P			7.39	31		N/A			15.64	28		N/A			16.55	11		N/A			18.64	11	
CO	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			117.5	40		N/A			148.77	61		N/A			148.15	60		N/A			201.12	77	
CO	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS			18			N/A			25			N/A			22			N/A			16		
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100.00%	238		N/A			100.00%	157		N/A			100.00%	242		N/A	100.00%	1	100.00%	334	.
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			99.19%	124		N/A	100.00%	2	99.11%	112	-0.13	Yes			100.00%	111		N/A			99.52%	210	
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100.00%	242		N/A			100.00%	159		N/A			100.00%	243		N/A	100.00%	1	100.00%	343	.
CO	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100.00%	124		N/A	100.00%	2	100.00%	112	.	Yes			100.00%	111		N/A			100.00%	211	
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:10	242		N/A			0:56	159		N/A			1:10	243		N/A	2:58	1	1:18	343	1.43
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			3:15	124		N/A	1:59	2	3:52	112	-0.75	Yes			3:50	111		N/A			3:45	211	
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			12.81%	242		N/A			12.58%	159		N/A			13.58%	243		N/A	0.00%	1	19.53%	343	-0.49
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			17.74%	124		N/A	50.00%	2	9.82%	112	1.27	Yes			9.91%	111		N/A			17.54%	211	
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			8.33%	36		N/A			10.77%	65		N/A			18.92%	111	
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A	50.00%	2	9.47%	95	1.29	N/A			8.33%	96		N/A			16.00%	175	
CO	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	55	1.08%	33796	-0.78	Yes	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
CO	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	3.51%	57	0.38%	34150	2.31	N/A	0.00%	60	0.47%	34333	-0.53	N/A	0.00%	60	0.82%	34904	-0.7
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			100.00%	4		N/A			100.00%	3		N/A			100.00%	3		N/A			100.00%	10	
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P			66.67%	3		N/A			66.67%	3		N/A			100.00%	6		N/A			66.67%	3	
CO	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS			30.15%	524		N/A	33.33%	3	32.92%	404	0.03	N/A			29.76%	504		N/A	50.00%	2	24.01%	729	0.7
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	100.00%	2	97.60%	1791	-0.22	Yes	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
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	96.30%	27	99.18%	4644	1.22	Yes	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
CO	14--07	OP-3	Install Commit Met, Qwest DSL%		P			88.46%	26		N/A			86.49%	37		N/A			96.55%	29		N/A			93.62%	47	
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	6	15	4.86	3802	2.23	No	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
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	4	2	5.23	1793	-0.86	Yes	4.5	2	5.56	1431	-0.58	Yes	3	2	5.28	1292	-1.31	Yes	7	1	5.34	1369	1.54
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			4.12	26		N/A			4.49	37		N/A			5.59	27		N/A			4.66	44	
CO	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100.00%	27	100.00%	5986	.	Yes	100.00%	23	99.92%	5152	-0.13	Yes	100.00%	20	99.91%	5284	-0.14	Yes	100.00%	27	99.98%	6254	-0.07
CO	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100.00%	23	99.92%	5152	-0.13	N/A	100.00%	20	99.91%	5284	-0.14	N/A	100.00%	27	99.92%	6254	-0.15
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P	2	1	8.21	28	-0.42	Yes			7.22	18		N/A			8.38	16		N/A			5.79	29	
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			4.53	36		N/A			4.11	28		N/A			4.77	30		N/A	2	1	4.47	45	-0.25
CO	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			2.33	3		N/A			2.4	5		N/A			1	1		N/A			2.33	3	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	Yes	100.00%	6	86.03%	773	-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	N/A	33.33%	18	29.74%	1523	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%	1	100.00%	9	.	Yes			100.00%	7		N/A	0				
CO	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			96.67%	30		N/A			75.86%	29		N/A	0				
CO	14--05	OP-3	Install Commit Met, PBX%		P	N/A			74.36%	39		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			1.75	8		N/A			1.86	7		N/A	0				
CO	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			5.2	30		N/A			9.73	30		N/A	0				
CO	14--05	OP-4	Install Interv, PBX, Avg Days		P	N/A			18.31	65		N/A	11.67	3	14.64	107	-0.44	Yes	0				
CO	14--05	OP-5	New Service Install Quality, PBX%		P	No	50.00%	2	80.00%	140	0.83	Yes	100.00%	2	88.41%	138	-0.51	Yes	1	10	80.00%	89.65%	-9.65%
CO	14--05	OP-5*	New Service Install Quality, PBX%		P	N/A	50.00%	2	87.14%	140	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						N/A	0				
CO	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A			1	1		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			29.97	32		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						N/A			8	2		N/A	0				
CO	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A			37	1		N/A						N/A	0				
CO	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			111.5	26		N/A			90.59	29		N/A	0				
CO	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS	N/A			6			N/A			9			N/A	0				
CO	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	Yes	100.00%	3	99.43%	176	-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	N/A	100.00%	2	97.83%	92	-0.21	Yes			95.74%	94		N/A	0				
CO	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	Yes	100.00%	3	99.48%	191	-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	N/A	100.00%	2	99.00%	100	-0.14	Yes			98.08%	104		N/A	0				
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	Yes	1:20	3	2:04	191	-0.27	Yes	1:36	7	2:07	225	-0.18	Yes	0				
CO	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	N/A	8:15	2	6:25	100	0.36	Yes			9:39	104		N/A	0				
CO	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	Yes	33.33%	3	13.61%	191	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	N/A	0.00%	2	9.71%	103	-0.46	Yes			16.19%	105		N/A	0				
CO	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A	0.00%	2	14.41%	111	-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	N/A	0.00%	1	10.47%	86	-0.34	N/A			18.07%	83		N/A	0				
CO	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.13%	3739	0.24%	122437	-1.31	Yes	0.19%	3768	0.26%	125894	-0.9	Yes	0				
CO	14--05	MR-8*	Trouble Rate, PBX%		P	N/A	0.08%	3739	0.16%	122437	-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	Yes			100.00%	39		N/A	100.00%	4	93.94%	33	-0.48	Yes	0				
CO	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A	100.00%	1	84.21%	57	-0.43	Yes			87.88%	66		N/A	0				
CO	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	28.57%	7	25.94%	397	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						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			80.00%	10		N/A			81.82%	11		N/A	0				
CO	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	Yes	100.00%	2	89.61%	539	-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						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			3.3	10		N/A			3.45	11		N/A	0				
CO	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	Yes	3.5	2	13	535	-0.89	Yes			9.82	295		N/A	0				
CO	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	Yes	100.00%	5	92.02%	451	-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	Yes	100.00%	5	96.90%	451	-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						N/A	0				
CO	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A			2	2		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			15.62	58		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			11.71	7		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			197.57	84		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			17			N/A			16			N/A	0				
CO	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	Yes			99.32%	293		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			99.15%	234		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	Yes			100.00%	305		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%	236		N/A			100.00%	265		N/A	0				
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	Yes			1:51	305		N/A			1:41	343		N/A	0				
CO	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			4:19	236		N/A			4:46	265		N/A	0				
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	Yes			21.97%	305		N/A			23.62%	343		N/A	0				
CO	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			25.00%	236		N/A			29.06%	265		N/A	0				
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			31.13%	106		N/A			27.27%	121		N/A	0				
CO	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			27.57%	185		N/A			28.64%	213		N/A	0				
CO	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0.00%	81	1.52%	35683	-1.12	Yes	0.00%	78	1.69%	35903	-1.16	Yes	1	391	0.77%	1.29%	-0.52%
CO	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	N/A	0.00%	81	0.82%	35683	-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%	14		N/A			100.00%	6		N/A	0				
CO	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A			80.00%	5		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			26.59%	737		N/A			25.67%	818		N/A	0				
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	No	100.00%	3	95.76%	1463	-0.36	Yes	100.00%	1	96.38%	1824	-0.19	Yes	1	11	90.91%	97.03%	-6.12%
CO	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	Yes	96.77%	31	98.95%	5240	0.99	Yes	100.00%	52	99.64%	5323	-0.43	Yes	0				
CO	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A	100.00%	1	92.00%	25	-0.29	Yes			92.59%	27		N/A	0				
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	Yes	5.25	24	4.85	4015	2.23	No	4.89	46	4.89	4188	0.19	Yes	3	133	5.20	4.88	0.33
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	Yes	5.67	3	5.28	1463	1.08	Yes	8	1	5.29	1828	1.94	No	1	11	5.00	5.32	(0.32)
CO	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A	3	1	5.25	24	-0.44	Yes			5.28	25		N/A	0				
CO	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	Yes	100.00%	44	99.80%	6958	-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	N/A	100.00%	44	99.83%	6958	-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	N/A	2	1	8.53	32	-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	Yes			3.48	54		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			5	2		N/A			1.5	2		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
CO	14--04	MR-9	Repair Appoint Met, Centrex 21%	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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
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			8	3		N/A						N/A			7	1		N/A			2	1	
CO	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	100.00%	1	93.02%	401	-0.27	Yes			94.00%	467		N/A			94.31%	510		N/A			88.74%	533	
CO	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P	100.00%	1	97.26%	402	-0.17	Yes			97.22%	468		N/A			98.04%	511		N/A			95.33%	535	
CO	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	0:20	1	8:31	402	-0.33	Yes			7:25	468		N/A			7:07	511		N/A			12:00	535	
CO	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	100.00%	1	18.16%	402	1.34	Yes			18.80%	468		N/A			17.61%	511		N/A			38.13%	535	
CO	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			20.08%	259		N/A			16.36%	269		N/A			40.32%	253	
CO	14--07	MR-8	Trouble Rate, Qwest DSL%		P	5.56%	18	1.72%	23395	1.02	Yes	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
CO	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	19	1.07%	24126	-0.45	N/A	0.00%	19	1.08%	24810	-0.46	N/A	0.00%	19	0.99%	25581	-0.44
CO	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	0.00%	1	61.01%	1031	-1.25	N/A			56.10%	1066		N/A			56.44%	1173		N/A			49.81%	1066	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100.00%	4		N/A			100.00%	1		N/A						N/A			100.00%	1	
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A			100.00%	1		N/A						N/A					
CO	14--08	OP-3	Install Commit Met, ISDN Primary%		P			83.21%	417		N/A			75.08%	309		N/A	100.00%	1	49.31%	144	-1.01	Yes			82.24%	259	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			4.75	4		N/A			2	1		N/A						N/A			5	1	
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A			5	1		N/A						N/A					
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			14.51	429		N/A			16.5	325		N/A	6	1	17.91	186	-0.65	Yes			15.06	304	
CO	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			96.59%	410		N/A	100.00%	1	92.93%	283	-0.28	Yes	100.00%	1	98.88%	267	-0.11	Yes			98.08%	260	
CO	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A	100.00%	1	95.41%	283	-0.22	N/A	100.00%	1	99.63%	267	-0.06	N/A			99.62%	260	
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					
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			13.63	68		N/A			15.36	87		N/A			14.62	89		N/A			16.84	69	
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			8.57	23		N/A			19.67	12		N/A			6.83	6		N/A			8.33	9	
CO	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			46.32	34		N/A			37.64	39		N/A			29.75	52		N/A			52.59	27	
CO	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS			3			N/A			14			N/A			11			N/A			6		
CO	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	0.00%	1	100.00%	66	2.54	No	100.00%	3	97.96%	49	-0.24	Yes	100.00%	1	90.32%	62	-0.32	Yes			96.05%	76	
CO	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	17:09	1	1:17	66	2.17	No	0:29	3	1:10	49	-0.7	Yes	0:33	1	2:05	62	-0.42	Yes			1:26	76	
CO	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	0.00%	1	4.55%	66	-0.22	Yes	33.33%	3	8.16%	49	1.08	Yes	0.00%	1	8.06%	62	-0.29	Yes			13.16%	76	
CO	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A	50.00%	2	8.33%	24	1.24	N/A	0.00%	1	7.50%	40	-0.28	N/A			16.22%	37	
CO	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.13%	784	0.05%	128957	0.94	Yes	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
CO	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.24%	829	0.02%	125192	4.6	N/A	0.12%	829	0.03%	122442	1.4	N/A	0.00%	771	0.03%	122012	-0.48
CO	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	0.00%	1	37.74%	106	-0.77	N/A	0.00%	3	42.35%	85	-1.46	N/A	0.00%	1	21.52%	79	-0.52	N/A			30.91%	110	
CO	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A			100.00%	1		N/A	100.00%	1	0.00%	1	.	N/A			100.00%	1	
CO	14--09	OP-3	Install Commit Met, DS0%	D	P			100.00%	1		N/A			100.00%	1		N/A						N/A					
CO	14--09	OP-3	Install Commit Met, DS0%		P	100.00%	2	75.36%	69	-0.8	Yes	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
CO	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A			0	1		N/A	1	1	262	1	.	N/A			0	1	
CO	14--09	OP-4	Install Interv, DS0, Avg Days	D	P			0	1		N/A			0	1		N/A						N/A					
CO	14--09	OP-4	Install Interv, DS0, Avg Days		P	3	2	8.74	73	-0.56	Yes	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
CO	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	15	98.78%	82	-0.4	Yes	95.24%	21	93.41%	91	-0.3	Yes	100.00%	21	84.71%	85	-1.74	Yes	88.57%	35	91.94%	62	0.52
CO	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	21	98.90%	91	-0.44	N/A	100.00%	21	89.41%	85	-1.41	N/A	100.00%	35	85.48%	62	-1.95
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	ND	P						N/A						N/A			255	1		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			8.81	16		N/A	14	3	11.06	17	0.74	Yes			14.2	5		N/A			27.73	15	
CO	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P			9	4		N/A	1	1	8.33	3	-1	Yes			17	2		N/A	12	1	3.67	3	1.05
CO	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			110.8	10		N/A			145.06	17		N/A			243.28	18		N/A			246.06	16	
CO	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS			9			N/A			11			N/A			7			N/A			5		
CO	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	100.00%	8	89.51%	591	-0.96	Yes	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
CO	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	1:49	8	2:11	591	-0.41	Yes	1:35	16	2:22	536	-1.13	Yes	1:35	8	3:37	750	-0.97	Yes	2:57	19	2:19	867	1.02
CO	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0.00%	8	16.41%	591	-1.24	Yes	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
CO	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	11.11%	9	15.90%	371	-0.39	N/A	0.00%	3	15.70%	567	-0.75	N/A	8.33%	12	17.57%	575	-0.83
CO	14--09	MR-8	Trouble Rate, DS0%		P	0.50%	1604	0.50%	118689	0	Yes	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
CO	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.54%	1665	0.32%	114273	1.54	N/A	0.18%	1671	0.53%	107724	-1.94	N/A	0.71%	1702	0.55%	103958	0.84
CO	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	33.33%	12	33.45%	888	-0.01	N/A	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
CO	14--10	OP-3	Install Commit Met, DS1%		P	50.00%	2	88.47%	1023	1.2	Yes	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
CO	14--10	OP-4	Install Interv, DS1, Avg Days		P	8	4	11.98	1050	-0.77	Yes	9	1	12.17	1013	-0.35	Yes	10	1	12.81	1039	-0.26	Yes	10.67	3	13.63	1623	-0.41
CO	14--10	OP-5	New Service Install Quality, DS1%		P	100.00%	3	95.61%	1049	-0.37	Yes	100.00%	2	94.55%	1046	-0.34	Yes	66.67%	3	94.42%	1362	1.38	Yes	100.00%	2	95.18%	1516	-0.32
CO	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A	100.00%	2	96.27%	1046	-0.28	N/A	66.67%	3	96.18%	1362	1.58	N/A	50.00%	2	96.57%	1516	1.83
CO	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			17.22	69		N/A			25.94	35		N/A			14.98	47		N/A	3	1	21.54	109	-0.79
CO	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	4	1	16.31	61	-0.65	Yes			14.84	58		N/A	1	1	13.35	63	-0.87	Yes			14.88	112	
CO	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			72.44	142		N/A	0	1	91.24	144	-0.68	N/A			106.69	121		N/A			90.9	135	
CO	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS			56			N/A	0		61		-0.85	N/A			59			N/A			67		
CO	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	6	90.21%	960	-0.8	Yes	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
CO	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:35	6	1:51	960	-0.32	Yes	1:45	14	2:17	916	-0.72	Yes	0:59	14	2:32	1192	-1.68	Yes	1:23	10	2:02	1441	-0.91
CO	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	0.00%	6	13.54%	960	-0.97	Yes	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
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	0.00%	7	13.93%	610	-1.06	N/A	40.00%	5	14.51%	813	1.35	N/A	0.00%	3	27.51%	905	-1.07
CO	14--10	MR-8	Trouble Rate, DS1%		P	1.74%	344	1.77%	54132	-0.04	Yes	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
CO	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	2.09%	335	1.13%	53826	1.53	N/A	1.58%	316	1.51%	53828	0.17	N/A	0.99%	303	1.68%	53918	-0.93
CO	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	0.00%	6	18.23%	1174	-1.15	N/A	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
CO	14--11	OP-3	Install Commit Met, DS3%		P			82.86%	70		N/A			78.85%	52		N/A			82.22%	45		N/A			81.36%	59	
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P			18.84	79		N/A			16.57	60		N/A			17.88	49		N/A			18.43	69	
CO	14--11	OP-5	New Service Install Quality, DS3%		P			98.59%	71		N/A			96.43%	56		N/A			95.00%	60		N/A			96.43%	84	
CO	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			98.21%	56		N/A			98.33%	60		N/A			98.81%	84	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P	N/A						N/A						N/A	0				
CO	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A			9	1		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			87.93%	613		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			95.61%	615		N/A			98.58%	917		N/A	0				
CO	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			9:33	615		N/A			6:43	917		N/A	0				
CO	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			40.00%	615		N/A			39.69%	917		N/A	0				
CO	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			40.67%	300		N/A			41.30%	494		N/A	0				
CO	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0.00%	19	2.32%	26467	-0.67	Yes	0.00%	19	3.36%	27319	-0.81	Yes	0				
CO	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	N/A	0.00%	19	1.13%	26467	-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			50.64%	1246		N/A			46.50%	1714		N/A	0				
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A			100.00%	1		N/A			100.00%	5		N/A	0				
CO	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A			0.00%	1		N/A			100.00%	1		N/A	0				
CO	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			63.54%	96		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			0	1		N/A			3.4	5		N/A	0				
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A			5	1		N/A			7	1		N/A	0				
CO	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			24.16	179		N/A	6	1	33.61	268	-0.5	Yes	0				
CO	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A	100.00%	1	96.63%	267	-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	N/A	100.00%	1	98.13%	267	-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						N/A	0				
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	N/A			2	1		N/A						N/A	0				
CO	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			36.96	73		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						N/A	0				
CO	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	N/A			35.5	2		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			61.95	22		N/A			213.2	147		N/A	0				
CO	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS	N/A			8			N/A			14			N/A	0				
CO	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A	75.00%	4	92.59%	81	0.98	Yes	100.00%	1	80.25%	81	-0.49	Yes	1	10	80.00%	92.29%	-12.29%
CO	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A	11:02	4	1:44	81	2.75	No	0:46	1	2:29	81	-0.51	Yes	2	10	6:24	1:44	4:39
CO	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A	50.00%	4	20.99%	81	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	N/A	50.00%	4	31.91%	47	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	Yes	0.53%	758	0.07%	121969	4.91	No	0.13%	783	0.07%	120927	0.65	Yes	2	4754	0.21%	0.06%	0.15%
CO	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	N/A	0.53%	758	0.04%	121969	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	N/A	20.00%	5	32.50%	120	-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						N/A	0				
CO	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A						N/A						N/A	0				
CO	14--09	OP-3	Install Commit Met, DS0%		P	Yes	88.10%	42	81.40%	43	-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						N/A	0				
CO	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A						N/A						N/A	0				
CO	14--09	OP-4	Install Interv, DS0, Avg Days		P	Yes	5.08	25	8.96	47	-1.9	Yes	5.47	15	6.53	60	-0.92	Yes	0				
CO	14--09	OP-5	New Service Install Quality, DS0%		P	Yes	67.57%	37	41.07%	56	-2.54	Yes	81.48%	27	46.84%	79	-3.11	Yes	0				
CO	14--09	OP-5*	New Service Install Quality, DS0%		P	N/A	86.49%	37	55.36%	56	-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						N/A	0				
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A						N/A						N/A	0				
CO	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A	1.25	4	9	9	-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	Yes	6	1	1	2	.	N/A						N/A	0				
CO	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A	8	1	282.41	37	-1.56	N/A			249.32	44		N/A	0				
CO	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS	N/A	0		6		-0.43	N/A			14			N/A	0				
CO	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	Yes	90.91%	33	73.69%	878	-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	Yes	1:47	33	3:42	878	-2	Yes	1:55	28	2:39	870	-0.76	Yes	0				
CO	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	Yes	15.15%	33	20.39%	878	-0.73	Yes	14.29%	28	22.53%	870	-1.03	Yes	0				
CO	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A	25.00%	16	18.78%	623	0.64	N/A	6.67%	15	21.28%	578	-1.37	N/A	0				
CO	14--09	MR-8	Trouble Rate, DS0%		P	Yes	1.92%	1720	0.85%	102876	4.76	No	1.64%	1705	0.84%	103056	3.57	No	3	10067	1.11%	0.69%	0.42%
CO	14--09	MR-8*	Trouble Rate, DS0%		P	N/A	0.93%	1720	0.61%	102876	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	N/A	17.50%	40	25.78%	1183	-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	Yes			91.73%	1270		N/A			86.11%	1195		N/A	0				
CO	14--10	OP-4	Install Interv, DS1, Avg Days		P	Yes			11.52	1339		N/A	24	1	13.97	1301	1.3	Yes	0				
CO	14--10	OP-5	New Service Install Quality, DS1%		P	Yes	100.00%	1	88.68%	1351	-0.36	Yes	0.00%	2	89.49%	1323	2.56	No	1	13	76.92%	92.88%	-15.96%
CO	14--10	OP-5*	New Service Install Quality, DS1%		P	N/A	100.00%	1	92.97%	1351	-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	Yes			14.5	116		N/A			16.11	179		N/A	0				
CO	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			15.33	15		N/A			15.67	21		N/A	0				
CO	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			72.42	186		N/A			73.55	179		N/A	0				
CO	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS	N/A			96			N/A			88			N/A	0				
CO	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	83.33%	6	83.19%	1374	-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	Yes	1:38	6	2:34	1374	-0.66	Yes	2:56	12	2:04	1511	1.3	Yes	0				
CO	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	Yes	50.00%	6	26.06%	1374	1.21	Yes	33.33%	12	28.86%	1511	0.36	Yes	0				
CO	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	N/A	33.33%	3	27.18%	916	0.25	N/A	37.50%	8	29.06%	998	0.52	N/A	0				
CO	14--10	MR-8	Trouble Rate, DS1%		P	Yes	2.01%	299	2.56%	53688	-0.6	Yes	4.07%	295	2.84%	53139	1.23	Yes	2	1892	3.28%	2.29%	0.99%
CO	14--10	MR-8*	Trouble Rate, DS1%		P	N/A	1.00%	299	1.71%	53688	-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	N/A	14.29%	7	14.71%	1611	-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			81.71%	82		N/A			77.03%	74		N/A	0				
CO	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			19.19	96		N/A			23.81	98		N/A	0				
CO	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100.00%	98		N/A			92.22%	90		N/A	0				
CO	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100.00%	98		N/A			97.78%	90		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			41.33	9		N/A			15.13	8		N/A			16	2		N/A			18.56	9	
CO	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			28	6		N/A			32.4	5		N/A			37.57	7		N/A			31.75	8	
CO	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			45.94	16		N/A			37.15	26		N/A			35.36	28		N/A			40.09	23	
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS			10			N/A			19			N/A			13			N/A			16		
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100.00%	18		N/A			86.36%	22		N/A			80.65%	31		N/A			90.48%	42	
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:05	18		N/A			3:05	22		N/A			3:22	31		N/A			6:46	42	
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			11.11%	18		N/A			9.09%	22		N/A			9.68%	31		N/A			28.57%	42	
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			11.11%	9		N/A			18.75%	16		N/A			29.17%	24	
CO	14--11	MR-8	Trouble Rate, DS3%		P	0.00%	4	0.44%	4106	-0.13	Yes	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
CO	14--11	MR-8*	Trouble Rate, DS3%		P						N/A	0.00%	4	0.22%	4097	-0.09	N/A	0.00%	3	0.39%	4075	-0.11	N/A	0.00%	3	0.59%	4071	-0.13
CO	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			21.74%	23		N/A			15.38%	26		N/A			22.50%	40		N/A			25.00%	56	
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P			80.19%	212		N/A			81.56%	179		N/A			87.13%	171		N/A			87.88%	165	
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			19.5	2		N/A			11.33	3		N/A			19	3		N/A			12	4	
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P			97.06%	204		N/A			91.89%	185		N/A			96.17%	183		N/A	100.00%	1	96.55%	174	-0.19
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			93.51%	185		N/A			98.91%	183		N/A	100.00%	1	98.85%	174	-0.11
CO	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			9.66	35		N/A			11.72	18		N/A			13.88	17		N/A			23.86	14	
CO	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			13.45	11		N/A			13.13	16		N/A			12.63	8		N/A			22.1	10	
CO	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			121.36	28		N/A			101.68	37		N/A			81.09	47		N/A			93.69	35	
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS			23			N/A			23			N/A			27			N/A			19		
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			90.14%	213		N/A			86.19%	210		N/A			80.17%	232		N/A			87.12%	264	
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:57	213		N/A			2:21	210		N/A			3:00	232		N/A			2:17	264	
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			15.49%	213		N/A			13.33%	210		N/A			15.95%	232		N/A			26.14%	264	
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			12.68%	142		N/A			14.89%	141		N/A			23.84%	172	
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	0.00%	2	1.73%	12279	-0.19	Yes	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
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A	0.00%	2	1.16%	12268	-0.15	N/A	0.00%	2	1.14%	12345	-0.15	N/A	0.00%	2	1.39%	12387	-0.17
CO	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			16.47%	255		N/A			14.29%	245		N/A			15.02%	273		N/A			17.76%	321	
NM	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100.00%	4				N/A	100.00%	24	95.83%	24	-0.72	Yes	100.00%	20	100.00%	46	.	Yes	100.00%	10	77.78%	9	-1.16
NM	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	14.5	4	13	2	0.8	Yes	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
NM	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	92.86%	14	100.00%	16	0.69	Yes	100.00%	24	86.84%	38	-1.49	Yes	100.00%	17	96.55%	29	-0.62	Yes	100.00%	9	100.00%	12	.
NM	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	24	89.47%	38	-1.32	N/A	100.00%	17	96.55%	29	-0.62	N/A	100.00%	9	91.67%	12	-0.68
NM	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P						N/A			7	1		N/A						N/A			73.5	2	
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%	6	100.00%	2	.	Yes	100.00%	1	100.00%	9	.	Yes	100.00%	4	100.00%	4	.	Yes	100.00%	2	85.71%	7	-0.51
NM	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0:57	6	1:46	2	-42.44	Yes	1:30	1	0:55	9	0.57	Yes	1:34	4	1:24	4	-0.04	Yes	0:41	2	2:30	7	-0.99
NM	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0.00%	6	0.00%	2	.	Yes	0.00%	1	0.00%	9	.	Yes	0.00%	4	0.00%	4	.	Yes	50.00%	2	0.00%	7	1.29
NM	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A			0.00%	8		N/A	0.00%	1	0.00%	3	.	Yes			0.00%	6	
NM	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.02%	29748	0.01%	37683	2.63	No	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
NM	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.00%	29532	0.02%	37783	-1.87	N/A	0.00%	27636	0.01%	37879	-0.61	N/A	0.00%	25764	0.02%	38407	-1.55
NM	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	14.29%	7	33.33%	3	-0.59	N/A	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
NM	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	0.00%	3720	0.00%	3910	.	Yes	0.00%	3720	0.00%	3910	.	Yes	0.02%	3768	0.00%	3910	.	Yes	0.00%	3768	0.00%	3910	.
NM	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	0.00%	1752	0.00%	17341	.	Yes	0.00%	1560	0.00%	17149	.	Yes	0.00%	1440	0.00%	7128	.	Yes	0.00%	1176	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	0.00%	3720	0.00%	3910	.	N/A	0.02%	3768	0.00%	3910	.	N/A	0.00%	3768	0.00%	3910	.
NM	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.00%	1752	0.00%	17341	.	N/A	0.00%	1560	0.00%	17149	.	N/A	0.00%	1440	0.00%	7128	.	N/A	2.30%	1608	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	63	1				Yes	91	1				Yes						N/A	76	1			
NM	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	100.00%	1				Yes	100.00%	1				Yes						N/A	100.00%	1			
NM	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	100.00%	1				Yes	100.00%	1				Yes						N/A					
NM	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	9	2				Yes	7	1				Yes	3.75	4				Yes	7.67	3			
NM	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	100.00%	2				Yes	100.00%	3				Yes	100.00%	5				Yes	100.00%	4			
NM	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.21	1353124	3.38	6294830	-275.3	Yes	1.28	1303545	2.85	5997488	-214.3	Yes	1.27	1274824	3.1	5769565	-252.9	Yes	1.41	1526388	3.27	6667805	-262.8
NM	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		0.95	100.00%	1232182				Yes	97.88%	1215070				Yes	100.00%	1077137				Yes	99.98%	1145226			
NM	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.21	1282006	3.38	6294830	-269	N/A	1.28	1239705	2.85	5997488	-208.9	N/A	1.28	1215372	3.1	5769565	-247.1	N/A	1.41	1460025	3.27	6667805	-257.7
NM	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.17	71118	3.38	6294830	-70.44	N/A	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
NM	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	6135				N/A	100.00%	6229				N/A	100.00%	6401				N/A	100.00%	6449			
NM	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	97.24%	559139.8	99.55%	37619230	255.9	No	96.89%	503986.69	99.55%	36933755	280.25	No	99.78%	477904.2	99.47%	37280189	-29.71	Yes	99.92%	468210.24	99.52%	38358658	-39.35
NM	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	99.24%	1707	99.13%	98131	-0.5	Yes	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
NM	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	99.36%	314				Yes	100.00%	238				Yes	99.60%	252				Yes	99.64%	279			
NM	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	98.54%	206				Yes	100.00%	227				Yes	100.00%	155				Yes	100.00%	252			
NM	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	96.69%	29520				No	99.67%	29160				Yes	99.44%	28260				Yes	99.33%	29880			
NM	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%						N/A	100.00%	16920				Yes	100.00%	28620				Yes	100.00%	29880			
NM	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%						N/A	100.00%	67680				Yes	100.00%	114480				Yes	100.00%	119520			
NM	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	100.00%	29160				Yes	100.00%	28620				Yes	100.00%	29880			
NM	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	96.69%	29520				No	99.69%	29160				Yes	99.39%	28260				Yes	99.56%	29880			
NM	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.86%	43200				Yes	100.00%	42240				Yes	100.00%	41580				Yes	100.00%	42240			
NM	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21960				Yes	100.00%	21600				Yes	100.00%	22860			
NM	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	97.82%	39075				No	100.00%	38550				Yes	100.00%	37290				Yes	100.00%	38670			
NM	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%						N/A						N/A						N/A					
NM	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	98.17%	24362	75.49%	2964996	.	Yes	98.92%	24241	84.04%	2577208	.	Yes	98.19%	26219	77.80%	2616966	.	Yes	97.62%	32925	86.07%	3240021	.
NM	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	88.46%	13040	83.51%	481677	.	Yes	89.25%	12774	87.11%	382342	.	Yes	92.43%	14188	90.44%	362204	.	Yes	92.98%	20339	92.32%	442709	.
NM	02--01	OA-1	Order Accuracy, %		NS	99.66%	872				N/A	99.16%	836				N/A	99.88%	821				N/A	99.62%	797			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
CO	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P	N/A			22.1	21		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						N/A	0				
CO	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			57.04	24		N/A			59.62	26		N/A	0				
CO	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS	N/A			13			N/A			16			N/A	0				
CO	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			88.46%	26		N/A			95.35%	43		N/A	0				
CO	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			2:53	26		N/A			1:31	43		N/A	0				
CO	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			19.23%	26		N/A			23.26%	43		N/A	0				
CO	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			23.53%	17		N/A			28.57%	28		N/A	0				
CO	14--11	MR-8	Trouble Rate, DS3%		P	Yes	0.00%	3	0.64%	4043	-0.14	Yes	0.00%	3	1.07%	4022	-0.18	Yes	0				
CO	14--11	MR-8*	Trouble Rate, DS3%		P	N/A	0.00%	3	0.42%	4043	-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			29.73%	37		N/A			23.21%	56		N/A	0				
CO	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A	100.00%	1	72.26%	155	-0.62	Yes			71.64%	201		N/A	0				
CO	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A			13.33	3		N/A			21	4		N/A	0				
CO	14--12	OP-5	New Service Install Quality, Frame Relay%		P	Yes	0.00%	1	92.82%	195	1.8	No			93.56%	233		N/A	1	2	50.00%	94.63%	-44.63%
CO	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A	0.00%	1	94.87%	195	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			17.22	45		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			26	2		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			91.06	33		N/A			60.25	52		N/A	0				
CO	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS	N/A			22			N/A			27			N/A	0				
CO	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A	100.00%	1	82.66%	323	-0.46	Yes			89.02%	328		N/A	0				
CO	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A	1:01	1	2:38	323	-0.44	Yes			2:09	328		N/A	0				
CO	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A	0.00%	1	22.91%	323	-0.54	Yes			27.44%	328		N/A	0				
CO	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A	0.00%	1	20.81%	197	-0.51	N/A			28.04%	214		N/A	0				
CO	14--12	MR-8	Trouble Rate, Frame Relay%		P	Yes	33.33%	3	2.58%	12509	1.77	No	0.00%	2	2.62%	12523	-0.23	Yes	1	13	7.69%	2.11%	5.58%
CO	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A	33.33%	3	1.57%	12509	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	N/A	0.00%	1	12.47%	369	-0.38	N/A			15.25%	387		N/A	0				
NM	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	100.00%	6	90.00%	10	-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	Yes	13.38	8	16.5	12	-1.1	Yes	19	28	15.33	6	1.27	Yes	0				
NM	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	88.89%	18	100.00%	9	0.81	Yes	100.00%	16	100.00%	14	.	Yes	0				
NM	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	N/A	88.89%	18	100.00%	9	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			18	1		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						N/A	0				
NM	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	N/A						N/A						N/A	0				
NM	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS	N/A						N/A						N/A	0				
NM	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes	100.00%	7	100.00%	5	.	Yes	100.00%	2	100.00%	2	.	Yes	0				
NM	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	Yes	1:04	7	1:12	5	-0.17	Yes	1:14	2	0:38	2	1.06	Yes	0				
NM	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes	14.29%	7	20.00%	5	-0.24	Yes	0.00%	2	0.00%	2	.	Yes	0				
NM	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P	N/A	14.29%	7	0.00%	3	0.3	N/A	0.00%	1	0.00%	1	.	Yes	0				
NM	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.03%	24012	0.01%	38217	1.71	No	0.01%	25090	0.01%	38479	0.47	Yes	2	161782	0.01%	0.01%	0.00%
NM	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	N/A	0.03%	24012	0.01%	38217	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	N/A	0.00%	7	37.50%	8	-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	0.07%	3720	0.00%	3910	.	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%	1968	0.00%	7128	.	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	0.07%	3720	0.00%	3910	.	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%	1968	0.00%	7128	.	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						N/A	0				
NM	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	Yes						N/A	104	1				Yes	0				
NM	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	Yes						N/A	100.00%	1				Yes	0				
NM	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	N/A						N/A	100.00%	1				Yes	0				
NM	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	Yes	10	1				Yes						N/A	0				
NM	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	Yes	100.00%	1				Yes	100.00%	1				Yes	0				
NM	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	1.79	1379627	3.53	6354030	-179.4	Yes	2.18	1581976	4.57	7071530	-200	Yes	0				
NM	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		0.95	Yes	100.00%	1149621				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	N/A	1.8	1317942	3.53	6354030	-174	N/A	2.16	1518414	4.57	7071530	-198.3	N/A	0				
NM	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A	1.37	61685	3.53	6354030	-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%	6447				N/A	100.00%	6323				N/A	0				
NM	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	Yes	99.97%	445932.9	99.48%	37889553	-45.03	Yes	99.84%	463207.55	98.61%	35932715	-71.23	Yes	2	2918381.4	98.86%	99.37%	-0.51%
NM	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	No	97.65%	1359	99.29%	130269	7.18	No	97.81%	1642	99.37%	128158	7.91	No	4	9290	97.93%	99.23%	-1.30%
NM	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	Yes	99.70%	331				Yes	100.00%	233				Yes	0				
NM	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	Yes	100.00%	164				Yes	96.38%	221				Yes	0				
NM	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	100.00%	28080				Yes	98.75%	29340				No	2	174240	98.97%		
NM	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100.00%	28080				Yes	100.00%	29700				Yes	0				
NM	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100.00%	112320				Yes	99.96%	118800				Yes	0				
NM	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	Yes	99.95%	28080				Yes	100.00%	29700				Yes	0				
NM	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.80%	28080				Yes	98.26%	29340				No	2	174240	98.89%		
NM	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	99.94%	41040				Yes	99.31%	43020				Yes	0				
NM	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100.00%	21060				Yes	100.00%	22500				Yes	0				
NM	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100.00%	37185				Yes	99.92%	38955				Yes	1	229725	99.62%		
NM	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%	N/A						N/A	100.00%	1				Yes	0				
NM	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	0				
NM	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	1	105360	89.09%	87.17%	1.92%
NM	02--01	OA-1	Order Accuracy, %		NS	N/A	99.86%	711				N/A	99.75%	792				N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		0.95	
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%		0.95	
NM	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	
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%	
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 , %		95.0%	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.34	2338				N/A	0.3	2385				N/A	0.44	2067				N/A	0.6	2020			
NM	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.55	2338				N/A	1.43	2385				N/A	1.47	2067				N/A	1.68	2020			
NM	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.31	624				N/A	0.29	614				N/A	0.36	539				N/A	0.43	564			
NM	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.81	624				N/A	4.91	614				N/A	4.96	539				N/A	5.19	564			
NM	02--01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.12	624				N/A	5.2	614				N/A	5.32	539				N/A	5.62	564			
NM	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	1.89	2338				Yes	1.73	2385				Yes	1.91	2067				Yes	2.28	2020			
NM	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.44	4265				N/A	0.37	4271				N/A	0.41	3762				N/A	0.52	3887			
NM	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	7.71	4265				N/A	7.49	4271				N/A	7.25	3762				N/A	6.87	3887			
NM	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	8.14	4265				Yes	7.86	4271				Yes	7.66	3762				Yes	7.4	3887			
NM	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.57	873				N/A	0.41	857				N/A	0.55	727				N/A	0.74	651			
NM	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7	873				N/A	6.89	857				N/A	7.33	727				N/A	7.16	651			
NM	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.57	873				Yes	7.3	857				Yes	7.88	727				Yes	7.9	651			
NM	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0.83	9726				N/A	0.81	9793				N/A	1.09	8442				N/A	1.32	8471			
NM	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	3.89	9726				N/A	3.82	9793				N/A	4.37	8442				N/A	4.75	8471			
NM	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	4.72	9726				Yes	4.64	9793				Yes	5.47	8442				Yes	6.07	8471			
NM	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.89	1162				N/A	0.67	1134				N/A	0.61	1069				N/A	0.7	1049			
NM	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	6.55	1162				N/A	6.22	1134				N/A	5.71	1069				N/A	5.74	1049			
NM	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	7.44	1162				Yes	6.89	1134				Yes	6.32	1069				Yes	6.44	1049			
NM	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.33	1276				N/A	0.29	1370				N/A	0.61	1266				N/A	0.82	1274			
NM	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.78	1276				N/A	5.05	1370				N/A	4.83	1266				N/A	4.45	1274			
NM	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.72	1276				N/A	0.72	1370				N/A	0.66	1266				N/A	0.62	1274			
NM	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.83	1276				Yes	6.06	1370				Yes	6.11	1266				Yes	5.9	1274			
NM	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.78	3816				N/A	0.74	3777				N/A	0.94	3255				N/A	1.1	3271			
NM	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.94	3816				Yes	6.88	3777				Yes	6.74	3255				Yes	6.82	3271			
NM	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.72	3816				N/A	7.62	3777				N/A	7.68	3255				N/A	7.92	3271			
NM	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.47	480				N/A	0.8	487				N/A	0.72	390				N/A	0.92	426			
NM	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	7.4	480				Yes	6.94	487				Yes	8.14	390				Yes	6.14	426			
NM	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.87	480				N/A	7.74	487				N/A	8.86	390				N/A	7.06	426			
NM	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.27	983				N/A	0.27	1007				N/A	0.36	898				N/A	0.54	845			
NM	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.45	983				N/A	8.79	1007				N/A	8.89	898				N/A	8.13	845			
NM	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.73	983				N/A	9.06	1007				N/A	9.25	898				N/A	8.67	845			
NM	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.39	5347				Yes	3.36	5665				Yes	3.34	5263				Yes	3.54	4718			
NM	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		.	5.06	937				N/A	5.28	965				N/A	5.54	879				N/A	5.45	811			
NM	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.09	5200				Yes	6.9	5372				Yes	7.2	4986				Yes	7.07	4527			
NM	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.5	464				Yes	6.37	479				Yes	6.65	443				Yes	6.96	377			
NM	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.56	8736				Yes	2.54	9145				Yes	2.57	8470				Yes	2.69	7646			
NM	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.25	2261				Yes	3.14	2329				Yes	3.05	2192				Yes	3.1	1616			
NM	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.24	2747				Yes	5.46	2865				Yes	5.41	2622				Yes	5.21	2404			
NM	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.12	2912				Yes	6.84	3007				Yes	7.09	2739				Yes	7.28	2555			
NM	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.96	937				Yes	5.79	972				Yes	6.51	894				Yes	6.88	819			
NM	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		.	8.1	892				N/A	8.4	929				N/A	8.51	849				N/A	8.48	730			
NM	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	0.28%	25614				Yes	0.26%	25763				Yes	0.48%	22523				Yes	0.34%	22535			
NM	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	0.07%	30455				Yes	0.01%	31730				Yes	0.05%	29352				Yes	0.14%	26240			
NM	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.31	8931				N/A	1.32	8973				N/A	1.33	8533				N/A	1.36	7724			
NM	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.78	8110				N/A	1.87	8417				N/A	1.88	7767				N/A	1.94	7075			
NM	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	96.36%	440				N/A	97.38%	420				N/A	96.47%	397				N/A	97.50%	440			
NM	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	93.98%	515				N/A	94.40%	500				N/A	95.20%	500				N/A	97.22%	540			
NM	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	39.71%	68				N/A	51.38%	109				N/A	57.50%	40				N/A	20.00%	65			
NM	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	25.00%	36				N/A	17.65%	34				N/A	3.70%	27				N/A	7.14%	14			
NM	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	77.85%	316				N/A	75.63%	357				N/A	77.63%	219				N/A	81.13%	371			
NM	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	73.08%	52				N/A	58.62%	29				N/A	58.00%	50				N/A	86.96%	115			
NM	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	64.88%	299				N/A	48.73%	275				N/A	54.84%	310				N/A	54.18%	251			
NM	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	5.88%	17				N/A	0.00%	5				N/A	0.00%	6				N/A	0.00%	25			
NM	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	26.67%	15				N/A	7.69%	13				N/A	4.76%	21				N/A	0.00%	20			
NM	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	63.60%	250				N/A	57.79%	244				N/A	54.90%	255				N/A	57.58%	297			
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/95%	90.00%	10				No	60.00%	10				No	50.00%	2				No	33.33%	3			
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	77.14%	35				No	96.55%	58				Yes	82.14%	28				No	61.90%	21			
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		95/90%	95.00%	40				No	100.00%	17				Yes	93.55%	31				No	98.04%	102			
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	98.80%	249				Yes	98.54%	274				Yes	91.40%	186				No	96.17%	313			
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/95%	16.67%	6				No						N/A						N/A	0.00%	2			
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	100.00%	4				Yes	100.00%	1				Yes	100.00%	1				Yes	0.00%	1			
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		85/80%	91.51%	212				Yes	88.74%	151				Yes	88.54%	192				Yes	88.31%	154			
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		95/90%	96.36%	165				Yes	96.58%	146				Yes	88.61%	158				No	85.93%	199			
NM	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	3:06	23				Yes	2:40	24				Yes	4:20	27				Yes	2:15	17			
NM	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	0:07	28442				Yes	0:03	24373				Yes	0:03	26497				Yes	0:03	27642			
NM	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	2:25	76				Yes	4:42	33				Yes	3:41	27				Yes	4:03	35			
NM	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	0:01	42708				Yes	0:03	20060				Yes	0:03	22881				Yes	0:05	18746			
NM	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	3:05:00	20				Yes	6:02:00	29				Yes	13:26:00	35				Yes	5:29:00	49			
NM	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	3.19%	91062				N/A	2.82%	78172				N/A	2.67%	81249				N/A	2.59%	96729			
NM	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.23%	91062				N/A	31.18%	78172				N/A	32.61%	81249				N/A	28.58%	96729			
NM	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	3.27%	88038				N/A	4.01%	76194				N/A	3.81%	84314				N/A	4.98%	84637			
NM	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	48.51%	88038				N/A	26.33%	76194				N/A	27.14%	84314				N/A	22.15%	84637			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.56	2137				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	1.77	2137				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	0.47	340				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	4.87	340				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	5.34	340				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	2.33	2137				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	0.5	3447				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	6.75	3447				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	7.25	3447				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	572				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	7.48	572				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	8.18	572				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	1.31	7185				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	5.1	7185				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	6.41	7185				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	0.7	856				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	5.59	856				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	6.28	856				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	0.79	1300				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	4.5	1300				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	0.66	1300				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	5.94	1300				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	1.05	1794				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	5.75	1794				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	6.8	1794				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	363				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	5.63	363				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	6.54	363				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	0.44	1018				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	8.25	1018				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	8.69	1018				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	3.55	4994				Yes	3.99	5238				Yes	0				
NM	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		.	N/A	5.41	429				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	6.61	4823				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	7.33	380				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	2.88	8391				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	2.66	908				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	5.18	2634				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	7.24	2809				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	5.74	917				Yes	5.16	821				Yes	0				
NM	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		.	N/A	8.03	830				N/A	12.37	1453				N/A	0				
NM	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	Yes	0.04%	19020				Yes	0.02%	22018				Yes	0				
NM	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	Yes	0.24%	27180				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	1.34	7776				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	1.84	7939				N/A	2.15	8281				N/A	0				
NM	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	N/A	94.42%	394				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	96.88%	480				N/A	92.78%	540				N/A	0				
NM	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	42.62%	61				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	0.00%	7				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	83.67%	251				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	76.79%	56				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	47.71%	262				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	33.33%	3				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	0.00%	6				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	60.47%	129				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%		95/95%	No						N/A	50.00%	6				No	5	31	64.52%		
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	No	96.30%	27				Yes	86.11%	36				Yes	3	205	85.85%		
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		95/90%	Yes	95.56%	45				Yes	100.00%	36				Yes	2	271	97.05%		
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	Yes	98.13%	214				Yes	96.28%	215				Yes	1	1451	96.76%		
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/95%	No	50.00%	2				No						N/A	3	10	20.00%		
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	No						N/A	66.67%	3				No	2	10	80.00%		
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		85/80%	Yes	79.62%	157				No	75.14%	177				No	2	1043	85.52%		
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		95/90%	No	97.50%	80				Yes	90.22%	92				Yes	2	840	91.91%		
NM	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	Yes	3:24	16				Yes	3:26	21				Yes	0				
NM	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	Yes	0:03	28557				Yes	0:03	31140				Yes	0				
NM	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	Yes	3:32	33				Yes	2:23	27				Yes	0				
NM	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	Yes	0:05	15106				Yes	0:05	16788				Yes	0				
NM	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	9:21:00	20				Yes	10:41:00	27				Yes	0				
NM	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	2.20%	90491				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	31.56%	90491				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	4.67%	72657				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	20.79%	72657				N/A	20.28%	82784				N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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		.	
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		.	
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-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--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%		95/95%	
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		95/90%	
NM	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/95%	
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		85/80%	
NM	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		95/90%	
NM	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	
NM	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	
NM	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	
NM	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	10.75%	186				N/A	17.79%	163				N/A	24.48%	143				N/A	21.78%	225			
NM	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.0%	100.00%	284				Yes	100.00%	287				Yes	99.50%	199				Yes	98.75%	400			
NM	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.0%	100.00%	21				Yes	100.00%	53				Yes	100.00%	20				Yes	100.00%	12			
NM	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.0%	100.00%	8				Yes	100.00%	5				Yes	100.00%	1				Yes	100.00%	1			
NM	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.0%	100.00%	156				Yes	100.00%	141				Yes	99.29%	140				Yes	99.41%	170			
NM	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.0%	100.00%	161				Yes	100.00%	98				Yes	99.29%	140				Yes	98.92%	93			
NM	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.0%						N/A						N/A						N/A					
NM	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	100.00%	78				Yes	100.00%	87				Yes	100.00%	62				Yes	97.33%	75			
NM	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	98.33%	60				Yes	98.59%	71				Yes	95.00%	20				Yes	91.84%	49			
NM	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	100.00%	22				Yes	100.00%	24				Yes	100.00%	18				Yes	100.00%	12			
NM	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	95.70%	93				Yes	93.69%	111				Yes	95.94%	123				Yes	97.04%	135			
NM	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	100.00%	330				Yes	99.31%	289				Yes	99.66%	295				Yes	98.39%	310			
NM	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	100.00%	12				Yes	100.00%	4				Yes	100.00%	5				Yes	100.00%	25			
NM	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	100.00%	144				Yes	100.00%	109				Yes	100.00%	64				Yes	97.67%	129			
NM	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	100.00%	3				Yes	100.00%	3				Yes	100.00%	16				Yes	100.00%	9			
NM	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	100.00%	16				Yes	100.00%	19				Yes	100.00%	19				Yes	95.00%	20			
NM	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	100.00%	6				Yes	100.00%	13				Yes	100.00%	5				Yes	100.00%	20			
NM	02--01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00	0:15	411				Yes	0:14	486				Yes	0:10	277				Yes	0:20	555			
NM	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	0:19	620				Yes	0:17	611				Yes	0:21	548				Yes	0:08	665			
NM	02--01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	99.19%	495	99.26%	109419	0.25	Yes	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
NM	02--01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P			99.26%	109419		N/A			99.31%	98910		N/A			99.34%	102624		N/A			99.50%	129891	
NM	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	6	1	6.3	373	-0.8	Yes	4.5	2	5.97	393	-0.28	Yes	2.67	3	5.07	406	0.96	Yes			6.46	450	
NM	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	2.89	9	6.3	373	1.87	No	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
NM	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A						N/A						N/A			20	1	
NM	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P			6.3	373		N/A			5.97	393		N/A			5.07	406		N/A	3.33	3	6.46	450	0.37
NM	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P			27.66%	499		N/A	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
NM	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	71.43%	7	27.66%	499	-2.57	Yes	0.00%	21	31.21%	439	3.57	No			32.89%	453		N/A	40.00%	5	24.01%	579	-0.83
NM	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P			0.00%	1		N/A			0.00%	2		N/A			0.00%	1		N/A			100.00%	1	
NM	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			27.66%	499		N/A	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
NM	02--01	PO-10	PO10, Product Aggr%		NS	100.00%	1245				N/A	100.00%	82233				N/A	100.00%	91895				N/A	99.99%	106810			
NM	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.08	789	0.02	18829	9.21	N/A	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
NM	02--01	PO-16	Timely Release Notifs, %		92.5%	100.00%	3				Yes	100.00%	2				Yes						N/A	100.00%	7			
NM	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	100.00%	524				Yes	98.28%	524				Yes	97.61%	712				Yes	99.11%	671			
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%						N/A						N/A						N/A					
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%						N/A						N/A	95.77%	189				N/A	100.00%	189			
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	100.00%	195				N/A	98.46%	195				N/A	97.42%	194				N/A	99.48%	193			
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	100.00%	111				N/A	100.00%	111				N/A	100.00%	111				N/A	92.31%	65			
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	100.00%	218				N/A	97.25%	218				N/A	98.17%	218				N/A	100.00%	224			
NM	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%						N/A						N/A	97.06%	170				N/A					
NM	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	72	99.11%	9704	-0.8	Yes	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
NM	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	100.00%	18	93.54%	6484	-1.11	Yes	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
NM	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.22	23	3.5	8009	-0.92	Yes	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
NM	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	5.06	18	5.79	6497	-0.26	Yes	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
NM	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	93.55%	124	90.50%	14662	-1.15	Yes	92.17%	166	89.65%	13519	-1.06	Yes	91.49%	188	90.05%	15172	-0.65	Yes	93.60%	125	91.88%	16168	-0.7
NM	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	93.98%	166	91.04%	13519	-1.32	N/A	93.09%	188	91.58%	15172	-0.74	N/A	89.60%	125	92.10%	16168	1.02
NM	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P			10.52	149		N/A	2	1	4.95	147	-0.4	Yes	1.33	3	3.71	150	-0.84	Yes	1	1	8.33	181	-0.19
NM	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			3.92	74		N/A	3	1	6.18	62	-0.27	Yes	6	1	4.88	52	0.83	Yes			9.4	65	
NM	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			8.82	17		N/A			12.11	9		N/A			13.17	6		N/A			58.39	18	
NM	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			12.68	277		N/A			11.67	243		N/A	13	1	12.3	277	0.64	Yes	10	2	15.47	339	-0.14
NM	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	12	1	172.01	1332	-0.62	N/A			150.98	1506		N/A	2	1	147.5	1451	-0.62	N/A	0.33	3	123.51	1662	-0.98
NM	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	0		754		-1.14	N/A			821			N/A	0		775		-1.07	N/A	1		818		-0.55
NM	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	8	95.05%	728	-0.64	Yes	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
NM	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	94.12%	17	90.98%	5997	-0.45	Yes	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
NM	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	21	99.37%	1575	-0.36	Yes	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
NM	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	96.15%	26	98.27%	7635	0.77	Yes	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
NM	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	4:37	21	6:17	1575	-0.81	Yes	3:19	27	6:23	1630	-1.51	Yes	2:26	38	5:31	1746	-2.32	Yes	2:44	31	7:26	2626	-2.4
NM	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	16:02	26	14:04	7635	0.99	Yes	19:31	32	17:12	8949	0.87	Yes	15:50	38	16:01	9200	-0.04	Yes	17:08	33	18:04	11600	-0.31
NM	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	4.76%	21	9.90%	1576	-0.78	Yes	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
NM	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	14.29%	28	11.86%	7892	0.44	Yes	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
NM	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	17.65%	17	14.37%	668	0.41	N/A	5.26%	19	12.71%	708	-0.96	N/A	12.50%	24	12.30%	1073	0.09
NM	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	17.24%	29	13.98%	8143	0.53	N/A	15.63%	32	13.84%	8331	0.33	N/A	18.52%	27	13.76%	10479	0.73
NM	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.95%	5162	1.29%	735929	-2.14	Yes	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
NM	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.90%	5125	1.19%	738483	-1.94	N/A	0.97%	5255	1.22%	740439	-1.65	N/A	1.04%	4927	1.56%	741289	-2.96
NM	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	89.29%	28	94.53%	7892	1.13	Yes	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
NM	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	21	97.91%	1576	-0.67	Yes	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
NM	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	33.78%	74	30.00%	13526	0.71	N/A	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
NM	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P						N/A						N/A						N/A					
NM	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P			83.33%	6		N/A			70.00%	10		N/A			60.00%	5		N/A			90.00%	10	
NM	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P						N/A						N/A						N/A					
NM	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P			9	6		N/A			11.9	10		N/A			3.2	5		N/A			6.3	10	
NM	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P			75.00%	8		N/A			75.00%	8		N/A			75.00%	8		N/A			91.67%	12	
NM	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A			75.00%	8		N/A			75.00%	8		N/A			91.67%	12	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	9.01%	222				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%		95.0%	Yes	100.00%	253				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%		95.0%	Yes	100.00%	24				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%		95.0%	Yes						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%		95.0%	Yes	100.00%	78				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%		95.0%	Yes	100.00%	87				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%		95.0%	N/A	100.00%	1				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%	47				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	96.97%	33				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%	Yes	83.33%	6				No	100.00%	13				Yes	1	95	98.95%		
NM	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	Yes	96.49%	57				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	99.67%	302				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%	2				Yes	100.00%	1				Yes	0				
NM	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	Yes	100.00%	166				Yes	100.00%	210				Yes	0				
NM	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	Yes	100.00%	9				Yes	87.50%	8				No	1	48	97.92%		
NM	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	Yes	100.00%	11				Yes	100.00%	10				Yes	0				
NM	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	Yes	100.00%	34				Yes	100.00%	2				Yes	0				
NM	02--01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00	Yes	0:31	346				Yes	0:45	319				Yes	0				
NM	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	Yes	0:21	440				Yes	4:02	456				Yes	0				
NM	02--01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	Yes	99.47%	375	98.48%	118225	-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%	118225		N/A			98.48%	140379		N/A	0				
NM	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	N/A	6	2	7.63	406	-0.77	Yes			5.6	476		N/A	0				
NM	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	4.6	15	7.63	406	-0.08	Yes	3.17	6	5.6	476	0.88	Yes	1	69	4.39	6.16	(1.77)
NM	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	N/A			0	1		N/A						N/A	0				
NM	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes			7.63	406		N/A	2	2	5.6	476	1.07	Yes	0				
NM	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	0.00%	1	27.32%	538	0.34	Yes			34.86%	591		N/A	0				
NM	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	Yes	75.00%	4	27.32%	538	-2.13	Yes	60.00%	5	34.86%	591	-1.17	Yes	1	42	30.95%	29.56%	1.39%
NM	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A			0.00%	1		N/A	0.00%	1				N/A	0				
NM	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes			27.32%	538		N/A	100.00%	1	34.86%	591	-1.37	Yes	0				
NM	02--01	PO-10	PO10, Product Aggr%		NS	N/A	100.00%	76079				N/A	100.00%	99240				N/A	0				
NM	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.12	691	0.03	19744	11.58	N/A	0.12	670	0.03	22754	11.85	N/A	0				
NM	02--01	PO-16	Timely Release Notifs, %		92.5%	Yes	100.00%	2				Yes	100.00%	1				Yes	0				
NM	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	Yes	98.89%	631				Yes	99.37%	632				Yes	0				
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%	N/A	98.94%	188				N/A	99.47%	188				N/A	0				
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%	N/A	98.94%	189				N/A	100.00%	189				N/A	0				
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	N/A	98.45%	193				N/A	98.45%	194				N/A	0				
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	N/A	100.00%	61				N/A	100.00%	61				N/A	0				
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	N/A						N/A						N/A	0				
NM	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	N/A						N/A						N/A	0				
NM	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	100.00%	35	99.15%	9595	-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	Yes	93.33%	15	92.53%	6266	-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	Yes	3.5	14	4.82	8080	-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	Yes	7.2	15	6.52	6305	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	Yes	86.57%	67	84.58%	17508	-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	N/A	88.06%	67	87.62%	17508	-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	Yes	31	1	6.81	198	1.85	No			4.88	162		N/A	1	6	6.33	6.58	(0.25)
NM	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	N/A			55.13	54		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			353.75	40		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	Yes			17.65	301		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	N/A	25	1	149.79	1358	-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	N/A	0		847		-1.29	N/A	0		853		-2.57	N/A	0				
NM	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	Yes	87.50%	8	85.52%	1450	-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	Yes	82.50%	40	70.45%	10702	-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	Yes	100.00%	20	96.99%	2661	-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	Yes	100.00%	44	90.44%	13269	-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	Yes	5:09	20	11:06	2661	-1.47	Yes	4:01	20	13:44	2952	-1.01	Yes	0				
NM	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	16:42	44	22:17	13269	-1.81	Yes	14:22	46	17:23	14031	-1.09	Yes	0				
NM	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	Yes	10.00%	20	13.87%	2661	-0.5	Yes	30.00%	20	13.79%	2952	1.88	No	1	157	16.56%	12.43%	4.13%
NM	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	13.04%	46	16.33%	13665	-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	N/A	9.09%	11	15.38%	975	-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	N/A	13.64%	44	16.08%	12047	-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	Yes	1.30%	5090	2.20%	741930	-4.38	Yes	1.36%	5068	2.33%	744183	-4.56	Yes	0				
NM	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	N/A	1.08%	5090	1.76%	741930	-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	No	89.13%	46	92.01%	13665	0.73	Yes	87.76%	49	93.97%	14406	1.65	No	2	232	87.50%	92.99%	-5.49%
NM	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	Yes	95.00%	20	97.48%	2661	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	N/A	21.43%	84	30.10%	23357	-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			100.00%	1		N/A	0				
NM	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	N/A			100.00%	13		N/A			92.00%	25		N/A	0				
NM	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	N/A			0	1		N/A			3	1		N/A	0				
NM	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	N/A			3	13		N/A			5.12	25		N/A	0				
NM	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	N/A			65.00%	20		N/A			75.00%	24		N/A	0				
NM	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	N/A			70.00%	20		N/A			79.17%	24		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		95.0%	
NM	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.0%	
NM	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.0%	
NM	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.0%	
NM	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.0%	
NM	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.0%	
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	
NM	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	
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	PO10, 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, %		92.5%	
NM	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%	
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%	
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	
NM	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	
NM	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P						N/A						N/A			1	1		N/A			1	1	
NM	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P			26	1		N/A			11.67	3		N/A			1	1		N/A					
NM	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS			120.67	3		N/A			162	2		N/A			96.67	3		N/A			130.5	2	
NM	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS			1			N/A			2			N/A			3			N/A			2		
NM	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P			100.00%	6		N/A			100.00%	4		N/A			66.67%	3		N/A			100.00%	9	
NM	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P			96.00%	25		N/A			85.71%	21		N/A			91.67%	24		N/A			92.31%	26	
NM	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P			100.00%	9		N/A			100.00%	6		N/A			100.00%	6		N/A			100.00%	14	
NM	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P			100.00%	29		N/A			95.65%	23		N/A			92.31%	26		N/A			96.55%	29	
NM	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P			3:04	9		N/A			5:36	6		N/A			8:46	6		N/A			1:51	14	
NM	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P			8:14	29		N/A			17:28	23		N/A			15:47	26		N/A			13:33	29	
NM	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P			0.00%	9		N/A			0.00%	6		N/A			0.00%	6		N/A			0.00%	14	
NM	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P			3.33%	30		N/A			29.17%	24		N/A			14.81%	27		N/A			6.90%	29	
NM	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A			0.00%	2		N/A			0.00%	3		N/A			0.00%	8	
NM	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A			28.57%	21		N/A			13.64%	22		N/A			8.33%	24	
NM	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P			0.48%	8133		N/A			0.36%	8246		N/A			0.39%	8372		N/A			0.51%	8491	
NM	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A			0.28%	8246		N/A			0.30%	8372		N/A			0.38%	8491	
NM	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS			25.00%	52		N/A			23.08%	39		N/A			10.81%	37		N/A			28.33%	60	
NM	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P			100.00%	19		N/A			100.00%	23		N/A			100.00%	15		N/A			97.37%	38	
NM	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P			94.57%	92		N/A			93.15%	73		N/A			95.12%	82		N/A			93.94%	99	
NM	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P			2.6	15		N/A			3.45	20		N/A			2.69	13		N/A			3.06	33	
NM	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P			6.67	95		N/A			8.35	75		N/A			4.9	83		N/A			6.5	101	
NM	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P			86.79%	106		N/A			78.57%	98		N/A			91.60%	119		N/A			88.55%	131	
NM	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A			84.69%	98		N/A			93.28%	119		N/A			93.89%	131	
NM	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A			10	1	
NM	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			1.6	5		N/A			6	3		N/A			8.5	2		N/A			1.67	3	
NM	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			38	1		N/A			7.5	4		N/A			5	3		N/A			4.6	5	
NM	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			106.1	10		N/A			111.8	10		N/A			104.78	9		N/A			140.4	10	
NM	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS			5			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			96.77%	31		N/A			100.00%	36		N/A			96.30%	27		N/A			93.75%	48	
NM	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P			88.55%	131		N/A			82.07%	145		N/A			84.62%	117		N/A			89.87%	227	
NM	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			100.00%	66		N/A			100.00%	51		N/A			98.21%	56		N/A			98.77%	81	
NM	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P			98.78%	164		N/A			94.51%	164		N/A			97.97%	148		N/A			97.60%	250	
NM	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			3:45	66		N/A			4:20	51		N/A			6:43	56		N/A			7:14	81	
NM	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P			11:42	164		N/A			16:50	164		N/A			15:16	148		N/A			13:28	250	
NM	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			18.18%	66		N/A			13.73%	51		N/A			17.86%	56		N/A			8.64%	81	
NM	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P			10.65%	169		N/A			11.18%	170		N/A			13.16%	152		N/A			17.06%	252	
NM	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A			20.00%	25		N/A			25.93%	27		N/A			10.64%	47	
NM	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A			11.19%	134		N/A			13.33%	120		N/A			17.22%	209	
NM	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.00%	14	0.68%	34655	-0.31	Yes	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
NM	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.00%	12	0.46%	34883	-0.23	N/A	0.00%	18	0.42%	34894	-0.28	N/A	0.00%	18	0.73%	35105	-0.36
NM	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS			27.24%	323		N/A			33.03%	330		N/A			35.60%	323		N/A			30.04%	476	
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%	98.67%	300	93.54%	6484	-3.53	Yes	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
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	4.95	129	5.79	6497	-0.78	Yes	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
NM	04--01	OP-5	New Service Install Quality, UBL Analog%		P	97.53%	365	76.48%	5922	-9.21	Yes	97.27%	330	73.99%	5379	-9.36	Yes	98.43%	254	75.31%	6112	-8.37	Yes	98.50%	267	79.98%	6559	-7.41
NM	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	99.39%	330	77.49%	5379	-9.25	N/A	99.21%	254	79.11%	6112	-7.72	N/A	99.25%	267	80.53%	6559	-7.57
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	4	10.52	149	-0.22	Yes	3.78	23	4.95	147	-0.71	Yes			3.71	150		N/A	3.33	3	8.33	181	-0.22
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			12.68	277		N/A			11.67	243		N/A			12.3	277		N/A	9	1	15.47	339	-0.11
NM	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			175.2	492		N/A	19	1	157.06	541	-0.88	N/A	0	10	153.93	506	-3.19	N/A			136.08	547	
NM	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS			411			N/A	1		447		0.2	N/A	10		427		1.38	N/A			454		
NM	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	25	91.42%	6725	-1.53	Yes	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
NM	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	36	98.46%	9210	-0.75	Yes	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
NM	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	1:34	36	12:44	9210	-2.04	Yes	2:29	24	15:32	10579	-4.07	Yes	2:35	25	14:20	10946	-2.07	Yes	1:45	25	16:06	14226	-4.24
NM	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	8.33%	36	11.53%	9468	-0.6	Yes	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
NM	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	0.00%	14	14.01%	8811	-1.51	N/A	5.26%	19	13.75%	9039	-1.07	N/A	6.25%	16	13.63%	11552	-0.86
NM	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.76%	4767	1.29%	735929	-3.24	Yes	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
NM	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.31%	4531	1.19%	738483	-5.46	N/A	0.45%	4218	1.22%	740439	-4.54	N/A	0.40%	4011	1.56%	741289	-5.91
NM	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	16.28%	43	30.00%	13526	-1.96	N/A	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
NM	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	98.15%	54	90.91%	77	-1.42	Yes	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
NM	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.76	51	8.06	72	-3.85	Yes	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
NM	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	97.83%	46	80.95%	84	-2.34	Yes	94.87%	39	94.59%	74	-0.06	Yes	98.00%	50	89.74%	78	-1.5	Yes	96.77%	62	94.90%	98	-0.53
NM	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	97.44%	39	97.30%	74	-0.04	N/A	100.00%	50	97.44%	78	-0.9	N/A	100.00%	62	98.98%	98	-0.63
NM	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P	10	1	6.75	4	0.34	Yes	26	1	2.75	4	1.18	Yes			9	1		N/A			21	5	
NM	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	1	1	11.67	3	-0.69	Yes			15.15	13		N/A			25	6		N/A	2	2	18	11	-2.45
NM	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS			117.93	14		N/A	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
NM	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS			3			N/A	2		3		2.03	N/A	1		8		0.84	N/A	3		6		2.24
NM	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	11	100.00%	55	.	Yes	100.00%	10	100.00%	61	.	Yes	100.00%	7	100.00%	71	.	Yes	100.00%	5	100.00%	73	.

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A						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						N/A	0				
NM	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	N/A			31.22	9		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			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%	5		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			83.33%	36		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%	16		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			92.86%	42		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			4:28	16		N/A			7:32	21		N/A	0				
NM	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	N/A			18:21	42		N/A			14:19	59		N/A	0				
NM	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			12.50%	16		N/A			19.05%	21		N/A	0				
NM	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			11.90%	42		N/A			11.67%	60		N/A	0				
NM	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	N/A			0.00%	4		N/A			18.18%	11		N/A	0				
NM	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P	N/A			8.57%	35		N/A			12.73%	55		N/A	0				
NM	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	N/A			0.68%	8531		N/A			0.94%	8596		N/A	0				
NM	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	N/A			0.46%	8531		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			15.94%	69		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%	40		N/A			100.00%	23		N/A	0				
NM	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	N/A			92.77%	83		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			3.81	37		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			6.64	83		N/A			5.39	90		N/A	0				
NM	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	N/A			66.95%	118		N/A			70.37%	108		N/A	0				
NM	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P	N/A			75.42%	118		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						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	2		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			2	4		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			179.33	9		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			6			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			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			77.39%	199		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%	69		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			93.03%	244		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			5:32	69		N/A			3:54	80		N/A	0				
NM	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	N/A			18:37	244		N/A			15:03	216		N/A	0				
NM	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A			15.94%	69		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			11.34%	247		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			14.71%	34		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			11.62%	198		N/A			12.70%	189		N/A	0				
NM	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	Yes	0.00%	18	0.90%	35033	-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	N/A	0.00%	18	0.66%	35033	-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			34.17%	480		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						N/A	0				
NM	04--01	OP-3	Install Commit Met, UBL Analog%	D	90.00%	N/A						N/A						N/A	0				
NM	04--01	OP-3	Install Commit Met, UBL Analog%		90.00%	Yes	100.00%	257	92.53%	6266	-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						N/A	0				
NM	04--01	OP-4	Install Interv, UBL Analog, Avg Days	D	6	N/A						N/A						N/A	0				
NM	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	5.62	154	6.52	6305	-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	Yes	98.80%	251	59.21%	6619	-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	N/A	99.60%	251	67.25%	6619	-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						N/A	0				
NM	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes			6.81	198		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						N/A	0				
NM	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	Yes			17.65	301		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			125.31	600		N/A			139.39	557		N/A	0				
NM	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	N/A			477			N/A			458			N/A	0				
NM	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	100.00%	19	72.25%	12152	-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	Yes	100.00%	28	91.54%	15930	-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	Yes	2:50	28	20:25	15930	-4.55	Yes	2:38	50	16:45	16983	-4.02	Yes	0				
NM	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	0.00%	28	15.93%	16326	-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	N/A	0.00%	19	16.03%	13022	-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	Yes	0.73%	3820	2.20%	741930	-6.17	Yes	1.37%	3654	2.33%	744183	-3.85	Yes	0				
NM	04--01	MR-8*	Trouble Rate, UBL Analog%		P	N/A	0.50%	3820	1.76%	741930	-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	N/A	6.67%	30	30.10%	23357	-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%	Yes	98.46%	65	85.57%	97	-2.29	Yes	100.00%	47	94.29%	70	-1.31	Yes	0				
NM	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	3.88	64	13.1	96	-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	Yes	91.38%	58	88.10%	84	-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	N/A	93.10%	58	89.29%	84	-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	N/A	1	1	9.73	11	-1.42	Yes			25	2		N/A	0				
NM	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	Yes			382	3		N/A			297	2		N/A	0				
NM	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	3	1	142.14	28	-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	N/A	1		9		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%	23	100.00%	75	.	Yes	100.00%	9	100.00%	85	.	Yes	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	12	100.00%	56	.	Yes	100.00%	10	100.00%	61	.	Yes	100.00%	7	100.00%	72	.	Yes	100.00%	6	100.00%	73	.
NM	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:11	12	1:29	56	0.95	Yes	1:44	10	1:57	61	-0.24	Yes	1:32	7	1:13	72	0.68	Yes	1:12	6	1:50	73	-0.51
NM	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	0.00%	12	8.93%	56	-0.98	Yes	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
NM	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0.00%	7	3.23%	31	-0.44	N/A	0.00%	5	22.22%	27	-1.1	N/A	25.00%	4	10.26%	39	0.72
NM	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.76%	1573	0.96%	5848	-0.7	Yes	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
NM	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.45%	1566	0.53%	5880	-0.39	N/A	0.32%	1571	0.46%	5824	-0.75	N/A	0.26%	1566	0.67%	5804	-1.79
NM	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	25.00%	16	43.43%	99	-1.38	N/A	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
NM	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	100.00%	1	78.41%	264	-0.52	Yes			76.38%	254		N/A			81.76%	318		N/A			84.95%	412	
NM	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	4	1	15.56	280	-0.89	Yes			17.49	272		N/A			19.78	345		N/A			17.05	447	
NM	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	100.00%	1	95.17%	290	-0.22	Yes			91.85%	319		N/A			93.56%	404		N/A			98.09%	367	
NM	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			94.36%	319		N/A			94.06%	404		N/A			93.46%	367	
NM	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			18.44	27		N/A			22.84	32		N/A			20.7	23		N/A			18.08	25	
NM	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			20.73	44		N/A			13.42	33		N/A			24.78	41		N/A			16	42	
NM	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			103.95	37		N/A			77.39	64		N/A			65.53	66		N/A			61.08	79	
NM	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS			13			N/A			17			N/A			28			N/A			32		
NM	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			91.14%	237		N/A			82.96%	270		N/A			82.28%	237		N/A			87.03%	347	
NM	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:02	237		N/A			2:45	270		N/A			2:40	237		N/A			2:10	347	
NM	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			12.24%	237		N/A			16.30%	270		N/A			16.03%	237		N/A			28.24%	347	
NM	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			18.66%	209		N/A			16.37%	171		N/A			29.84%	248	
NM	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.71%	13877		N/A			1.95%	13822		N/A			1.72%	13754		N/A			2.54%	13686	
NM	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			1.51%	13822		N/A			1.24%	13754		N/A			1.81%	13686	
NM	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			28.61%	332		N/A			23.51%	353		N/A			33.24%	355		N/A			26.48%	472	
NM	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	87.50%	8	78.41%	264	-0.62	Yes	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
NM	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	7.43	7	15.56	280	-1.65	Yes	6.75	4	17.49	272	-1.48	Yes	7	1	19.78	345	-0.68	Yes	10.67	3	17.05	447	-1
NM	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	100.00%	7	95.17%	290	-0.59	Yes	100.00%	4	91.85%	319	-0.59	Yes	100.00%	4	93.56%	404	-0.52	Yes	100.00%	4	98.09%	367	-0.28
NM	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	4	94.36%	319	-0.49	N/A	100.00%	4	94.06%	404	-0.5	N/A	100.00%	4	93.46%	367	-0.53
NM	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P			18.44	27		N/A			22.84	32		N/A			20.7	23		N/A	2	1	18.08	25	-1.13
NM	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	1	1	20.73	44	-0.89	Yes			13.42	33		N/A			24.78	41		N/A	6	2	16	42	-0.73
NM	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	38	1	103.95	37	-0.32	N/A	16	1	77.39	64	-0.38	N/A			65.53	66		N/A			61.08	79	
NM	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	0		13		-0.73	N/A	1		17		1.11	N/A			28			N/A			32		
NM	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	0.00%	1	91.14%	237	1.71	No	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
NM	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	4:29	1	2:02	237	1.33	Yes	2:07	3	2:45	270	-0.33	Yes	1:21	1	2:40	237	-0.28	Yes	4:24	3	2:10	347	1.55
NM	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	0.00%	1	12.24%	237	-0.37	Yes	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
NM	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	0.00%	2	18.66%	209	-0.67	N/A	0.00%	1	16.37%	171	-0.44	N/A	66.67%	3	29.84%	248	1.18
NM	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	1.69%	59	1.71%	13877	-0.01	Yes	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
NM	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	3.85%	52	1.51%	13822	1.21	N/A	2.27%	44	1.24%	13754	0.62	N/A	6.98%	43	1.81%	13686	1.97
NM	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	0.00%	1	28.61%	332	-0.63	N/A	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
NM	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	95.45%	22	90.91%	77	-0.65	Yes	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
NM	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.24	21	8.06	72	-2.53	Yes	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
NM	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	95.45%	22	80.95%	84	-1.54	Yes	100.00%	20	94.59%	74	-0.95	Yes	95.00%	20	89.74%	78	-0.69	Yes	80.95%	21	94.90%	98	1.92
NM	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100.00%	20	97.30%	74	-0.66	N/A	95.00%	20	97.44%	78	0.48	N/A	95.24%	21	98.98%	98	0.93
NM	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P	9	1	6.75	4	0.27	Yes			2.75	4		N/A			9	1		N/A			21	5	
NM	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P			11.67	3		N/A			15.15	13		N/A	2	1	25	6	-0.49	Yes	6.67	3	18	11	-2.05
NM	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	13.67	3	117.93	14	-1.84	N/A	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
NM	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	3		3		2.35	N/A	2		3		2.03	N/A	1		8		0.84	N/A	2		6		1.75
NM	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	4	100.00%	55	.	Yes	100.00%	4	100.00%	61	.	Yes	100.00%	5	100.00%	71	.	Yes	100.00%	16	100.00%	73	.
NM	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	5	100.00%	56	.	Yes	100.00%	4	100.00%	61	.	Yes	100.00%	8	100.00%	72	.	Yes	100.00%	20	100.00%	73	.
NM	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	1:45	5	1:29	56	0.42	Yes	1:02	4	1:57	61	-0.68	Yes	4:47	8	1:13	72	2.03	No	2:11	20	1:50	73	0.53
NM	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	0.00%	5	8.93%	56	-0.67	Yes	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
NM	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	33.33%	3	3.23%	31	1.4	N/A	14.29%	7	22.22%	27	-0.45	N/A	26.32%	19	10.26%	39	1.48
NM	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.92%	544	0.96%	5848	-0.09	Yes	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
NM	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.56%	539	0.53%	5880	0.09	N/A	1.31%	534	0.46%	5824	2.76	N/A	3.55%	535	0.67%	5804	7.8
NM	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	37.50%	8	43.43%	99	-0.33	N/A	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
NM	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%			95.00%	60		N/A			90.14%	71		N/A			96.51%	86		N/A			90.43%	94	
NM	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			5.86	63		N/A			5.5	72		N/A			5.63	86		N/A			6.03	94	
NM	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100.00%	68		N/A			100.00%	79		N/A			100.00%	90		N/A			100.00%	96	
NM	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	79		N/A			100.00%	90		N/A			100.00%	96	
NM	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			2.75	4		N/A			1.86	7		N/A			3.67	3		N/A			3.44	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			96.23%	53		N/A			92.59%	27		N/A			98.00%	50		N/A			93.10%	58	
NM	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			98.15%	54		N/A			96.30%	27		N/A			98.00%	50		N/A			94.83%	58	
NM	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			4:58	54		N/A			6:58	27		N/A			7:13	50		N/A			8:46	58	
NM	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			7.41%	54		N/A			18.52%	27		N/A			24.00%	50		N/A			41.38%	58	
NM	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			15.38%	13		N/A			37.93%	29		N/A			46.67%	30	
NM	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			1.98%	2730		N/A			0.96%	2816		N/A			1.74%	2878		N/A			1.96%	2956	
NM	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			0.46%	2816		N/A			1.01%	2878		N/A			1.01%	2956	
NM	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			65.38%	156		N/A			67.86%	84		N/A			50.98%	102		N/A			47.75%	111	
NM	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			64.29%	14		N/A			90.00%	20		N/A			90.00%	10		N/A			90.00%	20	
NM	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			30.88	16		N/A			19.91	23		N/A			10.38	13		N/A			18.92	25	
NM	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			95.00%	20		N/A			94.74%	19		N/A			95.00%	20		N/A			100.00%	39	
NM	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			94.74%	19		N/A			95.00%	20		N/A			97.44%	39	
NM	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			31	5		N/A			40	1		N/A			1	1		N/A			17	4	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	Yes	100.00%	25	100.00%	75	.	Yes	100.00%	10	100.00%	87	.	Yes	0				
NM	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	3:11	25	1:54	75	1.93	No	2:29	10	2:14	87	0.51	Yes	1	70	2:22	1:47	0:34
NM	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	20.00%	25	24.00%	75	-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	N/A	26.32%	19	31.82%	44	-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	Yes	1.59%	1571	1.31%	5734	0.88	Yes	0.65%	1536	1.52%	5730	-2.47	Yes	0				
NM	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	N/A	1.21%	1571	0.77%	5734	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	N/A	19.35%	31	33.63%	113	-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			87.07%	232		N/A			84.21%	285		N/A	0				
NM	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			16.51	274		N/A			16.31	357		N/A	0				
NM	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	N/A			93.21%	324		N/A			88.65%	326		N/A	0				
NM	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A			94.44%	324		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			37.25	32		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			37.8	10		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			68.81	68		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			24			N/A			21			N/A	0				
NM	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			76.38%	326		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			3:15	326		N/A			2:27	365		N/A	0				
NM	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			31.90%	326		N/A			34.79%	365		N/A	0				
NM	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			34.15%	246		N/A			35.79%	285		N/A	0				
NM	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	N/A			2.41%	13527		N/A			2.71%	13487		N/A	0				
NM	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A			1.82%	13527		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			23.11%	424		N/A			23.64%	478		N/A	0				
NM	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	0.00%	2	87.07%	232	2.42	No	75.00%	4	84.21%	285	0.48	Yes	1	25	76.00%	82.32%	-6.32%
NM	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	Yes	18	2	16.51	274	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	Yes	100.00%	4	93.21%	324	-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	N/A	100.00%	4	94.44%	324	-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	Yes	11	2	37.25	32	-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	Yes			37.8	10		N/A			14.67	12		N/A	0				
NM	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	N/A	0	1	68.81	68	-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	N/A	1		24		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	No			76.38%	326		N/A	100.00%	2	84.38%	365	-0.61	Yes	2	10	70.00%	83.84%	-13.84%
NM	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	Yes			3:15	326		N/A	3:14	2	2:27	365	0.71	Yes	0				
NM	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes			31.90%	326		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			34.15%	246		N/A	50.00%	2	35.79%	285	0.35	N/A	0				
NM	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	Yes	0.00%	37	2.41%	13527	-0.95	Yes	5.71%	35	2.71%	13487	1.01	Yes	1	270	3.70%	2.17%	1.53%
NM	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	N/A	0.00%	37	1.82%	13527	-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			23.11%	424		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	Yes	95.00%	20	85.57%	97	-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	Yes	5.05	20	13.1	96	-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	No	91.67%	24	88.10%	84	-0.48	Yes	86.21%	29	86.89%	61	0.09	Yes	1	136	91.18%	89.35%	1.82%
NM	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	N/A	91.67%	24	89.29%	84	-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			9.73	11		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	Yes	12	1	382	3	-0.97	Yes			297	2		N/A	0				
NM	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A	10	2	142.14	28	-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	N/A	2		9		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%	6	100.00%	75	.	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%	6	100.00%	75	.	Yes	100.00%	21	100.00%	87	.	Yes	0				
NM	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes	1:54	6	1:54	75	0.14	Yes	2:33	21	2:14	87	0.47	Yes	1	64	2:29	1:47	0:42
NM	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	0.00%	6	24.00%	75	-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	N/A	0.00%	4	31.82%	44	-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	No	1.12%	538	1.31%	5734	-0.38	Yes	3.98%	528	1.52%	5730	4.42	No	2	3218	1.99%	1.22%	0.77%
NM	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	N/A	0.74%	538	0.77%	5734	-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	N/A	40.00%	10	33.63%	113	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			91.75%	97		N/A			81.52%	92		N/A	0				
NM	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	N/A			6.18	98		N/A			6.58	92		N/A	0				
NM	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			98.95%	95		N/A			96.12%	103		N/A	0				
NM	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			100.00%	95		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			6.56	9		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						N/A	0				
NM	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	N/A			90.48%	63		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			93.65%	63		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			12:00	63		N/A			7:08	91		N/A	0				
NM	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			33.33%	63		N/A			43.96%	91		N/A	0				
NM	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			36.67%	30		N/A			44.68%	47		N/A	0				
NM	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	N/A			2.07%	3043		N/A			2.90%	3139		N/A	0				
NM	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	N/A			0.99%	3043		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			41.12%	107		N/A			41.67%	156		N/A	0				
NM	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P	N/A			90.91%	44		N/A			71.43%	7		N/A	0				
NM	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			16.59	51		N/A			23	18		N/A	0				
NM	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			100.00%	35		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%	35		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			31.8	5		N/A			97	1		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			72	1		N/A			20	2		N/A						N/A			15	2	
NM	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			41.5	2		N/A			41.6	5		N/A			50.57	7		N/A			44.5	6	
NM	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS			1			N/A			2			N/A			5			N/A			3		
NM	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100.00%	10		N/A			100.00%	4		N/A			88.89%	9		N/A			100.00%	8	
NM	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			0:51	10		N/A			0:28	4		N/A			5:18	9		N/A			1:04	8	
NM	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			0.00%	10		N/A			25.00%	4		N/A			0.00%	9		N/A			12.50%	8	
NM	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0.00%	2		N/A			0.00%	3		N/A			14.29%	7	
NM	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			1.25%	801		N/A			0.50%	800		N/A			1.14%	792		N/A			1.01%	790	
NM	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.25%	800		N/A			0.38%	792		N/A			0.89%	790	
NM	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			33.33%	15		N/A			42.86%	7		N/A			40.00%	15		N/A			11.11%	9	
NM	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:04	94				N/A	0:02	370				N/A	0:03	209				N/A	0:02	190			
NM	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	100.00%	34				Yes	100.00%	104				Yes	100.00%	67				Yes	100.00%	33			
NM	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	100.00%	35				Yes	100.00%	25				Yes	100.00%	16				Yes	100.00%	29			
NM	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	34				N/A	0.00%	104				N/A	0.00%	67				N/A	0.00%	33			
NM	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	35				N/A	0.00%	25				N/A	0.00%	16				N/A	0.00%	29			
NM	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	83.33%	6				No	100.00%	2				Yes	50.00%	2				No	95.24%	21			
NM	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	9.5	6				Yes	3.5	2				Yes	10	2				Yes	8.67	21			
NM	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	99.41%	169	99.11%	9704	-0.41	Yes	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
NM	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%			93.54%	6484		N/A			92.73%	5337		N/A			92.18%	5394		N/A			92.46%	6792	
NM	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	3.04	169	3.5	8009	-4.08	Yes	3	122	3.65	6383	-3.67	Yes	3.11	114	3.59	7169	-3.17	Yes	3	121	3.77	8086	-1.66
NM	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.79	6497		N/A			5.88	5347		N/A			5.79	5411		N/A			5.97	6811	
NM	04--10	OP-5	New Service Install Quality, Line Sharing%		P	93.92%	148	90.50%	14662	-1.41	Yes	83.33%	120	89.65%	13519	2.12	No	95.35%	129	90.05%	15172	-2	Yes	94.53%	128	91.88%	16168	-1.09
NM	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	94.17%	120	91.04%	13519	-1.19	N/A	99.22%	129	91.58%	15172	-3.11	N/A	99.22%	128	92.10%	16168	-2.97
NM	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS	6	1	3.92	74	1.06	N/A			6.18	62		N/A			4.88	52		N/A	3	1	9.4	65	-0.17
NM	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			10.52	149		N/A			4.95	147		N/A			3.71	150		N/A			8.33	181	
NM	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			8.82	17		N/A			12.11	9		N/A	8.5	2	13.17	6	-0.58	N/A			58.39	18	
NM	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			12.68	277		N/A			11.67	243		N/A			12.3	277		N/A			15.47	339	
NM	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS						N/A	7	1				N/A						N/A	3	1			
NM	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS						N/A	1					N/A						N/A	1				
NM	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	33.33%	3	90.98%	5997	2.27	No	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
NM	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	83.33%	6	95.05%	728	1.04	Yes	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
NM	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	66.67%	3	98.27%	7635	1.95	No	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
NM	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	83.33%	6	99.37%	1575	2.07	No	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
NM	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	20:53	3	14:04	7635	2.75	No	0:13	6	17:12	8949	1.24	Yes	5:38	3	16:01	9200	1.53	Yes	20:20	12	18:04	11600	0.55
NM	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	3:05	6	6:17	1575	2.88	No	8:47	24	6:23	1630	1.14	Yes	5:03	7	5:31	1746	-0.15	Yes	6:27	11	7:26	2626	-0.3
NM	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	14.29%	7	9.76%	41	0.32	N/A	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
NM	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	25.00%	4	0.00%	13	1.24	N/A	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
NM	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	40.00%	5	18.18%	11	0.79	N/A	100.00%	1	45.00%	20	0.72	N/A	57.14%	7	56.25%	16	-0.04
NM	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	50.00%	4	0.00%	2	0.89	N/A	0.00%	1	22.22%	9	-0.51	N/A	50.00%	10	35.71%	14	0.63
NM	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.71%	1558	1.29%	735929	-2.03	Yes	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
NM	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.61%	1467	1.19%	738483	-2.04	N/A	0.14%	1396	1.22%	740439	-3.66	N/A	1.29%	1314	1.56%	741289	-0.77
NM	05--01	OP-3	Install Commit Met, UDIT DS1%		P	100.00%	1	78.41%	264	-0.52	Yes			76.38%	254		N/A	100.00%	1	81.76%	318	-0.47	Yes			84.95%	412	
NM	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	3	1	15.56	280	-0.97	Yes			17.49	272		N/A	6	3	19.78	345	-1.27	Yes			17.05	447	
NM	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100.00%	1	95.17%	290	-0.22	Yes	100.00%	2	91.85%	319	-0.42	Yes	100.00%	2	93.56%	404	-0.37	Yes	0.00%	1	98.09%	367	2.33
NM	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A	100.00%	2	94.36%	319	-0.34	N/A	100.00%	2	94.06%	404	-0.35	N/A	100.00%	1	93.46%	367	-0.26
NM	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			18.44	27		N/A			22.84	32		N/A			20.7	23		N/A			18.08	25	
NM	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			20.73	44		N/A			13.42	33		N/A			24.78	41		N/A			16	42	
NM	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			103.95	37		N/A			77.39	64		N/A			65.53	66		N/A			61.08	79	
NM	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS			13			N/A			17			N/A			28			N/A			32		
NM	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			91.14%	237		N/A	100.00%	5	82.96%	270	-1	Yes			82.28%	237		N/A	100.00%	3	87.03%	347	-0.67
NM	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			2:02	237		N/A	1:53	5	2:45	270	-0.58	Yes			2:40	237		N/A	1:37	3	2:10	347	-0.42
NM	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			12.24%	237		N/A	20.00%	5	16.30%	270	0.25	Yes			16.03%	237		N/A	33.33%	3	28.24%	347	0.2
NM	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A	25.00%	4	18.66%	209	0.32	N/A			16.37%	171		N/A	33.33%	3	29.84%	248	0.14
NM	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	67	1.71%	13877	-1.08	Yes	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
NM	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	6.35%	63	1.51%	13822	2.38	N/A	0.00%	63	1.24%	13754	-0.89	N/A	5.00%	60	1.81%	13686	1.57
NM	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			28.61%	332		N/A	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
NM	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			64.29%	14		N/A			90.00%	20		N/A			90.00%	10		N/A			90.00%	20	
NM	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			30.88	16		N/A			19.91	23		N/A			10.38	13		N/A			18.92	25	
NM	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			95.00%	20		N/A			94.74%	19		N/A			95.00%	20		N/A	100.00%	2	100.00%	39	.
NM	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			94.74%	19		N/A			95.00%	20		N/A	100.00%	2	97.44%	39	-0.22
NM	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			31	5		N/A			40	1		N/A			1	1		N/A			17	4	
NM	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			72	1		N/A			20	2		N/A						N/A			15	2	
NM	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			41.5	2		N/A			41.6	5		N/A			50.57	7		N/A			44.5	6	
NM	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS			1			N/A			2			N/A			5			N/A			3		
NM	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100.00%	10		N/A			100.00%	4		N/A			88.89%	9		N/A	100.00%	2	100.00%	8	.
NM	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			0:51	10		N/A			0:28	4		N/A			5:18	9		N/A	1:50	2	1:04	8	0.77
NM	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			0.00%	10		N/A			25.00%	4		N/A			0.00%	9		N/A	0.00%	2	12.50%	8	-0.48
NM	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0.00%	2		N/A			0.00%	3		N/A	0.00%	2	14.29%	7	-0.51
NM	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	17	1.25%	801	-0.46	Yes	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
NM	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	17	0.25%	800	-0.2	N/A	0.00%	17	0.38%	792	-0.25	N/A	12.50%	16	0.89%	790	2.57
NM	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			33.33%	15		N/A			42.86%	7		N/A			40.00%	15		N/A	0.00%	2	11.11%	9	-0.45
NM	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:19	46524				N/A	1:20	44765				N/A	0:55	42932				N/A	2:32	60257			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002									
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						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			36.83	6		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			4			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%	9		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			0:44	9		N/A			1:02	6		N/A	0				
NM	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			22.22%	9		N/A			33.33%	6		N/A	0				
NM	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0.00%	3		N/A			50.00%	2		N/A	0				
NM	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			1.15%	782		N/A			0.77%	779		N/A	0				
NM	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.38%	782		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			30.77%	13		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	213				N/A	0:03	85				N/A	0				
NM	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	Yes	100.00%	37				Yes	100.00%	18				Yes	0				
NM	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	Yes	100.00%	34				Yes	96.55%	29				Yes	0				
NM	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0.00%	37				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%	34				N/A	0.00%	29				N/A	0				
NM	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	Yes	83.33%	24				No	94.74%	19				Yes	3	74	89.19%		
NM	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	7.08	24				Yes	5.42	19				Yes	0				
NM	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	Yes	98.91%	92	99.15%	9595	0.32	Yes	100.00%	97	99.51%	12159	-0.69	Yes	0				
NM	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%	N/A			92.53%	6266		N/A			92.35%	6926		N/A	0				
NM	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	3	87	4.82	8080	-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			6.52	6305		N/A			5.98	6932		N/A	0				
NM	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	95.58%	113	84.58%	17508	-3.23	Yes	95.65%	115	83.55%	17760	-3.49	Yes	1	753	93.09%	88.15%	4.95%
NM	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	N/A	96.46%	113	87.62%	17508	-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	N/A	1	1	55.13	54	-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			6.81	198		N/A			4.88	162		N/A	0				
NM	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A	10.5	4	353.75	40	-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			17.65	301		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	4.71	7				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	6					N/A	0				
NM	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	Yes	100.00%	5	70.45%	10702	-1.45	Yes	0.00%	2	82.59%	11519	2.17	No	3	31	61.29%	81.00%	-19.71%
NM	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	Yes	80.00%	5	85.52%	1450	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	Yes	100.00%	5	90.44%	13269	-0.73	Yes	50.00%	2	95.49%	14031	1.7	No	3	31	80.64%	94.87%	-14.23%
NM	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	Yes	100.00%	5	96.99%	2661	-0.39	Yes	100.00%	4	96.99%	2952	-0.35	Yes	1	57	98.25%	98.23%	0.01%
NM	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	Yes	8:45	5	22:17	13269	-1.48	Yes	16:53	2	17:23	14031	2.41	No	2	31	3:41	17:53	9:47
NM	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	Yes	12:59	5	11:06	2661	0.51	Yes	6:37	4	13:44	2952	-0.33	Yes	1	57	10:01	9:03	0:57
NM	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A	20.00%	5	30.00%	40	-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	N/A	0.00%	7	39.13%	23	-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	N/A	20.00%	5	42.11%	19	-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	N/A	0.00%	4	27.27%	11	-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	Yes	0.98%	1227	2.20%	741930	-2.92	Yes	0.52%	1160	2.33%	744183	-4.09	Yes	1	8122	1.16%	1.79%	-0.64%
NM	04--10	MR-8*	Trouble Rate, Line Sharing%		P	N/A	0.73%	1227	1.76%	741930	-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			87.07%	232		N/A	100.00%	1	84.21%	285	-0.43	Yes	0				
NM	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A	5	1	16.51	274	-0.36	Yes	5	2	16.31	357	-1.25	Yes	0				
NM	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	No	100.00%	2	93.21%	324	-0.38	Yes	100.00%	1	88.65%	326	-0.36	Yes	1	9	88.89%	93.50%	-4.61%
NM	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	N/A	100.00%	2	94.44%	324	-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			37.25	32		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			37.8	10		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			68.81	68		N/A			106.31	77		N/A	0				
NM	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	N/A			24			N/A			21			N/A	0				
NM	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	Yes			76.38%	326		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	Yes			3:15	326		N/A	1:06	1	2:27	365	-0.52	Yes	0				
NM	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	Yes			31.90%	326		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			34.15%	246		N/A			35.79%	285		N/A	0				
NM	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	0.00%	64	2.41%	13527	-1.25	Yes	1.59%	63	2.71%	13487	-0.55	Yes	1	380	2.37%	2.17%	0.20%
NM	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	N/A	0.00%	64	1.82%	13527	-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			23.11%	424		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	N/A	100.00%	3	90.91%	44	-0.53	Yes			71.43%	7		N/A	0				
NM	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	N/A	11	3	16.59	51	-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%	2	100.00%	35	.	Yes	100.00%	1	100.00%	26	.	Yes	0				
NM	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	N/A	100.00%	2	100.00%	35	.	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			31.8	5		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						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			36.83	6		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			4			N/A			2			N/A	0				
NM	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P	Yes	100.00%	1	100.00%	9	.	Yes			100.00%	6		N/A	0				
NM	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P	Yes	2:09	1	0:44	9	1.55	Yes			1:02	6		N/A	0				
NM	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	Yes	0.00%	1	22.22%	9	-0.51	Yes			33.33%	6		N/A	0				
NM	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A	0.00%	1	0.00%	3	.	Yes			50.00%	2		N/A	0				
NM	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	No	6.25%	16	1.15%	782	1.3	Yes	0.00%	13	0.77%	779	-0.32	Yes	1	96	3.13%	0.97%	2.16%
NM	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	N/A	6.25%	16	0.38%	782	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	N/A	0.00%	1	30.77%	13	-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	1:00	52535				N/A	1:24	59604				N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		95.0%	
NM	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	
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		15	
NM	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	
NM	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
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						N/A			34	1		N/A					
NM	07--01	OP-5	New Service Install Quality, E911%		P						N/A			100.00%	1		N/A			100.00%	1		N/A					
NM	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	1		N/A			100.00%	1		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			100.00%	1		N/A						N/A						N/A					
NM	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P			2:12	1		N/A						N/A						N/A					
NM	07--01	MR-7	Repair Repeat Report Rate, E911%		P			0.00%	1		N/A						N/A						N/A					
NM	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A						N/A						N/A					
NM	07--01	MR-8	Trouble Rate, E911%		P	0.00%	18	0.30%	337	-0.23	Yes	0.00%	18	0.00%	337	.	Yes	0.00%	18	0.00%	337	.	Yes	0.00%	18	0.00%	333	.
NM	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	18	0.00%	337	.	Yes	0.00%	18	0.00%	337	.	Yes	0.00%	18	0.00%	333	.
NM	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS			0.00%	1		N/A			100.00%	1		N/A						N/A					
NM	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.24	1		N/A			8.01	1		N/A			8.45	1		N/A			8.66	1	
NM	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.32	1		N/A			8.88	1		N/A			8.33	1		N/A			8.52	1	
NM	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.19	88518				N/A	0.16	86040				N/A	0.15	102675				N/A	0.16	163051			
NM	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	99.26%	78922				N/A	99.20%	85534				N/A	98.93%	95114				N/A	98.84%	140270			
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	1.42	5330612				N/A	1.47	5291102				N/A	1.46	5985077				N/A	1.75	6792700			
NM	11--01	OP-8B	LNP Timeliness, LNP%		95.0%	100.00%	91				Yes	100.00%	364				Yes	100.00%	208				Yes	100.00%	190			
NM	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	99.06%	531				Yes	99.17%	120				Yes	99.76%	409				Yes	99.29%	280			
NM	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	100.00%	640				Yes	100.00%	484				Yes	100.00%	638				Yes	98.17%	547			
NM	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	640				N/A	100.00%	484				N/A	100.00%	638				N/A	100.00%	547			
NM	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P			49.04%	728		N/A			54.76%	882		N/A			56.42%	888		N/A			43.99%	1507	
NM	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1			1	1575		N/A			1	1630		N/A			1	1746		N/A	1	3	1	2626	-0.18
NM	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		0.95	100.00%	3893.5192				Yes	100.00%	2754.1183				Yes	100.00%	2689.1251				Yes	100.00%	2908.7841			
NM	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	100.00%	3893.5192				Yes	100.00%	2754.1183				Yes	100.00%	2689.1251				Yes	100.00%	2908.7841			
NM	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	90	99.14%	9457	-0.88	Yes	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
NM	14--01	OP-3	Install Commit Met, Residence%	D	P	97.87%	47	93.68%	5284	-1.18	Yes	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
NM	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.96	51	3.51	7858	-2.68	Yes	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
NM	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	4.28	47	5.67	5291	-0.72	Yes	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
NM	14--01	OP-5	New Service Install Quality, Residence%		P	95.52%	134	90.71%	13373	-1.91	Yes	92.00%	125	89.76%	12360	-0.82	Yes	94.00%	150	90.03%	13804	-1.61	Yes	93.94%	165	91.78%	14664	-1
NM	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	92.80%	125	91.05%	12360	-0.68	N/A	94.00%	150	91.46%	13804	-1.11	N/A	94.55%	165	91.96%	14664	-1.21
NM	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			3.76	70		N/A			5.13	56		N/A			4.82	50		N/A			9	57	
NM	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P			12.33	116		N/A	2	1	5.54	111	-0.44	Yes	10	1	3.93	114	1.41	Yes	1	1	9.37	139	-0.19
NM	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			7.19	16		N/A			14.43	7		N/A			13.17	6		N/A			61.76	17	
NM	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	1	1	12.93	222	-0.53	Yes	4	2	12.32	208	-0.64	Yes	4	2	12.89	225	-0.53	Yes			16.56	282	
NM	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	8	1	175.98	1197	-0.63	N/A	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
NM	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	0		666		-1.12	N/A	1		720		0.63	N/A	1		688		-0.06	N/A	1		720		0.05
NM	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P			95.02%	602		N/A	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
NM	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	100.00%	10	91.08%	5294	-0.99	Yes	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
NM	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P			99.22%	1285		N/A	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
NM	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	10	98.27%	6771	-0.42	Yes	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
NM	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P			6:37	1285		N/A	0:31	1	6:46	1394	-0.58	Yes	0:30	1	5:47	1489	-0.64	Yes	0:51	2	7:57	2238	-0.9
NM	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	7:28	10	14:16	6771	-0.57	Yes	11:31	17	17:25	7927	-1.53	Yes	13:48	16	15:54	8252	-0.47	Yes	11:58	15	18:22	10271	-1.41
NM	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P			9.73%	1285		N/A	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
NM	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	0.00%	10	11.87%	6986	-1.16	Yes	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
NM	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	0.00%	1	14.94%	542	-0.42	N/A	0.00%	1	13.37%	591	-0.39	N/A	0.00%	1	11.51%	886	-0.36
NM	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	0.00%	16	13.92%	7249	-1.61	N/A	6.67%	15	13.98%	7498	-0.82	N/A	15.38%	13	13.85%	9356	0.22
NM	14--01	MR-8	Trouble Rate, Residence%		P	0.95%	1052	1.41%	587377	-1.26	Yes	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
NM	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.56%	1089	1.32%	589238	0.69	N/A	1.50%	1069	1.37%	590777	0.36	N/A	1.40%	1002	1.73%	591168	-0.81
NM	14--01	MR-9	Repair Appoint Met, Residence%	ND	P			98.44%	1285		N/A	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
NM	14--01	MR-9	Repair Appoint Met, Residence%	D	P	100.00%	10	95.08%	6986	-0.72	Yes	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
NM	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	33.33%	15	29.60%	11748	0.34	N/A	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
NM	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	13	97.98%	247	-0.51	Yes	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
NM	14--02	OP-3	Install Commit Met, Business%	D	P			92.92%	1200		N/A	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
NM	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.33	12	3.07	151	-1.35	Yes	3	1	3.85	144	-0.13	Yes	2	4	3.03	139	-1.33	Yes	1.5	2	3.32	179	-1.05
NM	14--02	OP-4	Install Interv, Business, Avg Days	D	P			6.34	1206		N/A	6	1	6.03	922	0	Yes	3	1	7.39	993	-0.5	Yes	3.25	4	6.17	1289	-0.81
NM	14--02	OP-5	New Service Install Quality, Business%		P	100.00%	10	88.29%	1289	-1.15	Yes	100.00%	6	88.53%	1160	-0.88	Yes	100.00%	6	90.28%	1369	-0.8	Yes	100.00%	11	92.82%	1504	-0.92
NM	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	6	90.95%	1160	-0.77	N/A	100.00%	6	92.84%	1369	-0.68	N/A	100.00%	11	93.48%	1504	-0.87
NM	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			6.75	4		N/A			16	6		N/A			6.5	2		N/A			12.25	8	
NM	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			4.18	33		N/A			3.14	36		N/A			3	36		N/A			4.9	42	
NM	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P			35	1		N/A			4	2		N/A						N/A			1	1	
NM	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			11.65	55		N/A			7.77	35		N/A			9.75	52		N/A			10.07	57	
NM	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			136.79	135		N/A			141.6	149		N/A			156.77	132		N/A			145.31	143	
NM	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS			88			N/A			101			N/A			87			N/A			98		
NM	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P			95.24%	126		N/A			95.73%	117		N/A			98.51%	134		N/A			93.30%	194	
NM	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P			90.18%	703		N/A			84.32%	861		N/A			86.33%	790		N/A	100.00%	2	83.76%	1090	-0.62
NM	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	1	100.00%	290	.	Yes			99.58%	236		N/A	100.00%	1	99.61%	257	-0.06	Yes	100.00%	1	99.48%	388	-0.07
NM	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P			98.26%	864		N/A			96.58%	1022		N/A	100.00%	1	96.41%	948	-0.19	Yes	100.00%	2	94.96%	1329	-0.33
NM	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	0:03	1	4:47	290	-0.61	Yes			4:05	236		N/A	0:01	1	3:59	257	-0.55	Yes	1:06	1	4:28	388	-0.42
NM	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P			12:25	864		N/A			15:24	1022		N/A	3:18	1	17:01	948	-0.17	Yes	12:35	2	15:45	1329	-0.28

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	07--01	OP-3	Install Commit Met, E911%		P	N/A						N/A						N/A	0				
NM	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A						N/A						N/A	0				
NM	07--01	OP-5	New Service Install Quality, E911%		P	N/A						N/A						N/A	0				
NM	07--01	OP-5*	New Service Install Quality, E911%		P	N/A						N/A						N/A	0				
NM	07--01	OP-6A	Delayed Days for Non-Facility Reasons, E911, Avg Days		P	N/A						N/A						N/A	0				
NM	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A			100.00%	1		N/A						N/A	0				
NM	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A			0:58	1		N/A						N/A	0				
NM	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A			0.00%	1		N/A						N/A	0				
NM	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A			0.00%	1		N/A						N/A	0				
NM	07--01	MR-8	Trouble Rate, E911%		P	Yes	0.00%	18	0.30%	333	-0.23	Yes	0.00%	18	0.00%	333	.	Yes	0				
NM	07--01	MR-8*	Trouble Rate, E911%		P	Yes	0.00%	18	0.30%	333	-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			0.00%	1		N/A			100.00%	1		N/A	0				
NM	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			8.68	1		N/A			8.36	.		N/A	0				
NM	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			8.69	1		N/A			8.92	.		N/A	0				
NM	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.11	54346				N/A	0.09	61643				N/A	0				
NM	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	95.89%	49400				N/A	97.11%	56153				N/A	0				
NM	09--01	NP-1A	NXX Code Activation, All%		P	N/A						N/A						N/A	0				
NM	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A						N/A						N/A	0				
NM	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.27	6131698				N/A	1.26	7637235				N/A	0				
NM	11--01	OP-8B	LNP Timeliness, LNP%		95.0%	Yes	99.53%	213				Yes	100.00%	84				Yes	0				
NM	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	Yes	100.00%	87				Yes	73.49%	415				No	1	1842	93.54%		
NM	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	No	100.00%	307				Yes	100.00%	526				Yes	1	3142	99.68%		
NM	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100.00%	307				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			35.72%	1450		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	Yes			1	2661		N/A			1	2952		N/A	0				
NM	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		0.95	Yes	100.00%	2891.6437				Yes	100.00%	2791.2102				Yes	0				
NM	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	Yes	100.00%	2891.6437				Yes	100.00%	2791.2102				Yes	0				
NM	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	100.00%	87	99.19%	9345	-0.84	Yes	100.00%	107	99.53%	11902	-0.71	Yes	0				
NM	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	98.36%	61	92.40%	5068	-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	Yes	3	50	4.85	7913	-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	Yes	4.8	61	6.47	5093	-0.77	Yes	3.54	41	5.86	5803	-2.04	Yes	0				
NM	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	90.54%	148	84.71%	16083	-1.96	Yes	95.35%	129	83.71%	16356	-3.57	Yes	0				
NM	14--01	OP-5*	New Service Install Quality, Residence%		P	N/A	91.22%	148	87.71%	16083	-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			61.73	48		N/A			3.92	26		N/A	0				
NM	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	Yes	1	1	5.89	141	-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			362.59	39		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			18.88	263		N/A			13.04	324		N/A	0				
NM	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	N/A	8.5	2	149.43	1204	-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	N/A	1		744		-0.34	N/A	0		761		-1.94	N/A	0				
NM	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes	100.00%	2	85.26%	1289	-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	Yes	100.00%	22	70.00%	9387	-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	Yes	100.00%	3	96.92%	2335	-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	Yes	100.00%	25	90.19%	11687	-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	Yes	0:37	3	11:34	2335	-1.03	Yes	0:22	2	15:21	2501	-0.46	Yes	0				
NM	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	9:52	25	22:39	11687	-3.13	Yes	11:19	16	17:34	12572	-1.31	Yes	0				
NM	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	0.00%	3	14.00%	2335	-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	Yes	16.00%	25	16.62%	12048	-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	N/A	0.00%	3	15.16%	838	-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	N/A	19.05%	21	16.35%	10658	0.37	N/A	18.75%	16	15.74%	11668	0.37	N/A	0				
NM	14--01	MR-8	Trouble Rate, Residence%		P	Yes	2.90%	965	2.43%	591914	0.95	Yes	2.22%	902	2.59%	593955	-0.71	Yes	0				
NM	14--01	MR-8*	Trouble Rate, Residence%		P	N/A	2.49%	965	1.94%	591914	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	Yes	100.00%	3	97.64%	2335	-0.27	Yes	100.00%	2	98.40%	2501	-0.18	Yes	0				
NM	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	100.00%	25	92.91%	12048	-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	N/A	22.22%	36	30.24%	20617	-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	Yes	100.00%	16	97.60%	250	-0.61	Yes	100.00%	26	98.44%	257	-0.61	Yes	0				
NM	14--02	OP-3	Install Commit Met, Business%	D	P	Yes			93.07%	1198		N/A			92.55%	1127		N/A	0				
NM	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.07	14	3.2	167	-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	Yes			6.7	1212		N/A			6.59	1129		N/A	0				
NM	14--02	OP-5	New Service Install Quality, Business%		P	Yes	95.24%	21	83.10%	1426	-1.47	Yes	100.00%	22	81.62%	1404	-2.21	Yes	0				
NM	14--02	OP-5*	New Service Install Quality, Business%		P	N/A	95.24%	21	86.61%	1426	-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			2.33	6		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			9.09	57		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			9	1		N/A			19	2		N/A	0				
NM	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			9.16	38		N/A			16.82	45		N/A	0				
NM	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A			152.66	154		N/A			158.36	148		N/A	0				
NM	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	N/A			103			N/A			92			N/A	0				
NM	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	N/A			87.58%	161		N/A			96.31%	244		N/A	0				
NM	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100.00%	2	73.69%	1315	-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	Yes	100.00%	1	97.55%	326	-0.16	Yes			99.78%	451		N/A	0				
NM	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	Yes	100.00%	2	92.29%	1582	-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	Yes	2:44	1	7:46	326	-0.36	Yes			4:51	451		N/A	0				
NM	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	8:00	2	19:34	1582	-0.81	Yes	18:07	4	15:42	1459	0.52	Yes	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		95.0%	
NM	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	
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%		0.95	
NM	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	1	10.65%	291	-0.34	Yes			11.81%	237		N/A	100.00%	1	10.51%	257	1.63	Yes	0.00%	1	14.18%	388	-0.41
NM	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P			11.81%	906		N/A			14.20%	1056		N/A	0.00%	1	13.25%	966	-0.39	Yes	0.00%	2	13.54%	1352	-0.56
NM	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A			11.90%	126		N/A			9.40%	117		N/A	0.00%	1	16.04%	187	-0.44
NM	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A			14.43%	894		N/A			12.61%	833		N/A	0.00%	2	13.00%	1123	-0.55
NM	14--02	MR-8	Trouble Rate, Business%		P	0.29%	341	0.81%	148552	-1.06	Yes	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
NM	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.00%	350	0.68%	149245	-1.55	N/A	0.00%	354	0.63%	149662	-1.5	N/A	0.82%	366	0.87%	150121	-0.11
NM	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	1	95.53%	291	-0.22	Yes			97.47%	237		N/A	100.00%	1	98.05%	257	-0.14	Yes	100.00%	1	96.91%	388	-0.18
NM	14--02	MR-9	Repair Appoint Met, Business%	D	P			90.29%	906		N/A			88.64%	1056		N/A	100.00%	1	87.78%	966	-0.37	Yes	100.00%	2	87.13%	1352	-0.54
NM	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	66.67%	3	32.68%	1778	1.08	N/A	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
NM	14--03	OP-3	Install Commit Met, Centrex%	ND	P						N/A						N/A						N/A					
NM	14--03	OP-3	Install Commit Met, Centrex%	D	P			83.33%	6		N/A			70.00%	10		N/A			60.00%	5		N/A			90.00%	10	
NM	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P						N/A						N/A						N/A					
NM	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			9	6		N/A			11.9	10		N/A			3.2	5		N/A			6.3	10	
NM	14--03	OP-5	New Service Install Quality, Centrex%		P			87.50%	8		N/A			87.50%	8		N/A			87.50%	8		N/A			91.67%	12	
NM	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			87.50%	8		N/A			87.50%	8		N/A			91.67%	12	
NM	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A			1	1		N/A			1	1	
NM	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P			26	1		N/A			11.67	3		N/A			1	1		N/A					
NM	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			120.67	3		N/A			162	2		N/A			96.67	3		N/A			130.5	2	
NM	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS			1			N/A			2			N/A			3			N/A			2		
NM	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100.00%	6		N/A			100.00%	4		N/A			66.67%	3		N/A			100.00%	9	
NM	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			96.00%	25		N/A			85.71%	21		N/A			91.67%	24		N/A			92.31%	26	
NM	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100.00%	9		N/A			100.00%	6		N/A			100.00%	6		N/A			100.00%	14	
NM	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			100.00%	29		N/A			95.65%	23		N/A			92.31%	26		N/A			96.55%	29	
NM	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			3:04	9		N/A			5:36	6		N/A			8:46	6		N/A			1:51	14	
NM	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			8:14	29		N/A			17:28	23		N/A			15:47	26		N/A			13:33	29	
NM	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			0.00%	9		N/A			0.00%	6		N/A			0.00%	6		N/A			0.00%	14	
NM	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			3.33%	30		N/A			29.17%	24		N/A			14.81%	27		N/A			6.90%	29	
NM	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			0.00%	2		N/A			0.00%	3		N/A			0.00%	8	
NM	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			28.57%	21		N/A			13.64%	22		N/A			8.33%	24	
NM	14--03	MR-8	Trouble Rate, Centrex%		P			0.48%	8133		N/A			0.36%	8246		N/A			0.39%	8372		N/A			0.51%	8491	
NM	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A			0.28%	8246		N/A			0.30%	8372		N/A			0.38%	8491	
NM	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			100.00%	7		N/A			66.67%	6		N/A			100.00%	6		N/A			100.00%	13	
NM	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			90.00%	30		N/A			56.52%	23		N/A			73.08%	26		N/A			70.37%	27	
NM	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			25.00%	52		N/A			23.08%	39		N/A			10.81%	37		N/A			28.33%	60	
NM	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			100.00%	19		N/A			100.00%	23		N/A			100.00%	15		N/A			97.37%	38	
NM	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			94.57%	92		N/A			93.15%	73		N/A			95.12%	82		N/A			93.94%	99	
NM	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			2.6	15		N/A			3.45	20		N/A			2.69	13		N/A			3.06	33	
NM	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			6.67	95		N/A			8.35	75		N/A			4.9	83		N/A			6.5	101	
NM	14--04	OP-5	New Service Install Quality, Centrex 21%		P			86.79%	106		N/A			78.57%	98		N/A			91.60%	119		N/A			88.55%	131	
NM	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A			84.69%	98		N/A			93.28%	119		N/A			93.89%	131	
NM	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P						N/A						N/A						N/A			10	1	
NM	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			1.6	5		N/A			6	3		N/A			8.5	2		N/A			1.67	3	
NM	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			38	1		N/A			7.5	4		N/A			5	3		N/A			4.6	5	
NM	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			106.1	10		N/A			111.8	10		N/A			104.78	9		N/A			140.4	10	
NM	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS			5			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			96.77%	31		N/A			100.00%	36		N/A			96.30%	27		N/A			93.75%	48	
NM	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P			88.55%	131		N/A			82.07%	145		N/A			84.62%	117		N/A			89.87%	227	
NM	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100.00%	66		N/A			100.00%	51		N/A			98.21%	56		N/A			98.77%	81	
NM	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P			98.78%	164		N/A			94.51%	164		N/A			97.97%	148		N/A			97.60%	250	
NM	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			3:45	66		N/A			4:20	51		N/A			6:43	56		N/A			7:14	81	
NM	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			11:42	164		N/A			16:50	164		N/A			15:16	148		N/A			13:28	250	
NM	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			18.18%	66		N/A			13.73%	51		N/A			17.86%	56		N/A			8.64%	81	
NM	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P			10.65%	169		N/A			11.18%	170		N/A			13.16%	152		N/A			17.06%	252	
NM	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			20.00%	25		N/A			25.93%	27		N/A			10.64%	47	
NM	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			11.19%	134		N/A			13.33%	120		N/A			17.22%	209	
NM	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.00%	15	0.68%	34655	-0.32	Yes	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
NM	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.00%	18	0.46%	34883	-0.29	N/A	0.00%	18	0.42%	34894	-0.28	N/A	0.00%	18	0.73%	35105	-0.36
NM	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			98.48%	66		N/A			98.04%	51		N/A			89.29%	56		N/A			90.12%	81	
NM	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P			87.57%	169		N/A			81.18%	170		N/A			80.92%	152		N/A			80.56%	252	
NM	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS			27.24%	323		N/A			33.03%	330		N/A	100.00%	1	35.60%	323	0.93	N/A			30.04%	476	
NM	14--05	OP-3	Install Commit Met, PBX%	ND	P			0.00%	1		N/A			100.00%	2		N/A						N/A			100.00%	1	
NM	14--05	OP-3	Install Commit Met, PBX%	D	P			100.00%	4		N/A			66.67%	6		N/A			100.00%	7		N/A			100.00%	10	
NM	14--05	OP-3	Install Commit Met, PBX%		P			55.56%	18		N/A			44.44%	9		N/A			70.00%	10		N/A	100.00%	1	70.00%	10	-0.62
NM	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P			5	1		N/A			0	2		N/A						N/A			3	1	
NM	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			3.75	4		N/A			4.5	6		N/A			3.86	7		N/A			9.4	10	
NM	14--05	OP-4	Install Interv, PBX, Avg Days		P			10.22	18		N/A			15.3	10		N/A			9.9	10		N/A	3	1	10.6	20	-1.08
NM	14--05	OP-5	New Service Install Quality, PBX%		P			85.71%	21		N/A			94.44%	18		N/A	100.00%	1	87.50%	24	-0.37	Yes	100.00%	1	100.00%	33	.
NM	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A			94.44%	18		N/A	100.00%	1	95.83%	24	-0.2	N/A	100.00%	1	100.00%	33	.
NM	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P			2	1		N/A						N/A						N/A					
NM	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A			3	2		N/A						N/A					
NM	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			7.17	6		N/A			7	5		N/A			2	3		N/A			10.5	6	
NM	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes	0.00%	1	12.88%	326	-0.38	Yes			13.30%	451		N/A	0				
NM	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	0.00%	2	14.22%	1617	-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	N/A	0.00%	1	16.79%	137	-0.45	N/A			15.74%	216		N/A	0				
NM	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P	N/A	0.00%	2	13.97%	1389	-0.57	N/A	0.00%	4	15.52%	1276	-0.86	N/A	0				
NM	14--02	MR-8	Trouble Rate, Business%		P	Yes	0.88%	342	1.30%	150016	-0.68	Yes	1.06%	378	1.30%	150228	-0.41	Yes	0				
NM	14--02	MR-8*	Trouble Rate, Business%		P	N/A	0.88%	342	1.02%	150016	-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	Yes	100.00%	1	96.32%	326	-0.2	Yes			98.89%	451		N/A	0				
NM	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	100.00%	2	85.28%	1617	-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	N/A	25.00%	4	29.09%	2740	-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			100.00%	1		N/A	0				
NM	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			100.00%	13		N/A			92.00%	25		N/A	0				
NM	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A			0	1		N/A			3	1		N/A	0				
NM	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			3	13		N/A			5.12	25		N/A	0				
NM	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			65.00%	20		N/A			75.00%	24		N/A	0				
NM	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			70.00%	20		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						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						N/A	0				
NM	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A			31.22	9		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			1			N/A	0				
NM	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A			100.00%	5		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			83.33%	36		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%	16		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			92.86%	42		N/A			98.31%	59		N/A	0				
NM	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	N/A			4:28	16		N/A			7:32	21		N/A	0				
NM	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	N/A			18:21	42		N/A			14:19	59		N/A	0				
NM	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A			12.50%	16		N/A			19.05%	21		N/A	0				
NM	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	N/A			11.90%	42		N/A			11.67%	60		N/A	0				
NM	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P	N/A			0.00%	4		N/A			18.18%	11		N/A	0				
NM	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	N/A			8.57%	35		N/A			12.73%	55		N/A	0				
NM	14--03	MR-8	Trouble Rate, Centrex%		P	N/A			0.68%	8531		N/A			0.94%	8596		N/A	0				
NM	14--03	MR-8*	Trouble Rate, Centrex%		P	N/A			0.46%	8531		N/A			0.77%	8596		N/A	0				
NM	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	N/A			93.75%	16		N/A			85.71%	21		N/A	0				
NM	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	N/A			70.73%	41		N/A			48.33%	60		N/A	0				
NM	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	N/A			15.94%	69		N/A			26.36%	110		N/A	0				
NM	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	N/A			100.00%	40		N/A	100.00%	1	100.00%	23	.	Yes	0				
NM	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	N/A			92.77%	83		N/A			96.67%	90		N/A	0				
NM	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	N/A			3.81	37		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			6.64	83		N/A			5.39	90		N/A	0				
NM	14--04	OP-5	New Service Install Quality, Centrex 21%		P	N/A	100.00%	1	66.95%	118	-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	N/A	100.00%	1	75.42%	118	-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						N/A	0				
NM	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			1	2		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			2	4		N/A			4	2		N/A	0				
NM	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			179.33	9		N/A			177.11	9		N/A	0				
NM	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS	N/A			6			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			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			77.39%	199		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%	69		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			93.03%	244		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			5:32	69		N/A			3:54	80		N/A	0				
NM	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	N/A			18:37	244		N/A			15:03	216		N/A	0				
NM	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			15.94%	69		N/A			8.75%	80		N/A	0				
NM	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			11.34%	247		N/A			14.73%	224		N/A	0				
NM	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A			14.71%	34		N/A			16.22%	37		N/A	0				
NM	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P	N/A			11.62%	198		N/A			12.70%	189		N/A	0				
NM	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0.00%	19	0.90%	35033	-0.42	Yes	0.00%	19	0.87%	35120	-0.41	Yes	0				
NM	14--04	MR-8*	Trouble Rate, Centrex 21%		P	N/A	0.00%	19	0.66%	35033	-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			98.55%	69		N/A			98.75%	80		N/A	0				
NM	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	N/A			78.54%	247		N/A			90.63%	224		N/A	0				
NM	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A			34.17%	480		N/A			34.62%	465		N/A	0				
NM	14--05	OP-3	Install Commit Met, PBX%	ND	P	N/A			100.00%	2		N/A			100.00%	3		N/A	0				
NM	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			100.00%	5		N/A			83.33%	6		N/A	0				
NM	14--05	OP-3	Install Commit Met, PBX%		P	Yes			86.96%	23		N/A			71.11%	45		N/A	0				
NM	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A			2	2		N/A			0	1		N/A	0				
NM	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			3.6	5		N/A			2.67	6		N/A	0				
NM	14--05	OP-4	Install Interv, PBX, Avg Days		P	Yes			12.26	27		N/A			12.96	45		N/A	0				
NM	14--05	OP-5	New Service Install Quality, PBX%		P	Yes			93.48%	46		N/A	100.00%	1	89.29%	56	-0.34	Yes	0				
NM	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes			95.65%	46		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						N/A	0				
NM	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A						N/A			1	1		N/A	0				
NM	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			14.17	6		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						N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P			9	2		N/A						N/A						N/A					
NM	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			137.6	5		N/A			109.3	10		N/A			117.5	8		N/A			135	6	
NM	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS			1			N/A			2			N/A			1			N/A			1		
NM	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P			100.00%	32		N/A	100.00%	1	100.00%	33	.	Yes	100.00%	1	88.89%	18	-0.34	Yes	100.00%	1	100.00%	37	.
NM	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			77.27%	22		N/A			82.76%	29		N/A	100.00%	1	91.30%	23	-0.3	Yes			86.11%	36	
NM	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P			100.00%	34		N/A	100.00%	1	100.00%	34	.	Yes	100.00%	1	94.74%	19	-0.23	Yes	100.00%	1	100.00%	40	.
NM	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	100.00%	1	96.55%	29	-0.19	Yes			93.55%	31		N/A	100.00%	1	96.55%	29	-0.19	Yes			97.67%	43	
NM	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			1:01	34		N/A	0:56	1	1:47	34	-0.31	Yes	0:10	1	4:37	19	-0.36	Yes	0:19	1	2:59	40	-0.33
NM	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	1:23	1	14:26	29	0.86	Yes			12:17	31		N/A	7:41	1	14:00	29	-0.39	Yes			11:21	43	
NM	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P			14.71%	34		N/A	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
NM	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	0.00%	1	17.24%	29	-0.45	Yes			16.13%	31		N/A	0.00%	1	23.33%	30	-0.54	Yes			13.64%	44	
NM	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			7.14%	14		N/A			11.11%	9		N/A			18.18%	22	
NM	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			16.67%	24		N/A			22.22%	27		N/A			6.25%	32	
NM	14--05	MR-8	Trouble Rate, PBX%		P	0.20%	500	0.23%	26836	-0.16	Yes	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
NM	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.00%	522	0.14%	27160	-0.85	N/A	0.00%	498	0.13%	27218	-0.8	N/A	0.00%	498	0.20%	27433	-0.98
NM	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100.00%	6		N/A			100.00%	4		N/A			33.33%	3		N/A			100.00%	5	
NM	14--05	MR-9	Repair Appoint Met, PBX%	D	P	100.00%	1	77.27%	22	-0.53	Yes			76.19%	21		N/A	0.00%	1	66.67%	21	0.93	Yes			66.67%	30	
NM	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	0.00%	1	32.26%	93	-0.69	N/A	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
NM	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P			100.00%	1		N/A						N/A						N/A					
NM	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P						N/A			100.00%	1		N/A						N/A			100.00%	2	
NM	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			90.79%	76		N/A			80.68%	88		N/A			89.29%	56		N/A			86.02%	93	
NM	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P			1	1		N/A						N/A						N/A					
NM	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A			5	1		N/A						N/A			2	2	
NM	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			8.15	71		N/A			11.11	84		N/A			8.45	53		N/A			10.51	87	
NM	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			90.48%	84		N/A			97.30%	74		N/A			94.87%	78		N/A			94.90%	98	
NM	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A			98.65%	74		N/A			98.72%	78		N/A			100.00%	98	
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			6.75	4		N/A			2.75	4		N/A			9	1		N/A			21	5	
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			11.67	3		N/A			15.15	13		N/A			25	6		N/A			18	11	
NM	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			117.93	14		N/A			83.94	17		N/A			104.95	21		N/A			172.23	22	
NM	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS			3			N/A			3			N/A			8			N/A			6		
NM	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100.00%	31		N/A			100.00%	30		N/A			100.00%	50		N/A			100.00%	48	
NM	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100.00%	24		N/A			100.00%	31		N/A			100.00%	21		N/A			100.00%	25	
NM	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100.00%	32		N/A			100.00%	30		N/A			100.00%	51		N/A			100.00%	48	
NM	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100.00%	24		N/A			100.00%	31		N/A			100.00%	21		N/A			100.00%	25	
NM	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			0:29	32		N/A			0:52	30		N/A			0:22	51		N/A			0:50	48	
NM	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			2:50	24		N/A			2:59	31		N/A			3:18	21		N/A			3:46	25	
NM	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			9.38%	32		N/A			20.00%	30		N/A			19.61%	51		N/A			16.67%	48	
NM	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			8.33%	24		N/A			6.45%	31		N/A			23.81%	21		N/A			16.00%	25	
NM	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			0.00%	7		N/A			33.33%	12		N/A			6.25%	16	
NM	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			4.17%	24		N/A			13.33%	15		N/A			13.04%	23	
NM	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	1	0.96%	5848	-0.1	Yes	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
NM	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	1	0.53%	5880	-0.07	N/A	0.00%	1	0.46%	5824	-0.07	N/A	0.00%	1	0.67%	5804	-0.08
NM	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P			100.00%	1		N/A						N/A			100.00%	1		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			43.43%	99		N/A			33.70%	92		N/A			40.00%	120		N/A			43.41%	129	
NM	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			99.27%	1509		N/A			99.38%	1280		N/A			99.47%	940		N/A			99.76%	1238	
NM	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			95.00%	60		N/A			90.14%	71		N/A			96.51%	86		N/A			91.30%	92	
NM	14--07	OP-3	Install Commit Met, Qwest DSL%		P			100.00%	2		N/A			0.00%	1		N/A			100.00%	3		N/A			66.67%	3	
NM	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.89	1188		N/A			4.88	778		N/A			4.89	743		N/A			4.89	947	
NM	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.86	63		N/A			5.5	72		N/A			5.63	86		N/A			6.01	92	
NM	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			2.5	2		N/A			2	1		N/A			8	3		N/A			5.33	3	
NM	14--07	OP-5	New Service Install Quality, Qwest DSL%		P			100.00%	1464		N/A			100.00%	1191		N/A			100.00%	1181		N/A	100.00%	1	100.00%	1352	.
NM	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	1191		N/A			100.00%	1181		N/A	100.00%	1	100.00%	1352	.
NM	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			34	4		N/A			1.75	8		N/A			5.4	5		N/A			26.67	3	
NM	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			2.75	4		N/A			1.86	7		N/A			3.67	3		N/A			3.5	8	
NM	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A			1	1		N/A						N/A			3	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			96.23%	53		N/A			92.59%	27		N/A			98.00%	50		N/A			93.10%	58	
NM	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			98.15%	54		N/A			96.30%	27		N/A			98.00%	50		N/A			94.83%	58	
NM	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			4:58	54		N/A			6:58	27		N/A			7:13	50		N/A			8:46	58	
NM	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			7.41%	54		N/A			18.52%	27		N/A			24.00%	50		N/A			41.38%	58	
NM	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			15.38%	13		N/A			37.93%	29		N/A			46.67%	30	
NM	14--07	MR-8	Trouble Rate, Qwest DSL%		P			1.98%	2730		N/A			0.96%	2816		N/A			1.74%	2878		N/A			1.96%	2956	
NM	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A			0.46%	2816		N/A			1.01%	2878		N/A			1.01%	2956	
NM	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			65.38%	156		N/A			67.86%	84		N/A			50.98%	102		N/A			47.75%	111	
NM	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A						N/A			100.00%	1		N/A			100.00%	2	
NM	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P						N/A						N/A			0.00%	1		N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A						N/A						N/A	0				
NM	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A			113.33	6		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			1			N/A	0				
NM	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	Yes	100.00%	1	100.00%	68	.	Yes			100.00%	58		N/A	0				
NM	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	N/A	100.00%	1	87.80%	41	-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%	1	100.00%	72	.	Yes			100.00%	61		N/A	0				
NM	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	N/A	100.00%	1	95.83%	48	-0.21	Yes			97.67%	43		N/A	0				
NM	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	Yes	0:19	1	1:34	72	-0.41	Yes			1:41	61		N/A	0				
NM	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	N/A	0:51	1	12:41	48	-0.83	Yes			12:49	43		N/A	0				
NM	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	Yes	0.00%	1	9.72%	72	-0.33	Yes			13.11%	61		N/A	1	4	50.00%	11.15%	38.85%
NM	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	N/A	0.00%	1	12.50%	48	-0.37	Yes			11.63%	43		N/A	0				
NM	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A			9.09%	55		N/A			10.00%	30		N/A	0				
NM	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A	0.00%	1	12.20%	41	-0.37	N/A			14.29%	35		N/A	0				
NM	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.44%	454	0.43%	28148	0.13	Yes	0.00%	468	0.36%	28567	-1.3	Yes	0				
NM	14--05	MR-8*	Trouble Rate, PBX%		P	N/A	0.22%	454	0.34%	28148	-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%	9		N/A			100.00%	7		N/A	0				
NM	14--05	MR-9	Repair Appoint Met, PBX%	D	P	N/A			71.43%	28		N/A			80.65%	31		N/A	0				
NM	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	0.00%	2	23.08%	156	-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						N/A	0				
NM	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A			100.00%	1		N/A						N/A	0				
NM	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			85.42%	96		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						N/A	0				
NM	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A			6	1		N/A						N/A	0				
NM	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			13.18	95		N/A			16.39	70		N/A	0				
NM	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	N/A			88.10%	84		N/A			86.89%	61		N/A	0				
NM	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	N/A			89.29%	84		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						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						N/A	0				
NM	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			9.73	11		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						N/A	0				
NM	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days	D	P	N/A						N/A						N/A	0				
NM	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			382	3		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			142.14	28		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			9			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%	37		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%	38		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%	37		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%	38		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			0:59	37		N/A			0:38	44		N/A	0				
NM	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			2:48	38		N/A			3:53	43		N/A	0				
NM	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			16.22%	37		N/A			13.64%	44		N/A	0				
NM	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			31.58%	38		N/A			11.63%	43		N/A	0				
NM	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			37.50%	8		N/A			18.75%	16		N/A	0				
NM	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			30.56%	36		N/A			13.89%	36		N/A	0				
NM	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0.00%	4	1.31%	5734	-0.23	Yes	0.00%	4	1.52%	5730	-0.25	Yes	0				
NM	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	N/A	0.00%	4	0.77%	5734	-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						N/A			100.00%	1		N/A	0				
NM	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A						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			33.63%	113		N/A			33.59%	131		N/A	0				
NM	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	N/A	100.00%	1	98.98%	1271	-0.1	Yes			99.46%	1480		N/A	0				
NM	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			91.75%	97		N/A			81.52%	92		N/A	0				
NM	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A			50.00%	2		N/A			100.00%	3		N/A	0				
NM	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	N/A	5	1	4.93	951	-1.35	Yes			4.89	1127		N/A	0				
NM	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			6.18	98		N/A			6.58	92		N/A	0				
NM	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A			13	2		N/A			4	2		N/A	0				
NM	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	Yes	100.00%	1	99.93%	1473	-0.03	Yes			99.79%	1864		N/A	0				
NM	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P	Yes	100.00%	1	100.00%	1473	.	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			10.63	8		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			6.56	9		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			5	1		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						N/A	0				
NM	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	D	P	N/A						N/A						N/A	0				
NM	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			90.48%	63		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			93.65%	63		N/A			97.80%	91		N/A	0				
NM	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			12:00	63		N/A			7:08	91		N/A	0				
NM	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			33.33%	63		N/A			43.96%	91		N/A	0				
NM	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			36.67%	30		N/A			44.68%	47		N/A	0				
NM	14--07	MR-8	Trouble Rate, Qwest DSL%		P	N/A			2.07%	3043		N/A			2.90%	3139		N/A	0				
NM	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	N/A			0.99%	3043		N/A			1.50%	3139		N/A	0				
NM	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS	N/A			41.12%	107		N/A			41.67%	156		N/A	0				
NM	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A						N/A						N/A	0				
NM	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A						N/A			0.00%	1		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
NM	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	14--08	OP-3	Install Commit Met, ISDN Primary%		P			38.37%	86		N/A			59.65%	57		N/A			53.85%	117		N/A			24.14%	58	
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A						N/A			6	1		N/A			10	1	
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A						N/A			2	1		N/A					
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			18.13	86		N/A			15.84	64		N/A			13.92	102		N/A			25.57	72	
NM	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			97.47%	79		N/A			94.95%	99		N/A			94.39%	107		N/A			97.89%	95	
NM	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			96.97%	99		N/A			97.20%	107		N/A			96.84%	95	
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						N/A			1	1		N/A					
NM	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			12.57	42		N/A			15.5	20		N/A			7.92	52		N/A			25.05	43	
NM	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			9.07	14		N/A			13.13	8		N/A			33	5		N/A			41.14	7	
NM	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			21.09	11		N/A			25.78	9		N/A			11.07	15		N/A			15.5	24	
NM	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS			3			N/A			0			N/A			1			N/A			7		
NM	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			100.00%	13		N/A			100.00%	14		N/A			100.00%	15		N/A			91.67%	24	
NM	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			0:39	13		N/A			0:56	14		N/A			0:39	15		N/A			1:46	24	
NM	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			7.69%	13		N/A			14.29%	14		N/A			0.00%	15		N/A			12.50%	24	
NM	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			20.00%	5		N/A			0.00%	6		N/A			0.00%	9	
NM	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.00%	111	0.03%	44437	-0.18	Yes	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
NM	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	111	0.01%	43654	-0.11	N/A	0.00%	111	0.01%	43191	-0.12	N/A	0.00%	111	0.02%	42582	-0.15
NM	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			43.48%	23		N/A			17.65%	17		N/A			31.82%	22		N/A			38.46%	39	
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						N/A			100.00%	1		N/A					
NM	14--09	OP-3	Install Commit Met, DS0%		P			71.43%	7		N/A			85.71%	7		N/A			100.00%	12		N/A			92.31%	13	
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						N/A			3	1		N/A					
NM	14--09	OP-4	Install Interv, DS0, Avg Days		P			16.2	5		N/A			4.67	6		N/A			4	12		N/A			8	15	
NM	14--09	OP-5	New Service Install Quality, DS0%		P			100.00%	7		N/A			100.00%	10		N/A			92.86%	14		N/A			100.00%	16	
NM	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A			100.00%	10		N/A			92.86%	14		N/A			93.75%	16	
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			6.5	2		N/A			6	1		N/A						N/A			21.5	2	
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			164	3		N/A			87.2	5		N/A			182.5	2		N/A			262.67	3	
NM	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS			0			N/A			0			N/A			0			N/A			1		
NM	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P			89.66%	116		N/A			82.11%	123		N/A			94.81%	154		N/A	100.00%	3	91.90%	210	-0.51
NM	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			1:52	116		N/A			2:34	123		N/A			1:31	154		N/A	1:01	3	2:09	210	-0.66
NM	14--09	MR-7	Repair Repeat Report Rate, DS0%		P			14.66%	116		N/A			13.82%	123		N/A			23.38%	154		N/A	33.33%	3	24.76%	210	0.32
NM	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A			13.64%	88		N/A			27.93%	111		N/A	0.00%	1	29.68%	155	-0.65
NM	14--09	MR-8	Trouble Rate, DS0%		P	0.00%	229	0.36%	32084	-0.91	Yes	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
NM	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.00%	270	0.28%	31660	-0.86	N/A	0.00%	270	0.35%	31850	-0.97	N/A	0.36%	278	0.49%	31691	-0.31
NM	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS			27.95%	161		N/A			30.90%	178		N/A			43.17%	271		N/A	0.00%	3	29.77%	299	-1.12
NM	14--10	OP-3	Install Commit Met, DS1%		P			78.41%	264		N/A			76.38%	254		N/A			81.76%	318		N/A			84.95%	412	
NM	14--10	OP-4	Install Interv, DS1, Avg Days		P			15.56	280		N/A			17.49	272		N/A			19.78	345		N/A			17.05	447	
NM	14--10	OP-5	New Service Install Quality, DS1%		P			95.17%	290		N/A			91.85%	319		N/A			93.56%	404		N/A			98.09%	367	
NM	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			94.36%	319		N/A			94.06%	404		N/A			93.46%	367	
NM	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			18.44	27		N/A			22.84	32		N/A			20.7	23		N/A			18.08	25	
NM	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			20.73	44		N/A			13.42	33		N/A			24.78	41		N/A			16	42	
NM	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			103.95	37		N/A			77.39	64		N/A			65.53	66		N/A			61.08	79	
NM	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS			13			N/A			17			N/A			28			N/A			32		
NM	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	1	91.14%	237	-0.31	Yes	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
NM	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:45	1	2:02	237	-0.14	Yes	2:28	2	2:45	270	-0.12	Yes	1:58	5	2:40	237	-0.33	Yes	1:08	3	2:10	347	-0.79
NM	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	0.00%	1	12.24%	237	-0.37	Yes	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
NM	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	100.00%	1	18.66%	209	1.33	N/A	0.00%	2	16.37%	171	-0.62	N/A	0.00%	1	29.84%	248	-0.65
NM	14--10	MR-8	Trouble Rate, DS1%		P	2.17%	46	1.71%	13877	0.33	Yes	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
NM	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	2.08%	48	1.51%	13822	0.4	N/A	4.26%	47	1.24%	13754	1.5	N/A	2.13%	47	1.81%	13686	0.26
NM	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	66.67%	3	28.61%	332	1.23	N/A	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
NM	14--11	OP-3	Install Commit Met, DS3%		P			64.29%	14		N/A			90.00%	20		N/A			90.00%	10		N/A			90.00%	20	
NM	14--11	OP-4	Install Interv, DS3, Avg Days		P			30.88	16		N/A			19.91	23		N/A			10.38	13		N/A			18.92	25	
NM	14--11	OP-5	New Service Install Quality, DS3%		P			95.00%	20		N/A			94.74%	19		N/A			95.00%	20		N/A			100.00%	39	
NM	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			94.74%	19		N/A			95.00%	20		N/A			97.44%	39	
NM	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			31	5		N/A			40	1		N/A			1	1		N/A			17	4	
NM	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			72	1		N/A			20	2		N/A						N/A			15	2	
NM	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			41.5	2		N/A			41.6	5		N/A			50.57	7		N/A			44.5	6	
NM	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS			1			N/A			2			N/A			5			N/A			3		
NM	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100.00%	10		N/A			100.00%	4		N/A			88.89%	9		N/A			100.00%	8	
NM	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:51	10		N/A			0:28	4		N/A			5:18	9		N/A			1:04	8	
NM	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			0.00%	10		N/A			25.00%	4		N/A			0.00%	9		N/A			12.50%	8	
NM	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0.00%	2		N/A			0.00%	3		N/A			14.29%	7	
NM	14--11	MR-8	Trouble Rate, DS3%		P			1.25%	801		N/A			0.50%	800		N/A			1.14%	792		N/A			1.01%	790	
NM	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.25%	800		N/A			0.38%	792		N/A			0.89%	790	
NM	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			33.33%	15		N/A			42.86%	7		N/A			40.00%	15		N/A			11.11%	9	
NM	14--12	OP-3	Install Commit Met, Frame Relay%		P			61.90%	21		N/A			69.81%	53		N/A			83.02%	53		N/A			74.29%	70	
NM	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A			6	1		N/A						N/A			10	1	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			60.00%	85		N/A			33.06%	124		N/A	0				
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P	N/A			7	1		N/A						N/A	0				
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A						N/A			44	1		N/A	0				
NM	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			19.67	88		N/A			21.59	104		N/A	0				
NM	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A			99.17%	120		N/A			96.09%	179		N/A	0				
NM	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	N/A			99.17%	120		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						N/A	0				
NM	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	N/A						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			22.13	47		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						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			22.17	41		N/A			51.91	58		N/A	0				
NM	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS	N/A			14			N/A			13			N/A	0				
NM	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	N/A			94.74%	19		N/A			93.55%	31		N/A	0				
NM	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A			0:45	19		N/A			1:27	31		N/A	0				
NM	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A			36.84%	19		N/A			16.13%	31		N/A	0				
NM	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A			22.22%	9		N/A			20.00%	20		N/A	0				
NM	14--08	MR-8	Trouble Rate, ISDN Primary%		P	Yes	0.00%	87	0.04%	42382	-0.2	Yes	0.00%	87	0.07%	42747	-0.25	Yes	0				
NM	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	N/A	0.00%	87	0.02%	42382	-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			24.00%	25		N/A			29.55%	44		N/A	0				
NM	14--09	OP-3	Install Commit Met, DS0%	ND	P	N/A						N/A						N/A	0				
NM	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A						N/A						N/A	0				
NM	14--09	OP-3	Install Commit Met, DS0%		P	N/A			82.35%	17		N/A			93.75%	16		N/A	0				
NM	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	N/A						N/A						N/A	0				
NM	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A						N/A						N/A	0				
NM	14--09	OP-4	Install Interv, DS0, Avg Days		P	N/A			4.71	17		N/A			16.92	26		N/A	0				
NM	14--09	OP-5	New Service Install Quality, DS0%		P	N/A			54.55%	22		N/A			61.90%	21		N/A	0				
NM	14--09	OP-5*	New Service Install Quality, DS0%		P	N/A			59.09%	22		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						N/A	0				
NM	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A			3.33	3		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						N/A	0				
NM	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P	N/A						N/A						N/A	0				
NM	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			239.67	3		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			1			N/A	0				
NM	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	Yes			85.90%	227		N/A			89.40%	349		N/A	0				
NM	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	Yes			2:06	227		N/A			1:52	349		N/A	0				
NM	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	Yes			24.23%	227		N/A			28.37%	349		N/A	0				
NM	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A			25.00%	172		N/A			25.91%	220		N/A	0				
NM	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0.00%	278	0.71%	31785	-1.41	Yes	0.00%	86	1.10%	31682	-0.98	Yes	0				
NM	14--09	MR-8*	Trouble Rate, DS0%		P	N/A	0.00%	278	0.54%	31785	-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			31.00%	329		N/A			25.43%	468		N/A	0				
NM	14--10	OP-3	Install Commit Met, DS1%		P	N/A			87.07%	232		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			16.51	274		N/A	5	2	16.31	357	-1.25	Yes	0				
NM	14--10	OP-5	New Service Install Quality, DS1%		P	N/A	100.00%	1	93.21%	324	-0.27	Yes	100.00%	1	88.65%	326	-0.36	Yes	0				
NM	14--10	OP-5*	New Service Install Quality, DS1%		P	N/A	100.00%	1	94.44%	324	-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			37.25	32		N/A			17.86	64		N/A	0				
NM	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			37.8	10		N/A			14.67	12		N/A	0				
NM	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			68.81	68		N/A			106.31	77		N/A	0				
NM	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS	N/A			24			N/A			21			N/A	0				
NM	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	50.00%	2	76.38%	326	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	Yes	5:12	2	3:15	326	0.99	Yes	0:21	2	2:27	365	-1.14	Yes	0				
NM	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	Yes	0.00%	2	31.90%	326	-0.96	Yes	0.00%	2	34.79%	365	-1.03	Yes	1	15	33.33%	24.69%	8.64%
NM	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	N/A	0.00%	1	34.15%	246	-0.72	N/A			35.79%	285		N/A	0				
NM	14--10	MR-8	Trouble Rate, DS1%		P	Yes	4.55%	44	2.41%	13527	0.89	Yes	5.26%	38	2.71%	13487	0.92	Yes	1	270	5.56%	2.17%	3.39%
NM	14--10	MR-8*	Trouble Rate, DS1%		P	N/A	2.27%	44	1.82%	13527	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	N/A	0.00%	2	23.11%	424	-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			90.91%	44		N/A			71.43%	7		N/A	0				
NM	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			16.59	51		N/A			23	18		N/A	0				
NM	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			100.00%	35		N/A			100.00%	26		N/A	0				
NM	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100.00%	35		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			31.8	5		N/A			97	1		N/A	0				
NM	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A			88	1		N/A	0				
NM	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			36.83	6		N/A			88.67	3		N/A	0				
NM	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS	N/A			4			N/A			2			N/A	0				
NM	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			100.00%	9		N/A			100.00%	6		N/A	0				
NM	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			0:44	9		N/A			1:02	6		N/A	0				
NM	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			22.22%	9		N/A			33.33%	6		N/A	0				
NM	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			0.00%	3		N/A			50.00%	2		N/A	0				
NM	14--11	MR-8	Trouble Rate, DS3%		P	N/A			1.15%	782		N/A			0.77%	779		N/A	0				
NM	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.38%	782		N/A			0.26%	779		N/A	0				
NM	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			30.77%	13		N/A			14.29%	7		N/A	0				
NM	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			87.86%	140		N/A			85.11%	47		N/A	0				
NM	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A			7	1		N/A			12.75	4		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
NM	14--12	OP-5	New Service Install Quality, Frame Relay%		P			97.37%	38		N/A			96.36%	55		N/A			98.48%	66		N/A			98.20%	111	
NM	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			96.36%	55		N/A			98.48%	66		N/A			99.10%	111	
NM	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			21.33	3		N/A			34.22	9		N/A			58.43	7		N/A			23.29	14	
NM	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			22.6	5		N/A			16.57	7		N/A			39	3		N/A			23	5	
NM	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			59.88	8		N/A			89.6	10		N/A			92.2	15		N/A			107.75	16	
NM	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS			2			N/A			2			N/A			8			N/A			6		
NM	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			88.24%	68		N/A			90.16%	61		N/A			80.70%	57		N/A			87.06%	85	
NM	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:52	68		N/A			1:49	61		N/A			2:56	57		N/A			2:00	85	
NM	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			10.29%	68		N/A			14.75%	61		N/A			15.79%	57		N/A			25.88%	85	
NM	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			18.75%	48		N/A			16.28%	43		N/A			26.98%	63	
NM	14--12	MR-8	Trouble Rate, Frame Relay%		P			1.98%	3439		N/A			1.76%	3461		N/A			1.65%	3455		N/A			2.46%	3452	
NM	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			1.39%	3461		N/A			1.24%	3455		N/A			1.83%	3452	
NM	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			22.73%	88		N/A			22.78%	79		N/A			25.00%	76		N/A			30.89%	123	
OR	01--01	OP-3	Install Commit Met, LIS Trunk%		P	87.80%	41	100.00%	33	2.05	No	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
OR	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	15.28	46	19.88	48	-2.06	Yes	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
OR	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	40	100.00%	37	.	Yes	97.87%	47	100.00%	22	0.36	Yes	100.00%	57	100.00%	33	.	Yes	100.00%	48	97.78%	45	-0.73
OR	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	97.87%	47	100.00%	22	0.36	N/A	100.00%	57	100.00%	33	.	Yes	100.00%	48	100.00%	45	.
OR	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P	22.8	5	24	8	.	N/A						N/A	4	2	3	1	.	N/A			17.75	4	
OR	01--01	OP-6B	Delayed Days for Facility Reasons, LIS Trunk, Avg Days		P	22	1				N/A	60	1				N/A						N/A					
OR	01--01	OP-15A	Interv for Pending Orders Delayed, LIS Trunk, Avg Days		NS	90	1				N/A	55.57	7				N/A	66.11	9				N/A	61.86	7			
OR	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS	1					N/A	6					N/A	7					N/A	7				
OR	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	4	100.00%	5	.	Yes	100.00%	9	100.00%	3	.	Yes	90.91%	11	66.67%	3	-0.79	Yes	66.67%	3	87.50%	8	0.56
OR	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:15	4	1:16	5	-0.06	Yes	1:12	9	0:51	3	1.3	Yes	1:38	11	3:47	3	-1	Yes	6:46	3	1:22	8	1.19
OR	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	25.00%	4	0.00%	5	0.74	Yes	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
OR	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A	0.00%	8	0.00%	2	.	Yes	16.67%	6	0.00%	2	0.2	N/A	0.00%	2	33.33%	6	-0.87
OR	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.00%	101346	0.01%	81769	-0.59	Yes	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
OR	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.01%	97746	0.00%	81319	2.43	N/A	0.01%	96806	0.00%	81965	1.6	N/A	0.00%	94214	0.01%	81807	-1.27
OR	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	60.00%	10	50.00%	10	0.22	N/A	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
OR	01--01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		1.00%	0.00%	28896	0.00%	36312	-4.78	Yes	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
OR	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	0.02%	8304	0.00%	7059	.	Yes	0.00%	8304	0.00%	7131	.	Yes	0.00%	8376	0.00%	7107	.	Yes	0.10%	8304	0.00%	7107	.
OR	01--01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk%		NS	0.06%	29280	0.00%	36312	183.9	N/A	0.74%	28176	0.00%	36432	1197.9	N/A	1.30%	27960	0.00%	36408	2232.1	N/A	0.37%	27120	0.04%	36264	154.28
OR	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	0.02%	8304	0.00%	7059	.	N/A	0.00%	8304	0.00%	7131	.	N/A	0.00%	8376	0.00%	7107	.	N/A	0.34%	8616	0.00%	7107	.
OR	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90						N/A	76	1				Yes	80	1				Yes					
OR	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	99.33	3				Yes	29	1				Yes	94	2				Yes					
OR	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	113.67	3				Yes	133	2				Yes	62	1				Yes					
OR	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	100.00%	3				Yes	100.00%	2				Yes	100.00%	3				Yes					
OR	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	100.00%	3				Yes	100.00%	2				Yes	100.00%	2				Yes	100.00%	1			
OR	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	6.5	2				Yes	7	2				Yes	5.5	4				Yes	6.83	6			
OR	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	100.00%	2				Yes	100.00%	2				Yes	100.00%	4				Yes	100.00%	7			
OR	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.72	13544879	4.88	5553868	-1406	Yes	1.76	12069679	4.8	5103477	-1257	Yes	1.78	11970813	5.12	5121371	-1349	Yes	1.8	13858125	5.01	5613024	-1295
OR	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		0.95	99.98%	271168				Yes	100.00%	250556				Yes	100.00%	223277				Yes	100.00%	245631			
OR	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.65	8289553	4.88	5553868	-1320	N/A	1.72	7485115	4.8	5103477	-1172	N/A	1.7	7701122	5.12	5121371	-1279	N/A	1.74	9164071	5.01	5613024	-1230
OR	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.83	5255326	4.88	5553868	-1124	N/A	1.84	4584564	4.8	5103477	-1007	N/A	1.92	4269691	5.12	5121371	-1040	N/A	1.9	4694054	5.01	5613024	-1001
OR	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	4427				N/A	99.98%	4376				N/A	100.00%	4377				N/A	100.00%	4410			
OR	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	84.66%	3549533.1	99.11%	50869949	2803	No	88.52%	2846309.2	99.15%	50878524	1897.3	No	65.49%	3243616.8	99.45%	51972000	8040.2	No	86.08%	3555044.5	99.23%	53043976	2748
OR	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	98.16%	9165	98.91%	152952	6.72	No	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
OR	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	99.36%	314				Yes	100.00%	238				Yes	99.60%	252				Yes	99.64%	279			
OR	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	98.54%	206				Yes	100.00%	227				Yes	100.00%	155				Yes	100.00%	252			
OR	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	96.69%	29520				No	99.67%	29160				Yes	99.44%	28260				Yes	99.33%	29880			
OR	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%						N/A	100.00%	16920				Yes	100.00%	28620				Yes	100.00%	29880			
OR	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%						N/A	100.00%	67680				Yes	100.00%	114480				Yes	100.00%	119520			
OR	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	100.00%	29160				Yes	100.00%	28620				Yes	100.00%	29880			
OR	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	96.69%	29520				No	99.69%	29160				Yes	99.39%	28260				Yes	99.56%	29880			
OR	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.86%	43200				Yes	100.00%	42240				Yes	100.00%	41580				Yes	100.00%	42240			
OR	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21960				Yes	100.00%	21600				Yes	100.00%	22860			
OR	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	97.82%	39075				No	100.00%	38550				Yes	100.00%	37290				Yes	100.00%	38670			
OR	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%						N/A						N/A						N/A					
OR	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	98.17%	24362	75.49%	2964996	.	Yes	98.92%	24241	84.04%	2577208	.	Yes	98.19%	26219	77.80%	2616966	.	Yes	97.62%	32925	86.07%	3240021	.
OR	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	88.46%	13040	83.51%	481677	.	Yes	89.25%	12774	87.11%	382342	.	Yes	92.43%	14188	90.44%	362204	.	Yes	92.98%	20339	92.32%	442709	.
OR	02--01	OA-1	Order Accuracy, %		NS	99.57%	4393				N/A	99.96%	4488				N/A	99.74%	4163				N/A	99.58%	4086			
OR	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.34	2338				N/A	0.3	2385				N/A	0.44	2067				N/A	0.6	2020			
OR	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.55	2338				N/A	1.43	2385				N/A	1.47	2067				N/A	1.68	2020			
OR	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.31	624				N/A	0.29	614				N/A	0.36	539				N/A	0.43	564			
OR	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.81	624				N/A	4.91	614				N/A	4.96	539				N/A	5.19	564			
OR	02--01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.12	624				N/A	5.2	614				N/A	5.32	539				N/A	5.62	564			
OR	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	1.89	2338				Yes	1.73	2385				Yes	1.91	2067				Yes	2.28	2020			
OR	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.44	4265				N/A	0.37	4271				N/A	0.41	3762				N/A	0.52	3887			
OR	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	7.71	4265				N/A	7.49	4271				N/A	7.25	3762				N/A	6.87	3887			
OR	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	8.14	4265				Yes	7.86	4271				Yes	7.66	3762				Yes	7.4	3887			
OR	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.57	873				N/A	0.41	857				N/A	0.55	727				N/A	0.74	651			
OR	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7	873				N/A	6.89	857				N/A	7.33	727				N/A	7.16	651			
OR	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.57	873				Yes	7.3	857				Yes	7.88	727				Yes	7.9	651			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
NM	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			90.82%	98		N/A			88.68%	53		N/A	0				
NM	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			95.92%	98		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			10.81	16		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			16	2		N/A			5	2		N/A	0				
NM	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			65.84	25		N/A			85.6	25		N/A	0				
NM	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS	N/A			5			N/A			9			N/A	0				
NM	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			84.04%	94		N/A			84.87%	119		N/A	0				
NM	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			2:16	94		N/A			2:53	119		N/A	0				
NM	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			24.47%	94		N/A			31.09%	119		N/A	0				
NM	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			18.84%	69		N/A			31.07%	103		N/A	0				
NM	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			2.72%	3457		N/A			3.40%	3499		N/A	0				
NM	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			2.00%	3457		N/A			2.94%	3499		N/A	0				
NM	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			24.80%	125		N/A			24.68%	158		N/A	0				
OR	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	100.00%	36	100.00%	29	.	Yes	94.20%	69	96.00%	25	0.19	Yes	1	273	95.60%	96.73%	-1.13%
OR	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	21.6	42	15.76	41	3.72	No	25.41	79	17	29	3.72	No	2	314	18.98	18.13	0.86
OR	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	Yes	100.00%	61	100.00%	35	.	Yes	96.15%	52	100.00%	25	0.82	Yes	0				
OR	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	Yes	100.00%	61	100.00%	35	.	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						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						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	38.86	7				N/A	66	3				N/A	0				
OR	01--01	OP-15B	Pending Orders Delayed for Facilities Reasons, LIS Trunk		NS	N/A	7					N/A	3					N/A	0				
OR	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	Yes	100.00%	17	90.91%	11	-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	Yes	1:41	17	1:37	11	-0.11	Yes	1:39	11	2:35	8	-0.38	Yes	0				
OR	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	Yes	23.53%	17	27.27%	11	-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	N/A	23.08%	13	28.57%	7	-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	Yes	0.02%	95992	0.01%	81283	0.75	Yes	0.01%	94398	0.01%	80560	0.36	Yes	2	580502	0.01%	0.01%	0.00%
OR	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	N/A	0.01%	95992	0.01%	81283	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	N/A	22.73%	22	31.25%	16	-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%	Yes	0.00%	26496	0.00%	38581	-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%	Yes	0.00%	8616	0.00%	7395	-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	N/A	0.10%	26832	0.00%	38581	689.3	N/A	0.51%	25824	0.01%	39661	128	N/A	0				
OR	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0.00%	8616	0.00%	7395	-8.1	N/A	0.19%	8616	0.00%	7395	282.2	N/A	0				
OR	01--02	CP-1A	Sched Interv 90 Calender Days or Less, All, Avg Days		90	N/A	63	1				Yes						N/A	0				
OR	01--02	CP-1B	Sched Interv 91 to 120 Calendar Days, All, Avg Days		120	N/A						N/A						N/A	0				
OR	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	N/A	136	2				Yes	93	2				Yes	0				
OR	01--02	CP-2B	Non-Forcasted & Late Forecasted Collocations, All%		90.00%	N/A	100.00%	1				Yes						N/A	0				
OR	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	Yes	100.00%	2				Yes	100.00%	3				Yes	0				
OR	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	Yes	7.5	2				Yes	3.67	3				Yes	0				
OR	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	Yes	100.00%	3				Yes	100.00%	4				Yes	0				
OR	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	1.93	11793146	5.39	5527790	-1311	Yes	2.24	12331418	7.91	6283871	-551.4	Yes	0				
OR	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		0.95	Yes	100.00%	232694				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	N/A	1.85	7778670	5.39	5527790	-1244	N/A	2.12	8340898	7.91	6283871	-522	N/A	0				
OR	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A	2.09	4014476	5.39	5527790	-982.4	N/A	2.48	3990520	7.91	6283871	-404.4	N/A	0				
OR	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	99.98%	4472				N/A	100.00%	4378				N/A	0				
OR	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	No	95.30%	3658782.7	98.98%	52676052	677.3	No	99.32%	2885112.7	98.72%	46569989	-88.84	Yes	5	19738399	86.44%	99.11%	-12.68%
OR	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	Yes	99.37%	11187	98.87%	220813	-4.81	Yes	99.15%	11434	98.62%	223445	-4.79	Yes	1	65767	99.22%	98.90%	0.32%
OR	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	Yes	99.70%	331				Yes	100.00%	233				Yes	0				
OR	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	Yes	100.00%	164				Yes	96.38%	221				Yes	0				
OR	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	100.00%	28080				Yes	98.75%	29340				No	2	174240	98.97%		
OR	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100.00%	28080				Yes	100.00%	29700				Yes	0				
OR	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100.00%	112320				Yes	99.96%	118800				Yes	0				
OR	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	Yes	99.95%	28080				Yes	100.00%	29700				Yes	0				
OR	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.80%	28080				Yes	98.26%	29340				No	2	174240	98.89%		
OR	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	99.94%	41040				Yes	99.31%	43020				Yes	0				
OR	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100.00%	21060				Yes	100.00%	22500				Yes	0				
OR	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100.00%	37185				Yes	99.92%	38955				Yes	1	229725	99.62%		
OR	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%	N/A						N/A	100.00%	1				Yes	0				
OR	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	0				
OR	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	1	105360	89.09%	87.17%	1.92%
OR	02--01	OA-1	Order Accuracy, %		NS	N/A	99.40%	4491				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	0.56	2137				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	1.77	2137				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	0.47	340				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	4.87	340				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	5.34	340				N/A	14	494				N/A	0				
OR	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	Yes	2.33	2137				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	0.5	3447				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	6.75	3447				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	7.25	3447				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	572				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	7.48	572				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	8.18	572				Yes	8.33	690				Yes	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		0.95	
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%		0.95	
OR	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	
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 , %		95.0%	
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		.	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0.83	9726				N/A	0.81	9793				N/A	1.09	8442				N/A	1.32	8471			
OR	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	3.89	9726				N/A	3.82	9793				N/A	4.37	8442				N/A	4.75	8471			
OR	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	4.72	9726				Yes	4.64	9793				Yes	5.47	8442				Yes	6.07	8471			
OR	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.89	1162				N/A	0.67	1134				N/A	0.61	1069				N/A	0.7	1049			
OR	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	6.55	1162				N/A	6.22	1134				N/A	5.71	1069				N/A	5.74	1049			
OR	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	7.44	1162				Yes	6.89	1134				Yes	6.32	1069				Yes	6.44	1049			
OR	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.33	1276				N/A	0.29	1370				N/A	0.61	1266				N/A	0.82	1274			
OR	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.78	1276				N/A	5.05	1370				N/A	4.83	1266				N/A	4.45	1274			
OR	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.72	1276				N/A	0.72	1370				N/A	0.66	1266				N/A	0.62	1274			
OR	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.83	1276				Yes	6.06	1370				Yes	6.11	1266				Yes	5.9	1274			
OR	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.78	3816				N/A	0.74	3777				N/A	0.94	3255				N/A	1.1	3271			
OR	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.94	3816				Yes	6.88	3777				Yes	6.74	3255				Yes	6.82	3271			
OR	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.72	3816				N/A	7.62	3777				N/A	7.68	3255				N/A	7.92	3271			
OR	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.47	480				N/A	0.8	487				N/A	0.72	390				N/A	0.92	426			
OR	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	7.4	480				Yes	6.94	487				Yes	8.14	390				Yes	6.14	426			
OR	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.87	480				N/A	7.74	487				N/A	8.86	390				N/A	7.06	426			
OR	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.27	983				N/A	0.27	1007				N/A	0.36	898				N/A	0.54	845			
OR	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.45	983				N/A	8.79	1007				N/A	8.89	898				N/A	8.13	845			
OR	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.73	983				N/A	9.06	1007				N/A	9.25	898				N/A	8.67	845			
OR	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.39	5347				Yes	3.36	5665				Yes	3.34	5263				Yes	3.54	4718			
OR	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		.	5.06	937				N/A	5.28	965				N/A	5.54	879				N/A	5.45	811			
OR	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.09	5200				Yes	6.9	5372				Yes	7.2	4986				Yes	7.07	4527			
OR	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.5	464				Yes	6.37	479				Yes	6.65	443				Yes	6.96	377			
OR	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.56	8736				Yes	2.54	9145				Yes	2.57	8470				Yes	2.69	7646			
OR	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.25	2261				Yes	3.14	2329				Yes	3.05	2192				Yes	3.1	1616			
OR	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.24	2747				Yes	5.46	2865				Yes	5.41	2622				Yes	5.21	2404			
OR	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.12	2912				Yes	6.84	3007				Yes	7.09	2739				Yes	7.28	2555			
OR	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.96	937				Yes	5.79	972				Yes	6.51	894				Yes	6.88	819			
OR	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		.	8.1	892				N/A	8.4	929				N/A	8.51	849				N/A	8.48	730			
OR	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	0.28%	25614				Yes	0.26%	25763				Yes	0.48%	22523				Yes	0.34%	22535			
OR	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	0.07%	30455				Yes	0.01%	31730				Yes	0.05%	29352				Yes	0.14%	26240			
OR	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.31	8931				N/A	1.32	8973				N/A	1.33	8533				N/A	1.36	7724			
OR	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.78	8110				N/A	1.87	8417				N/A	1.88	7767				N/A	1.94	7075			
OR	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	96.36%	440				N/A	97.38%	420				N/A	96.47%	397				N/A	97.50%	440			
OR	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	93.98%	515				N/A	94.40%	500				N/A	95.20%	500				N/A	97.22%	540			
OR	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	39.33%	1457				N/A	39.61%	1376				N/A	28.42%	1242				N/A	34.69%	1525			
OR	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	39.72%	360				N/A	25.08%	307				N/A	29.44%	540				N/A	42.05%	547			
OR	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	71.44%	1516				N/A	67.37%	1330				N/A	72.61%	2099				N/A	72.40%	2036			
OR	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	51.21%	1775				N/A	43.64%	1691				N/A	47.38%	2290				N/A	70.08%	3038			
OR	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	53.73%	335				N/A	52.65%	471				N/A	57.08%	445				N/A	50.00%	350			
OR	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS	19.57%	46				N/A	18.75%	32				N/A	13.51%	37				N/A	32.69%	52			
OR	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	71.43%	35				N/A	85.37%	41				N/A	84.51%	71				N/A	80.43%	92			
OR	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	72.65%	691				N/A	82.30%	1322				N/A	62.24%	686				N/A	57.47%	797			
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		95/90%	82.49%	1102				No	73.73%	1001				No	79.37%	1367				No	92.44%	2303			
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	94.50%	1146				No	89.07%	1006				No	89.28%	1707				No	93.06%	1584			
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/95%	93.46%	153				No	96.25%	80				Yes	91.38%	174				No	97.05%	237			
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	95.82%	598				Yes	95.11%	573				Yes	84.86%	416				No	90.74%	583			
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/95%	60.00%	15				No	75.00%	8				No	83.33%	6				No	89.47%	19			
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		95/90%	93.48%	537				No	96.37%	1129				Yes	86.79%	492				No	82.97%	552			
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	96.15%	26				Yes	100.00%	35				Yes	98.36%	61				Yes	93.67%	79			
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		85/80%	90.00%	200				Yes	87.63%	283				Yes	88.81%	286				Yes	89.74%	195			
OR	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	11:55	362				Yes	14:47	329				No	3:12	390				Yes	2:33	423			
OR	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	0:07	28442				Yes	0:03	24373				Yes	0:03	26497				Yes	0:03	27642			
OR	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	12:57	108				No	13:54	104				No	2:12	138				Yes	2:45	170			
OR	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	0:01	42708				Yes	0:03	20060				Yes	0:03	22881				Yes	0:05	18746			
OR	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	14:55:00	43				Yes	12:18:00	35				Yes	11:17:00	33				Yes	13:39:00	38			
OR	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	3.19%	91062				N/A	2.82%	78172				N/A	2.67%	81249				N/A	2.59%	96729			
OR	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.23%	91062				N/A	31.18%	78172				N/A	32.61%	81249				N/A	28.58%	96729			
OR	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	3.27%	88038				N/A	4.01%	76194				N/A	3.81%	84314				N/A	4.98%	84637			
OR	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	48.51%	88038				N/A	26.33%	76194				N/A	27.14%	84314				N/A	22.15%	84637			
OR	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	43.43%	99				N/A	42.68%	82				N/A	47.83%	69				N/A	42.70%	89			
OR	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.0%	100.00%	1963				Yes	100.00%	1619				Yes	99.81%	2581				Yes	99.25%	3584			
OR	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.0%	100.00%	548				Yes	100.00%	539				Yes	99.71%	346				Yes	98.26%	518			
OR	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.0%	100.00%	140				Yes	100.00%	70				Yes	100.00%	144				Yes	99.05%	211			
OR	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.0%	100.00%	519				Yes	100.00%	1119				Yes	99.38%	480				Yes	95.82%	526			
OR	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.0%	100.00%	129				Yes	100.00%	194				Yes	100.00%	223				Yes	100.00%	126			
OR	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.0%	100.00%	8				Yes	100.00%	5				Yes	100.00%	5				Yes	100.00%	13			
OR	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	97.95%	1412				Yes	97.36%	1478				Yes	97.33%	1913				Yes	96.98%	1625			
OR	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	98.79%	824				Yes	98.29%	759				Yes	98.27%	809				Yes	98.62%	868			
OR	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	98.94%	189				Yes	99.53%	214				Yes	97.29%	332				Yes	99.64%	278			
OR	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	100.00%	192				Yes	99.55%	224				Yes	100.00%	250				Yes	99.71%	345			
OR	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	99.48%	381				Yes	98.33%	420				Yes	99.73%	370				Yes	98.58%	422			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	N/A	1.31	7185				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	5.1	7185				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	6.41	7185				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	0.7	856				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	5.59	856				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	6.28	856				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	0.79	1300				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	4.5	1300				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	0.66	1300				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	5.94	1300				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	1.05	1794				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	5.75	1794				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	6.8	1794				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	363				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	5.63	363				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	6.54	363				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	0.44	1018				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	8.25	1018				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	8.69	1018				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	3.55	4994				Yes	3.99	5238				Yes	0				
OR	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		.	N/A	5.41	429				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	6.61	4823				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	7.33	380				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	2.88	8391				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	2.66	908				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	5.18	2634				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	7.24	2809				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	5.74	917				Yes	5.16	821				Yes	0				
OR	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		.	N/A	8.03	830				N/A	12.37	1453				N/A	0				
OR	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	Yes	0.04%	19020				Yes	0.02%	22018				Yes	0				
OR	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	Yes	0.24%	27180				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	1.34	7776				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	1.84	7939				N/A	2.15	8281				N/A	0				
OR	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	N/A	94.42%	394				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	96.88%	480				N/A	92.78%	540				N/A	0				
OR	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	30.80%	1448				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	35.51%	459				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	67.72%	1707				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	59.16%	1817				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	59.78%	450				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	17.86%	28				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	75.44%	57				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	61.98%	576				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%		95/90%	No	87.61%	1227				No	89.06%	1051				No	6	8051	85.36%		
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	No	95.30%	1213				Yes	95.12%	1476				Yes	4	8132	92.68%		
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/95%	Yes	94.22%	173				No	94.95%	475				No	4	1292	94.66%		
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	Yes	93.70%	476				Yes	91.90%	494				Yes	1	3140	92.36%		
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/95%	No	83.33%	6				No	80.00%	5				No	6	59	77.96%		
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		95/90%	No	91.07%	392				Yes	91.37%	510				Yes	3	3612	91.31%		
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	No	84.31%	51				No	95.16%	62				Yes	2	314	94.27%		
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		85/80%	Yes	92.44%	291				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	Yes	3:16	285				Yes	4:47	231				Yes	1	2020	6:42		
OR	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	Yes	0:03	28557				Yes	0:03	31140				Yes	0				
OR	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	Yes	4:04	185				Yes	4:38	170				Yes	2	875	5:53		
OR	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	Yes	0:05	15106				Yes	0:05	16788				Yes	0				
OR	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	13:04:00	45				Yes	11:35:00	39				Yes	0				
OR	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	2.20%	90491				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	31.56%	90491				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	4.67%	72657				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	20.79%	72657				N/A	20.28%	82784				N/A	0				
OR	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	47.87%	94				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%		95.0%	Yes	99.91%	2205				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%		95.0%	Yes	99.77%	442				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%		95.0%	Yes	100.00%	145				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%		95.0%	Yes	100.00%	399				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%		95.0%	Yes	100.00%	201				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%		95.0%	Yes	100.00%	4				Yes	100.00%	4				Yes	0				
OR	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	Yes	95.94%	1453				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	98.32%	893				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%	272				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	100.00%	235				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	99.73%	377				Yes	99.05%	419				Yes	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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		.	
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		.	
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-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--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%		95/90%	
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/95%	
OR	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP%		95/95%	
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		95/90%	
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	
OR	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		85/80%	
OR	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	
OR	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	
OR	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	
OR	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	
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%		95.0%	
OR	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.0%	
OR	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.0%	
OR	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.0%	
OR	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.0%	
OR	02--01	PO-5A-2(c)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, LNP%		95.0%	
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%	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	100.00%	37				Yes	100.00%	23				Yes	100.00%	27				Yes	100.00%	27			
OR	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	100.00%	12				Yes	100.00%	19				Yes	95.65%	23				Yes	94.29%	35			
OR	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	100.00%	21				Yes	100.00%	15				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%	2			
OR	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	100.00%	46				Yes	98.53%	68				Yes	100.00%	37				Yes	98.15%	54			
OR	02--01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00	0:19	4600				Yes	0:28	4508				Yes	0:14	5997				Yes	0:32	6768			
OR	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	0:10	1129				Yes	0:12	1809				Yes	0:10	1144				Yes	0:40	1287			
OR	02--01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	99.46%	6520	100.00%	178758	.	N/A	99.59%	6325	100.00%	155572	.	N/A	99.88%	7786	100.00%	178201	.	N/A	99.47%	9250	100.00%	231868	.
OR	02--01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P			100.00%	178758		N/A			100.00%	155572		N/A			100.00%	178201		N/A			100.00%	231868	
OR	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	0	2	4.11	271	2.2	No	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
OR	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	4.83	92	4.11	271	-1.31	Yes	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
OR	02--01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P	9.2	5				N/A	21	1				N/A						N/A			2	1	
OR	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	2.25	4	4.11	271	1.05	Yes	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
OR	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	0.00%	5	18.09%	470	0.92	Yes	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
OR	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	58.33%	12	18.09%	470	-3.58	Yes	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
OR	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	57.14%	7	0.00%	2	.	N/A	100.00%	1	0.00%	1	.	N/A	0.00%	2	0.00%	3	.	Yes	0.00%	3	12.50%	8	0.25
OR	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	16.67%	6	18.09%	470	-0.02	Yes	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
OR	02--01	PO-10	PO10, Product Aggr%		NS	100.00%	6474				N/A	100.00%	82233				N/A	100.00%	91895				N/A	99.99%	106810			
OR	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.09	3896	0.02	30165	29.66	N/A	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
OR	02--01	PO-16	Timely Release Notifs, %		92.5%	100.00%	3				Yes	100.00%	2				Yes						N/A	100.00%	7			
OR	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	100.00%	524				Yes	98.28%	524				Yes	97.61%	712				Yes	99.11%	671			
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%						N/A						N/A						N/A					
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%						N/A						N/A	95.77%	189				N/A	100.00%	189			
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	100.00%	195				N/A	98.46%	195				N/A	97.42%	194				N/A	99.48%	193			
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	100.00%	111				N/A	100.00%	111				N/A	100.00%	111				N/A	92.31%	65			
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	100.00%	218				N/A	97.25%	218				N/A	98.17%	218				N/A	100.00%	224			
OR	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%						N/A						N/A	97.06%	170				N/A					
OR	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	99.90%	992	99.50%	16660	-1.73	Yes	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
OR	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	94.38%	160	94.69%	7103	0.22	Yes	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
OR	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	4.42	161	4.53	7151	-0.33	Yes	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
OR	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.28	353	3.47	13721	-2.63	Yes	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
OR	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	95.45%	1583	93.07%	22803	-3.61	Yes	96.81%	1695	93.47%	22380	-5.37	Yes	95.90%	1343	94.32%	26675	-2.45	Yes	98.43%	1143	95.55%	30045	-4.63
OR	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	97.64%	1695	94.45%	22380	-5.52	N/A	96.87%	1343	95.27%	26675	-2.71	N/A	96.33%	1143	95.80%	30045	-0.87
OR	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P	2	1	6.56	78	-0.23	Yes	2.33	3	3.51	63	-0.6	Yes			10.07	70		N/A	1	1	7.43	74	-0.34
OR	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	2	5	2.92	200	-0.5	Yes	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
OR	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			3.43	7		N/A	2	1	2	3	0	Yes			3.09	11		N/A			12	11	
OR	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P	5.2	5	8.47	202	-0.56	Yes	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
OR	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	238.75	8	151.97	1047	1.36	N/A	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
OR	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	1		227		-0.63	N/A	2		243		-0.77	N/A	4		260		1.09	N/A	2		274		0.31
OR	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	14	95.21%	1232	-0.83	Yes	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
OR	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	98.67%	75	84.71%	7888	-3.34	Yes	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
OR	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	60	99.51%	2472	-0.53	Yes	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
OR	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	98.97%	97	96.78%	10717	-1.22	Yes	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
OR	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	3:08	60	6:40	2472	-2.84	Yes	1:31	57	5:08	2387	-2.82	Yes	2:33	61	4:57	2587	-1.87	Yes	3:29	61	4:55	3093	-1.48
OR	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	10:30	97	17:25	10717	-4.65	Yes	8:26	90	16:16	10021	-4.97	Yes	9:48	91	16:15	9004	-4.4	Yes	8:39	77	15:16	8380	-3.73
OR	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	13.33%	60	9.29%	2477	1.05	Yes	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
OR	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	11.88%	101	11.52%	11053	0.15	Yes	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
OR	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	16.67%	42	11.36%	986	1.04	N/A	18.75%	32	10.62%	1036	1.38	N/A	18.92%	37	14.63%	1176	0.74
OR	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	11.11%	81	11.52%	9548	-0.11	N/A	15.00%	80	9.55%	8559	1.57	N/A	12.68%	71	11.81%	7882	0.26
OR	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.80%	20142	1.21%	1114632	-5.32	Yes	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
OR	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.62%	20000	0.94%	1117751	-4.75	N/A	0.56%	19990	0.85%	1123046	-4.48	N/A	0.56%	19450	0.80%	1126838	-3.85
OR	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	95.00%	60	96.89%	2477	0.83	Yes	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
OR	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	87.13%	101	89.77%	11053	0.88	Yes	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
OR	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	27.48%	222	39.41%	22331	-3.62	N/A	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
OR	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	100.00%	26	100.00%	2	.	Yes	100.00%	33	100.00%	1	.	Yes	96.43%	28	100.00%	1	-0.26	Yes	100.00%	44	100.00%	5	.
OR	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	90.48%	42	95.00%	80	0.91	Yes	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
OR	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	5.2	25	1.5	2	2.44	No	5.45	29	5	1	.	N/A	4.63	27	2	1	.	N/A	5.28	43	3.8	5	1.28
OR	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	4.71	42	5.41	80	-1.29	Yes	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
OR	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	84.29%	70	76.32%	76	-1.13	Yes	91.55%	71	97.59%	83	1.6	Yes	91.03%	78	94.55%	110	0.91	Yes	94.44%	90	98.69%	153	1.78
OR	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	95.77%	71	97.59%	83	0.59	N/A	96.15%	78	98.18%	110	0.8	N/A	96.67%	90	99.35%	153	1.44
OR	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	ND	P						N/A						N/A	1	1				N/A					
OR	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	4	1	1.5	4	1.13	Yes			1	1		N/A	5	1	1	11	.	N/A	4.5	2	1	2	.
OR	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	4.33	3				N/A	8	2				N/A	7	4				N/A	1	1	10	1	.
OR	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS	12.5	2	112.14	7	-1.52	N/A	1	3	89.33	9	-2	N/A	2	1	91.29	7	-1.5	N/A	16	4	60.44	9	-1.44
OR	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS	0		1		-0.51	N/A	2		0		2.1	N/A	1		0		1.65	N/A	2		0		1.83
OR	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	93.33%	15	94.44%	18	0.05	Yes	100.00%	14	100.00%	26	.	Yes	100.00%	11	100.00%	22	.	Yes	100.00%	10	100.00%	15	.
OR	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	97.73%	44	86.49%	37	-1.47	Yes	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
OR	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	30	96.77%	31	-0.71	Yes	100.00%	40	100.00%	34	.	Yes	100.00%	32	100.00%	36	.	Yes	100.00%	48	96.43%	28	-0.81
OR	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	100.00%	58	95.12%	41	-1.11	Yes	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
OR	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	4:09	30	6:37	31	-0.69	Yes	1:37	40	2:59	34	-1.22	Yes	3:10	32	4:11	36	-0.76	Yes	2:14	48	5:56	28	-1.02
OR	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	7:04	58	13:01	41	-1.98	Yes	7:54	59	12:24	39	-1.55	Yes	10:56	40	13:34	53	-0.64	Yes	10:51	56	12:26	49	-0.53
OR	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	16.13%	62	15.91%	44	-0.01	Yes	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%	Yes	100.00%	21				Yes	100.00%	28				Yes	0				
OR	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	Yes	93.75%	32				Yes	90.63%	32				Yes	0				
OR	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	Yes	100.00%	3				Yes	100.00%	9				Yes	0				
OR	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	Yes	100.00%	3				Yes	100.00%	4				Yes	0				
OR	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	Yes	100.00%	50				Yes	100.00%	25				Yes	0				
OR	02--01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00	Yes	1:34	5021				Yes	1:15	5669				Yes	0				
OR	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	Yes	3:33	977				Yes	1:54	1228				Yes	0				
OR	02--01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	N/A	99.94%	6528	100.00%	202045	.	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%	202045		N/A			100.00%	218901		N/A	0				
OR	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	No	5.8	5	4.85	434	-0.41	Yes	2.67	3	4.82	371	0.72	Yes	3	26	2.42	4.61	(2.19)
OR	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	5.53	51	4.85	434	-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	19	1				N/A	8.5	2	0	1	.	N/A	0				
OR	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes	5.91	11	4.85	434	-0.68	Yes	2.69	13	4.82	371	1.81	No	1	54	4.43	4.61	(0.19)
OR	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	0.00%	7	20.38%	633	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	Yes	20.69%	87	20.38%	633	-0.07	Yes	19.64%	56	17.55%	752	-0.4	Yes	0				
OR	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	Yes			0.00%	2		N/A	25.00%	4	0.00%	2	.	N/A	0				
OR	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes	16.67%	6	20.38%	633	0.12	Yes	18.18%	11	17.55%	752	-0.05	Yes	0				
OR	02--01	PO-10	PO10, Product Aggr%		NS	N/A	100.00%	76079				N/A	100.00%	99240				N/A	0				
OR	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.13	4747	0.02	36523	39.37	N/A	0.1	5279	0.02	37386	31.16	N/A	0				
OR	02--01	PO-16	Timely Release Notifs, %		92.5%	Yes	100.00%	2				Yes	100.00%	1				Yes	0				
OR	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	Yes	98.89%	631				Yes	99.37%	632				Yes	0				
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%	N/A	98.94%	188				N/A	99.47%	188				N/A	0				
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%	N/A	98.94%	189				N/A	100.00%	189				N/A	0				
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	N/A	98.45%	193				N/A	98.45%	194				N/A	0				
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	N/A	100.00%	61				N/A	100.00%	61				N/A	0				
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	N/A						N/A						N/A	0				
OR	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	N/A						N/A						N/A	0				
OR	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	99.76%	817	99.44%	21043	-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	Yes	98.75%	160	94.75%	8573	-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	Yes	5.85	162	5.62	8640	0.56	Yes	6.06	180	5.41	8682	1.71	No	1	976	5.19	5.21	(0.02)
OR	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	Yes	3.17	329	3.75	17804	-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	Yes	95.63%	1030	92.01%	29683	-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	N/A	96.60%	1030	93.77%	29683	-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	Yes	13	2	6.9	131	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	Yes	3	2	4.65	242	-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			35	4		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	Yes	8	1	9.02	258	-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	N/A	172.75	8	97.22	1172	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	N/A	2		310		-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	Yes	100.00%	21	97.41%	1390	-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	Yes	91.67%	60	87.53%	6104	-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	Yes	100.00%	74	99.41%	2875	-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	Yes	97.53%	81	97.88%	8098	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	Yes	2:50	74	6:15	2875	-3.15	Yes	2:49	88	5:59	3839	-3.6	Yes	0				
OR	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	10:41	81	15:34	8098	-2.97	Yes	11:14	101	15:35	8594	-3.23	Yes	0				
OR	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	No	14.86%	74	10.92%	2875	1.06	Yes	10.23%	88	11.20%	3839	-0.29	Yes	2	401	15.21%	10.90%	4.31%
OR	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	12.35%	81	12.76%	8333	-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	N/A	11.90%	42	11.45%	1179	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	N/A	12.16%	74	12.70%	7583	-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	Yes	0.81%	19075	0.99%	1129714	-2.48	Yes	1.03%	18767	1.12%	1133197	-1.17	Yes	0				
OR	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	N/A	0.61%	19075	0.78%	1129714	-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	No	94.59%	74	98.47%	2875	2.12	No	100.00%	88	99.30%	3839	-0.78	Yes	2	401	97.01%	98.64%	-1.63%
OR	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	87.65%	81	92.99%	8333	1.74	No	89.52%	105	93.85%	8842	1.71	No	2	555	89.01%	91.58%	-2.58%
OR	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	25.84%	209	35.66%	17419	-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	Yes	98.11%	53	85.71%	7	-0.88	Yes	100.00%	66	100.00%	6	.	Yes	0				
OR	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	Yes	85.37%	41	90.64%	171	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	ND	P	Yes	5.06	53	4	7	0.92	Yes	4.46	65	3	6	2.56	No	2	242	4.95	3.41	1.54
OR	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	No	5.27	41	4.39	173	1.55	Yes	5.24	71	5.71	154	-0.31	Yes	2	275	5.90	4.93	0.97
OR	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	No	86.21%	116	94.12%	170	2.23	No	100.00%	122	85.86%	99	-3	Yes	2	547	91.77%	92.48%	-0.70%
OR	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	N/A	87.93%	116	96.47%	170	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	2	1	3	1	.	N/A						N/A	0				
OR	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	1.6	5	1.67	15	-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	5	1	3	1	.	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	N/A	13	3	49.38	8	-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	N/A	1		0		1.14	N/A	1		2		0.1	N/A	0				
OR	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	Yes	100.00%	13	100.00%	11	.	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	Yes	90.63%	32	83.33%	24	-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%	51	100.00%	31	.	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	Yes	100.00%	43	92.11%	38	-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	Yes	2:23	51	4:01	31	-1.19	Yes	4:23	37	4:50	57	-0.34	Yes	0				
OR	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	Yes	13:02	43	13:59	38	-0.21	Yes	12:09	60	15:18	37	-0.78	Yes	0				
OR	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	No	11.36%	44	7.50%	40	0.53	Yes	14.75%	61	7.89%	38	0.98	Yes	1	331	16.62%	8.65%	7.97%

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
OR	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	
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	PO10, 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, %		92.5%	
OR	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%	
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%	
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	
OR	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	
OR	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	
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	ND	P	
OR	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	6.67%	30	9.68%	31	-0.4	Yes	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
OR	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	4.76%	21	10.00%	20	-0.56	N/A	25.00%	16	16.67%	24	0.58	N/A	11.11%	27	15.38%	13	-0.35
OR	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	20.34%	59	9.38%	32	1.33	N/A	13.51%	37	2.78%	36	1.62	N/A	23.08%	52	4.65%	43	2.53
OR	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.58%	15768	0.34%	22175	4.05	No	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
OR	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.50%	16077	0.22%	23269	5.66	N/A	0.33%	16274	0.23%	26599	2.12	N/A	0.47%	16714	0.20%	27592	6.11
OR	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	32.35%	136	32.43%	111	-0.01	N/A	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
OR	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100.00%	5	97.56%	41	-0.33	Yes	100.00%	3	97.87%	47	-0.25	Yes	100.00%	2	100.00%	40	.	Yes	100.00%	1	100.00%	44	.
OR	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	50.00%	2	91.43%	70	1.33	Yes	75.00%	4	97.87%	47	1.47	Yes			88.16%	76		N/A			96.55%	87	
OR	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	4.25	4	4.3	27	-0.02	Yes	4	3	4.91	34	-0.34	Yes	4.5	2	2.91	22	1.75	No			4.21	28	
OR	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	5.5	2	5.41	71	0.24	Yes	4.5	4	6.77	47	-0.58	Yes			4.78	78		N/A			5.91	88	
OR	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	100.00%	7	84.76%	105	-1.09	Yes	100.00%	5	87.85%	107	-0.81	Yes	50.00%	2	84.00%	125	0.98	Yes	100.00%	3	93.06%	144	-0.47
OR	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	100.00%	5	91.59%	107	-0.66	N/A	50.00%	2	88.00%	125	1.16	N/A	66.67%	3	89.58%	144	0.99
OR	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P			5	1		N/A			2	1		N/A						N/A					
OR	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	1	1	2.33	6	-0.44	Yes			1	1		N/A			1.67	9		N/A			4	2	
OR	02--04	OP-6B	Delayed Days for Facility Reasons, UNP P, Centrex 21, Avg Days	D	P			7	1		N/A	6	1				N/A			7	1		N/A			5	2	
OR	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			92.5	12		N/A			146	8		N/A	3	1	128.63	8	-0.95	N/A			132.2	10	
OR	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS			3			N/A			0			N/A	1		0		1.71	N/A			2		
OR	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			100.00%	29		N/A	100.00%	1	94.12%	17	-0.24	Yes	100.00%	1	100.00%	26	.	Yes	100.00%	1	100.00%	20	.
OR	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	1	87.39%	111	-0.38	Yes	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
OR	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P			100.00%	69		N/A	100.00%	2	97.50%	40	-0.22	Yes	100.00%	3	100.00%	51	.	Yes	100.00%	3	100.00%	43	.
OR	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	1	95.89%	146	-0.21	Yes	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
OR	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P			2:16	69		N/A	2:02	2	3:38	40	-0.21	Yes	7:07	3	4:12	51	0.54	Yes	0:58	3	2:33	43	-0.64
OR	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	8:35	1	13:03	146	-0.33	Yes	3:00	1	10:28	104	-0.62	Yes	10:41	2	9:24	98	0.29	Yes	9:06	5	10:31	111	-0.24
OR	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P			21.74%	69		N/A	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
OR	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	0.00%	1	13.91%	151	-0.4	Yes	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
OR	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	0.00%	1	0.00%	17	.	Yes	33.33%	3	13.33%	30	0.74	N/A	0.00%	1	23.81%	21	-0.55
OR	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0.00%	1	10.99%	91	-0.35	N/A	0.00%	1	11.25%	80	-0.35	N/A	50.00%	4	10.00%	90	1.88
OR	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.11%	879	0.66%	33166	-1.98	Yes	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
OR	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.24%	843	0.32%	33269	-0.44	N/A	0.48%	832	0.33%	33432	0.75	N/A	0.59%	848	0.33%	33383	1.28
OR	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	83.33%	6	26.67%	300	2.74	N/A	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
OR	02--05	OP-3	Install Commit Met, EELs%		90.00%	71.43%	14				No	100.00%	13				Yes	100.00%	15				Yes	95.83%	24			
OR	02--05	OP-4	Install Interv, EELs, Avg Days		NS	9.6	10				N/A	6.42	12				N/A	5.17	6				N/A	4.62	13			
OR	02--05	OP-5	New Service Install Quality, EELs%		NS	89.47%	19				N/A	100.00%	20				N/A	100.00%	23				N/A	100.00%	25			
OR	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	90.00%	20				N/A	100.00%	23				N/A	100.00%	25			
OR	02--05	OP-6A	Delayed Days for Non-Facility Reasons, EELs, Avg Days		NS	13	1				N/A	3	1				N/A						N/A	1	1			
OR	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	11.67	3				N/A						N/A						N/A					
OR	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	65	3				N/A	35.75	4				N/A	111	1				N/A	91	1			
OR	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	2					N/A	3					N/A	0					N/A	0				
OR	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	90.00%	10				N/A	75.00%	4				N/A	66.67%	9				N/A	85.71%	7			
OR	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	2:37	10				N/A	5:02	4				N/A	3:25	9				N/A	2:38	7			
OR	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	20.00%	10				N/A	0.00%	4				N/A	33.33%	9				N/A	14.29%	7			
OR	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A	0.00%	3				N/A	25.00%	8				N/A	25.00%	4			
OR	02--05	MR-8	Trouble Rate, EELs%		NS	1.97%	507				N/A	0.81%	494				N/A	1.86%	484				N/A	1.49%	471			
OR	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	0.61%	494				N/A	1.65%	484				N/A	0.85%	471			
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%	99.14%	1503	94.69%	7103	-6.98	Yes	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
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	4.81	738	4.53	7151	1.67	Yes	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
OR	04--01	OP-5	New Service Install Quality, UBL Analog%		P	97.93%	1596	77.39%	6987	-17.7	Yes	98.24%	1590	78.51%	6800	-17.24	Yes	98.32%	1484	81.38%	8143	-15.41	Yes	99.73%	1500	85.25%	9074	-14.65
OR	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.81%	1590	81.75%	6800	-15.85	N/A	98.65%	1484	84.49%	8143	-13.86	N/A	98.67%	1500	86.08%	9074	-13.04
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	4.45	11	2.92	200	1.25	Yes	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
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	6	2	8.47	202	-0.27	Yes	3	2	7.63	203	-0.57	Yes			11.13	164		N/A			8.89	242	
OR	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	105.67	3	137.74	363	-0.44	N/A	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
OR	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	1		104		0.18	N/A	6		113		2.86	N/A	1		124		0.41	N/A	4		125		1.42
OR	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	168	86.13%	9120	-5.15	Yes	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
OR	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	262	97.29%	13189	-2.67	Yes	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
OR	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:28	262	15:24	13189	-13.29	Yes	3:48	218	14:08	12408	-10.3	Yes	3:20	205	13:43	11591	-10.58	Yes	2:49	138	12:28	11473	-7.75
OR	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	10.31%	262	11.11%	13530	-0.41	Yes	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
OR	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	6.42%	187	11.51%	10534	-2.16	N/A	7.87%	178	9.66%	9595	-0.8	N/A	12.90%	124	12.18%	9058	0.27
OR	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.56%	46446	1.21%	1114632	-12.53	Yes	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
OR	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.41%	45780	0.94%	1117751	-11.59	N/A	0.40%	45014	0.85%	1123046	-10.37	N/A	0.28%	44575	0.80%	1126838	-12.19
OR	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	23.17%	341	39.41%	22331	-6.09	N/A	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
OR	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	98.50%	133	85.71%	105	-2.8	Yes	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
OR	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.99	103	11.42	106	-7.1	Yes	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
OR	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	94.74%	171	86.36%	88	-1.86	Yes	95.83%	168	73.91%	92	-3.85	Yes	94.19%	155	87.83%	115	-1.58	Yes	99.40%	167	97.09%	103	-1.1
OR	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	96.43%	168	89.13%	92	-1.81	N/A	95.48%	155	94.78%	115	-0.26	N/A	95.81%	167	97.09%	103	0.48
OR	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			14.5	6		N/A	9.5	2	1	1	.	N/A	4	1	2.5	4	0.26	Yes	4.5	2			
OR	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	7.5	2	7.36	11	-0.08	Yes	9	2	19.58	12	-0.42	Yes	1	1	14.33	6	-1.17	Yes	52	1	28	6	0.67
OR	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	22.8	5	219.81	43	-3	N/A	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
OR	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS	5		11		3.18	N/A	6		12		2.66	N/A	2		10		0.88	N/A	6		11		3.63

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	13.73%	51	9.68%	31	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	N/A	10.00%	30	7.14%	14	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	N/A	13.16%	38	8.57%	35	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	No	1.21%	7853	0.25%	28585	15.16	No	1.25%	7826	0.33%	28936	12.68	No	6	80512	0.70%	0.31%	0.40%
OR	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	N/A	0.87%	7853	0.17%	28585	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	N/A	34.93%	146	33.02%	106	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%	4	100.00%	50	.	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	N/A	100.00%	1	92.31%	104	-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	N/A	1.75	4	3.29	28	-1.97	Yes	3.5	4	3.73	26	-0.17	Yes	1	17	3.47	3.96	(0.49)
OR	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	N/A	8	1	6.8	105	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	Yes	90.91%	22	81.16%	138	-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	N/A	90.91%	22	86.23%	138	-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						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			4.57	7		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			9	1		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			134.11	9		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			1			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%	1	100.00%	27	.	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	Yes	66.67%	3	87.64%	89	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%	3	100.00%	69	.	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	Yes	100.00%	5	95.65%	115	-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	Yes	8:29	3	4:23	69	1.06	Yes	4:11	12	5:31	73	-0.43	Yes	0				
OR	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	Yes	15:06	5	14:32	115	0.34	Yes	9:14	7	15:10	105	-1.19	Yes	0				
OR	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	66.67%	3	14.49%	69	1.86	No	58.33%	12	5.48%	73	4.06	No	2	23	43.48%	12.75%	30.72%
OR	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	Yes	20.00%	5	10.08%	119	0.63	Yes	57.14%	7	20.95%	105	1.96	No	1	22	31.82%	13.04%	18.78%
OR	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	N/A	100.00%	2	15.63%	32	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	N/A	20.00%	5	10.10%	99	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	No	0.95%	845	0.56%	33448	1.48	Yes	2.25%	845	0.53%	33516	6.78	No	2	5092	0.88%	0.52%	0.36%
OR	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	N/A	0.83%	845	0.39%	33448	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	N/A	27.27%	11	29.06%	265	-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	95.24%	21				Yes	76.92%	13				No	2	100	91.00%		
OR	02--05	OP-4	Install Interv, EELs, Avg Days		NS	N/A	6	5				N/A	9.75	8				N/A	0				
OR	02--05	OP-5	New Service Install Quality, EELs%		NS	N/A	92.00%	25				N/A	96.30%	27				N/A	0				
OR	02--05	OP-5*	New Service Install Quality, EELs%		NS	N/A	96.00%	25				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	3	1				N/A						N/A	0				
OR	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	N/A						N/A	10	3				N/A	0				
OR	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	N/A	68	1				N/A	31.67	3				N/A	0				
OR	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	N/A	0					N/A	1					N/A	0				
OR	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	N/A	57.14%	7				N/A	70.00%	10				N/A	0				
OR	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	N/A	4:48	7				N/A	3:12	10				N/A	0				
OR	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	N/A	42.86%	7				N/A	30.00%	10				N/A	0				
OR	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	N/A	50.00%	4				N/A	33.33%	9				N/A	0				
OR	02--05	MR-8	Trouble Rate, EELs%		NS	N/A	1.55%	453				N/A	2.29%	436				N/A	0				
OR	02--05	MR-8*	Trouble Rate, EELs%		NS	N/A	0.88%	453				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						N/A	0				
OR	04--01	OP-3	Install Commit Met, UBL Analog%		90.00%	Yes	96.19%	1521	94.75%	8573	-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						N/A	0				
OR	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	5.13	1075	5.62	8640	-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	Yes	99.03%	1862	72.62%	8661	-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	N/A	99.46%	1862	78.65%	8661	-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						N/A	0				
OR	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes	2.55	40	4.65	242	-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						N/A	0				
OR	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			9.02	258		N/A			7.92	283		N/A	0				
OR	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	N/A	29.75	8	90.15	460	-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	N/A	6		157		2.26	N/A	8		158		2.98	N/A	0				
OR	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	100.00%	164	89.36%	7494	-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	Yes	100.00%	191	98.28%	10973	-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	Yes	2:52	191	13:07	10973	-9.97	Yes	3:53	223	12:37	12433	-10.05	Yes	0				
OR	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	9.42%	191	12.29%	11208	-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	N/A	9.03%	144	12.53%	8762	-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	Yes	0.43%	44876	0.99%	1129714	-11.87	Yes	0.50%	44872	1.12%	1133197	-12.29	Yes	0				
OR	04--01	MR-8*	Trouble Rate, UBL Analog%		P	N/A	0.32%	44876	0.78%	1129714	-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	N/A	28.46%	267	35.66%	17419	-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%	Yes	100.00%	131	95.60%	91	-1.57	Yes	98.31%	178	93.10%	116	-1.72	Yes	0				
OR	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes	4.08	124	6.88	92	-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	Yes	98.96%	193	92.38%	105	-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	N/A	100.00%	193	98.10%	105	-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	N/A	6	1	3.67	3	3.72	No	13	4	19	6	-0.88	Yes	1	10	9.00	11.15	(2.15)
OR	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P	Yes			4	1		N/A			32	2		N/A	0				
OR	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A	17.67	3	182.6	47	-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	N/A	3		13		2.31	N/A	4		10		3	N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	100.00%	25	100.00%	79	.	Yes	100.00%	15	100.00%	97	.	Yes	100.00%	16	100.00%	86	.	Yes	100.00%	11	100.00%	60	.
OR	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P	100.00%	25	100.00%	79	.	Yes	100.00%	16	100.00%	97	.	Yes	100.00%	20	100.00%	87	.	Yes	100.00%	12	100.00%	60	.
OR	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	2:31	25	3:06	79	-0.54	Yes	1:44	16	2:35	97	-0.91	Yes	3:06	20	2:13	87	1.19	Yes	3:07	12	3:08	60	-0.01
OR	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	16.00%	25	11.39%	79	0.6	Yes	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
OR	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A	0.00%	12	15.09%	53	-1.32	N/A	0.00%	16	22.00%	50	-1.85	N/A	22.22%	9	18.52%	27	0.17
OR	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.69%	3641	0.89%	8863	-1.11	Yes	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
OR	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.34%	3559	0.60%	8822	-1.72	N/A	0.45%	3522	0.57%	8806	-0.76	N/A	0.26%	3482	0.30%	8926	-0.4
OR	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	19.35%	31	31.90%	116	-1.33	N/A	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
OR	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			90.38%	478		N/A			89.62%	443		N/A			83.75%	443		N/A			89.17%	545	
OR	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			14.01	517		N/A			14.1	490		N/A			12.4	499		N/A			11.29	618	
OR	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			96.11%	514		N/A			95.44%	504		N/A			95.25%	568		N/A			99.17%	606	
OR	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			97.02%	504		N/A			97.36%	568		N/A			97.52%	606	
OR	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			15.12	25		N/A			15.63	38		N/A			8.02	41		N/A			13.78	37	
OR	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			10.92	26		N/A			16.33	21		N/A			22.05	37		N/A			9.52	29	
OR	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			71.19	42		N/A			66.89	55		N/A			49.62	69		N/A			43.96	79	
OR	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS			14			N/A			22			N/A			26			N/A			34		
OR	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			84.59%	344		N/A			77.27%	308		N/A			81.31%	337		N/A			86.64%	277	
OR	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			2:32	344		N/A			2:58	308		N/A			2:41	337		N/A			2:13	277	
OR	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			15.12%	344		N/A			9.09%	308		N/A			15.73%	337		N/A			24.19%	277	
OR	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			11.27%	213		N/A			18.36%	207		N/A			28.30%	159	
OR	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	0.00%	5	1.28%	26956	-0.25	Yes	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
OR	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A	0.00%	5	0.79%	26978	-0.2	N/A	0.00%	6	0.77%	26926	-0.22	N/A	0.00%	6	0.59%	26843	-0.19
OR	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			22.52%	444		N/A			24.14%	406		N/A			21.45%	429		N/A			20.40%	348	
OR	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	91.86%	86	90.38%	478	-0.43	Yes	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
OR	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	9.04	83	14.01	517	-4.61	Yes	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
OR	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	91.21%	91	96.11%	514	1.89	No	92.75%	69	95.44%	504	0.95	Yes	94.81%	77	95.25%	568	0.21	Yes	96.34%	82	99.17%	606	1.86
OR	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	92.75%	69	97.02%	504	1.65	N/A	96.10%	77	97.36%	568	0.64	N/A	96.34%	82	97.52%	606	0.65
OR	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	4.33	3	15.12	25	-0.91	Yes			15.63	38		N/A	13.5	2	8.02	41	0.84	Yes	1.5	2	13.78	37	-1.31
OR	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P	4.33	6	10.92	26	-0.77	Yes			16.33	21		N/A			22.05	37		N/A	5.33	3	9.52	29	-0.58
OR	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS	83	4	71.19	42	0.28	N/A	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
OR	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS	1		14		-0.34	N/A	4		22		0.81	N/A	0		26		-0.77	N/A	3		34		1.15
OR	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	65.12%	43	84.59%	344	2.9	No	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
OR	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	3:41	43	2:32	344	2.07	No	3:30	48	2:58	308	0.96	Yes	2:33	27	2:41	337	-0.15	Yes	2:57	34	2:13	277	1.38
OR	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	9.30%	43	15.12%	344	-1	Yes	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
OR	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A	4.88%	41	11.27%	213	-1.18	N/A	4.76%	21	18.36%	207	-1.53	N/A	36.00%	25	28.30%	159	0.78
OR	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	1.93%	2233	1.28%	26956	2.63	No	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
OR	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	1.87%	2192	0.79%	26978	5.5	N/A	0.99%	2121	0.77%	26926	1.12	N/A	1.20%	2089	0.59%	26843	3.47
OR	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	14.00%	50	22.52%	444	-1.37	N/A	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
OR	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	97.22%	36	85.71%	105	-1.7	Yes	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
OR	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	3.9	29	11.42	106	-4.75	Yes	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
OR	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	95.12%	41	86.36%	88	-1.35	Yes	94.59%	37	73.91%	92	-2.42	Yes	94.59%	37	87.83%	115	-1.1	Yes	93.94%	33	97.09%	103	0.78
OR	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	94.59%	37	89.13%	92	-0.9	N/A	100.00%	37	94.78%	115	-1.24	N/A	100.00%	33	97.09%	103	-0.87
OR	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			14.5	6		N/A			1	1		N/A			2.5	4		N/A					
OR	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	3.5	2	7.36	11	-1.27	Yes			19.58	12		N/A	3	1	14.33	6	-0.99	Yes	20	1	28	6	-0.27
OR	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	0	1	219.81	43	-1.57	N/A	1	1	183.92	49	-1.31	N/A			196.23	48		N/A			199.06	47	
OR	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS	1		11		1.12	N/A	0		12		-0.56	N/A			10			N/A			11		
OR	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P	100.00%	14	100.00%	79	.	Yes	100.00%	9	100.00%	97	.	Yes	92.31%	13	100.00%	86	1.59	Yes	100.00%	19	100.00%	60	.
OR	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P	100.00%	18	100.00%	79	.	Yes	100.00%	10	100.00%	97	.	Yes	100.00%	13	100.00%	87	.	Yes	100.00%	21	100.00%	60	.
OR	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	2:02	18	3:06	79	-0.84	Yes	2:21	10	2:35	97	-0.21	Yes	3:41	13	2:13	87	1.29	Yes	3:21	21	3:08	60	0.36
OR	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	16.67%	18	11.39%	79	0.6	Yes	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
OR	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A	11.11%	9	15.09%	53	-0.31	N/A	20.00%	10	22.00%	50	-0.14	N/A	21.43%	14	18.52%	27	0.18
OR	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	1.27%	1419	0.89%	8863	1.4	Yes	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
OR	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.63%	1425	0.60%	8822	0.14	N/A	0.70%	1428	0.57%	8806	0.62	N/A	0.98%	1433	0.30%	8926	4.32
OR	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS	10.00%	20	31.90%	116	-1.94	N/A	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
OR	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%	100.00%	16	96.79%	280	-0.71	Yes	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
OR	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	3.5	10	5.16	285	-3.29	Yes	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
OR	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	86.67%	15	100.00%	254	3.1	No	64.29%	14	100.00%	240	5.07	No	100.00%	16	98.92%	277	-0.41	Yes	100.00%	13	100.00%	293	.
OR	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A	78.57%	14	100.00%	240	3.9	N/A	100.00%	16	99.28%	277	-0.33	N/A	100.00%	13	99.32%	293	-0.29
OR	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			2.33	9		N/A			2.88	8		N/A			4.5	14		N/A			3	23	
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%	1	88.16%	152	-0.37	Yes	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
OR	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	100.00%	3	93.51%	154	-0.45	Yes	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
OR	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P	3:00	3	11:20	154	-0.46	Yes	4:08	11	6:12	172	-0.46	Yes	2:49	9	10:11	238	-0.56	Yes	3:18	9	6:03	157	-0.62
OR	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	0.00%	3	8.44%	154	-0.52	Yes	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
OR	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A	18.18%	11	23.60%	89	-0.4	N/A	0.00%	7	24.11%	141	-1.46	N/A	14.29%	7	33.80%	71	-1.04
OR	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	0.31%	975	1.34%	11511	-2.69	Yes	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
OR	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A	1.11%	990	0.75%	11828	1.25	N/A	0.69%	1008	1.16%	12131	-1.33	N/A	0.68%	1024	0.57%	12455	0.46
OR	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS	40.00%	5	66.30%	457	-1.24	N/A	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
OR	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			64.52%	31		N/A			43.33%	30		N/A			75.00%	20		N/A			94.12%	34	
OR	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			22.45	65		N/A			27.74	35		N/A			11.58	31		N/A			14.21	47	
OR	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			98.04%	51		N/A			97.06%	34		N/A			97.50%	40		N/A			97.96%	49	
OR	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P						N/A			97.06%	34		N/A			97.50%	40		N/A			97.96%	49	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P	Yes	88.89%	9	97.14%	70	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%	9	100.00%	70	.	Yes	100.00%	26	100.00%	93	.	Yes	0				
OR	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P	Yes	4:19	9	4:32	70	-0.08	Yes	2:36	26	1:56	93	1.28	Yes	0				
OR	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	Yes	0.00%	9	25.71%	70	-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	N/A	0.00%	7	29.73%	37	-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	Yes	0.26%	3407	0.77%	9043	-2.89	Yes	0.78%	3335	1.02%	9115	-1.18	Yes	0				
OR	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	N/A	0.21%	3407	0.41%	9043	-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	N/A	40.00%	15	30.69%	101	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			86.26%	495		N/A			86.72%	595		N/A	0				
OR	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			12.65	571		N/A			13.79	704		N/A	0				
OR	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	N/A			94.00%	650		N/A			93.61%	626		N/A	0				
OR	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A			94.92%	650		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			19.52	69		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			9.57	14		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			52.44	93		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			39			N/A			48			N/A	0				
OR	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			77.02%	383		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			3:13	383		N/A			2:11	492		N/A	0				
OR	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			24.54%	383		N/A			28.46%	492		N/A	0				
OR	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			26.29%	251		N/A			29.33%	283		N/A	0				
OR	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	Yes	0.00%	7	1.44%	26610	-0.32	Yes	0.00%	7	1.85%	26539	-0.36	Yes	0				
OR	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A	0.00%	7	0.94%	26610	-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			22.47%	494		N/A			15.90%	585		N/A	0				
OR	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	90.74%	54	86.26%	495	-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	Yes	8.16	55	12.65	571	-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	No	93.51%	77	94.00%	650	0.21	Yes	95.92%	98	93.61%	626	-0.87	Yes	2	494	94.13%	95.56%	-1.43%
OR	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	N/A	97.40%	77	94.92%	650	-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	Yes	1.33	3	19.52	69	-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	Yes	2	2	9.57	14	-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	N/A	37.14	7	52.44	93	-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	N/A	5		39		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	Yes	75.61%	41	77.02%	383	0.22	Yes	75.51%	49	83.74%	492	1.42	Yes	1	242	73.55%	81.74%	-8.18%
OR	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	Yes	2:59	41	3:13	383	-0.25	Yes	2:47	49	2:11	492	1.37	Yes	1	242	3:07	2:37	0:29
OR	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes	21.95%	41	24.54%	383	-0.37	Yes	40.82%	49	28.46%	492	1.76	No	1	242	19.83%	20.27%	-0.44%
OR	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P	N/A	18.18%	33	26.29%	251	-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	No	2.00%	2048	1.44%	26610	2.06	No	2.40%	2041	1.85%	26539	1.77	No	5	12724	1.90%	1.33%	0.57%
OR	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	N/A	1.61%	2048	0.94%	26610	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	N/A	4.65%	43	22.47%	494	-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	Yes	100.00%	19	95.60%	91	-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	Yes	4.24	17	6.88	92	-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	Yes	91.18%	34	92.38%	105	0.24	Yes	92.31%	39	93.01%	143	0.17	Yes	0				
OR	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P	N/A	100.00%	34	98.10%	105	-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	N/A	8	2	3.67	3	3.72	No	10	2	19	6	-1.05	Yes	1	4	9.00	11.15	(2.15)
OR	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P	Yes			4	1		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	N/A	18	1	182.6	47	-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	N/A	1		13		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	Yes	100.00%	21	97.14%	70	-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%	22	100.00%	70	.	Yes	100.00%	16	100.00%	93	.	Yes	0				
OR	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	Yes	3:00	22	4:32	70	-0.84	Yes	3:01	16	1:56	93	1.9	No	1	100	2:55	2:49	0:06
OR	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	Yes	22.73%	22	25.71%	70	-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	N/A	14.29%	14	29.73%	37	-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	No	1.52%	1445	0.77%	9043	3.01	No	1.10%	1459	1.02%	9115	0.27	Yes	2	8609	1.16%	0.91%	0.26%
OR	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	N/A	0.97%	1445	0.41%	9043	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	N/A	8.33%	24	30.69%	101	-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%	Yes	100.00%	11	93.75%	288	-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	Yes	4.25	8	5.85	289	-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	Yes	75.00%	8	97.81%	274	2.43	No	100.00%	15	98.38%	308	-0.49	Yes	3	81	88.89%	99.15%	-10.26%
OR	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	N/A	75.00%	8	98.18%	274	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			4.83	18		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						N/A			6	1		N/A	0				
OR	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P	Yes	100.00%	8	83.70%	270	-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	Yes	100.00%	8	93.38%	272	-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	Yes	2:14	8	13:29	272	-1.04	Yes	2:51	7	10:35	290	-0.67	Yes	0				
OR	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	Yes	12.50%	8	31.99%	272	-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	N/A	20.00%	5	35.94%	128	-0.73	N/A	0.00%	4	43.26%	141	-1.72	N/A	0				
OR	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	Yes	0.76%	1058	2.12%	12806	-2.97	Yes	0.64%	1093	2.20%	13179	-3.38	Yes	0				
OR	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	N/A	0.47%	1058	1.00%	12806	-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	N/A	0.00%	8	47.99%	523	-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			77.42%	31		N/A			72.22%	18		N/A	0				
OR	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			19.52	50		N/A			18.37	35		N/A	0				
OR	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P	N/A			97.67%	43		N/A			93.75%	32		N/A	0				
OR	04--07	OP-5*	New Service Install Quality, UBL - DS3 Capable%		P	N/A			97.67%	43		N/A			100.00%	32		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			41.62	13		N/A			10.8	5		N/A			14.33	3		N/A			37.5	2	
OR	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P			18.75	4		N/A			40.5	12		N/A			11	3		N/A			80	1	
OR	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	24	1	35.22	9	-0.24	N/A	2	1	63.33	18	-1.41	N/A			66.04	25		N/A			47.06	34	
OR	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS	0		8		-2.68	N/A	0		14		-1.82	N/A			22			N/A			27		
OR	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			88.89%	9		N/A			100.00%	4		N/A			72.73%	11		N/A			80.00%	15	
OR	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			1:48	9		N/A			1:00	4		N/A			3:02	11		N/A			1:59	15	
OR	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			11.11%	9		N/A			0.00%	4		N/A			18.18%	11		N/A			20.00%	15	
OR	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P						N/A			0.00%	3		N/A			33.33%	6		N/A			25.00%	8	
OR	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P			0.51%	1754		N/A			0.23%	1756		N/A			0.64%	1729		N/A			0.87%	1721	
OR	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.17%	1756		N/A			0.35%	1729		N/A			0.46%	1721	
OR	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			35.71%	14		N/A			33.33%	6		N/A			15.38%	13		N/A			16.67%	18	
OR	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	808				N/A	0:03	1032				N/A	0:03	994				N/A	0:03	863			
OR	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS	0:03	2				N/A						N/A	0:01	1				N/A					
OR	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	100.00%	18				Yes	100.00%	22				Yes	100.00%	11				Yes	100.00%	29			
OR	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	100.00%	265				Yes	99.40%	336				Yes	99.67%	305				Yes	99.27%	273			
OR	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	265				N/A	0.00%	336				N/A	0.00%	305				N/A	0.00%	273			
OR	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS	0.00%	18				N/A	0.00%	22				N/A	0.00%	11				N/A	0.00%	29			
OR	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	95.65%	46				Yes	100.00%	30				Yes	98.15%	54				Yes	99.27%	137			
OR	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	11.2	45				Yes	10.32	25				Yes	9.31	48				Yes	10.24	128			
OR	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	100.00%	159	99.50%	16660	-0.89	Yes	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
OR	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%			94.69%	7103		N/A			93.89%	6778		N/A			94.48%	6740		N/A			94.53%	9454	
OR	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	2.97	154	3.47	13721	-4.74	Yes	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
OR	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			4.53	7151		N/A			5.08	6821		N/A			5.16	6777		N/A			5.28	9506	
OR	04--10	OP-5	New Service Install Quality, Line Sharing%		P	95.12%	164	93.07%	22803	-1.03	Yes	94.44%	144	93.47%	22380	-0.47	Yes	96.69%	151	94.32%	26675	-1.26	Yes	95.52%	134	95.55%	30045	0.07
OR	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A	97.22%	144	94.45%	22380	-1.45	N/A	98.01%	151	95.27%	26675	-1.59	N/A	97.76%	134	95.80%	30045	-1.13
OR	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			6.56	78		N/A			3.51	63		N/A	1	1	10.07	70	-0.43	N/A			7.43	74	
OR	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			2.92	200		N/A			4.3	232		N/A			4.33	234		N/A			5.24	303	
OR	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			3.43	7		N/A			2	3		N/A			3.09	11		N/A			12	11	
OR	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			8.47	202		N/A			7.63	203		N/A			11.13	164		N/A			8.89	242	
OR	04--10	OP-15A	Interv for Pending Orders Delayed, Line Sharing, Avg Days		NS	6	7				N/A	4	3				N/A	4.33	3				N/A	9.5	2			
OR	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	7					N/A	3					N/A	3					N/A	2				
OR	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	100.00%	6	95.21%	1232	-0.55	Yes	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
OR	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	75.00%	4	84.71%	7888	0.52	Yes	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
OR	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	100.00%	6	99.51%	2472	-0.17	Yes	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
OR	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	75.00%	4	96.78%	10717	1.52	Yes	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
OR	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	2:22	6	6:40	2472	-1.11	Yes	7:09	13	5:08	2387	0.93	Yes	2:12	6	4:57	2587	-0.68	Yes	8:22	10	4:55	3093	1.58
OR	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	21:31	4	17:25	10717	0.78	Yes	8:53	4	16:16	10021	-0.99	Yes	10:57	2	16:15	9004	-0.54	Yes	22:38	8	15:16	8380	1.64
OR	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	57.14%	7	5.93%	118	3.37	N/A	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
OR	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	42.86%	7	16.67%	36	1.4	N/A	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
OR	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A	16.67%	6	26.32%	76	-0.52	N/A	33.33%	3	20.39%	103	0.48	N/A	50.00%	4	32.20%	59	0.66
OR	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A	60.00%	5	7.69%	13	2.08	N/A	0.00%	2	34.21%	38	-0.99	N/A	25.00%	4	41.67%	12	-0.59
OR	04--10	MR-8	Trouble Rate, Line Sharing%		P	0.86%	1626	1.21%	1114632	-1.3	Yes	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
OR	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A	0.73%	1511	0.94%	1117751	-0.86	N/A	0.35%	1448	0.85%	1123046	-2.1	N/A	0.59%	1366	0.80%	1126838	-0.9
OR	04--12	OP-3	Install Commit Met, Dark Fiber - Loop%		NS						N/A						N/A	100.00%	2				N/A					
OR	04--12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS						N/A						N/A	20	4				N/A	20	2			
OR	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS						N/A	100.00%	2				N/A	100.00%	3				N/A	100.00%	1			
OR	04--12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS						N/A	100.00%	2				N/A	100.00%	3				N/A	100.00%	1			
OR	04--12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS	22	2				N/A	0	2				N/A						N/A					
OR	04--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop		NS	0					N/A	0					N/A						N/A					
OR	04--12	MR-6	Mean Time to Restore, Dark Fiber - Loop, Hrs:Min		NS						N/A	0:02	1				N/A						N/A					
OR	04--12	MR-7	Repair Repeat Report Rate, Dark Fiber - Loop%		NS						N/A	0.00%	1				N/A						N/A					
OR	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	0.00%	11				N/A	9.09%	11				N/A	0.00%	11				N/A	0.00%	9			
OR	04--12	MR-8*	Trouble Rate, Dark Fiber - Loop%		NS						N/A	0.00%	11				N/A	0.00%	11				N/A	0.00%	9			
OR	05--01	OP-3	Install Commit Met, UDIT DS1%		P	100.00%	1	90.38%	478	-0.33	Yes			89.62%	443		N/A			83.75%	443		N/A			89.17%	545	
OR	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	9	1	14.01	517	-0.55	Yes			14.1	490		N/A			12.4	499		N/A			11.29	618	
OR	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	100.00%	1	96.11%	514	-0.2	Yes			95.44%	504		N/A			95.25%	568		N/A			99.17%	606	
OR	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			97.02%	504		N/A			97.36%	568		N/A			97.52%	606	
OR	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			15.12	25		N/A			15.63	38		N/A			8.02	41		N/A			13.78	37	
OR	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			10.92	26		N/A			16.33	21		N/A			22.05	37		N/A			9.52	29	
OR	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			71.19	42		N/A			66.89	55		N/A			49.62	69		N/A			43.96	79	
OR	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS			14			N/A			22			N/A			26			N/A			34		
OR	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	100.00%	1	84.59%	344	-0.43	Yes			77.27%	308		N/A			81.31%	337		N/A	100.00%	1	86.64%	277	-0.39
OR	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0:04	1	2:32	344	-0.8	Yes			2:58	308		N/A			2:41	337		N/A	0:26	1	2:13	277	-0.66
OR	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	0.00%	1	15.12%	344	-0.42	Yes			9.09%	308		N/A			15.73%	337		N/A	0.00%	1	24.19%	277	-0.56
OR	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			11.27%	213		N/A			18.36%	207		N/A	0.00%	1	28.30%	159	-0.63
OR	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.59%	169	1.28%	26956	-0.79	Yes	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
OR	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	170	0.79%	26978	-1.16	N/A	0.00%	174	0.77%	26926	-1.16	N/A	0.55%	182	0.59%	26843	-0.08
OR	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS	0.00%	1	22.52%	444	-0.54	N/A			24.14%	406		N/A			21.45%	429		N/A	0.00%	1	20.40%	348	-0.51
OR	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	100.00%	1	64.52%	31	-0.73	Yes	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
OR	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	7.25	4	22.45	65	-1.08	Yes	6	1	27.74	35	-0.89	Yes	9	2	11.58	31	-0.41	Yes	8.5	4	14.21	47	-0.7
OR	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P	100.00%	3	98.04%	51	-0.24	Yes	100.00%	2	97.06%	34	-0.24	Yes	100.00%	3	97.50%	40	-0.27	Yes	100.00%	3	97.96%	49	-0.24
OR	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A	100.00%	2	97.06%	34	-0.24	N/A	100.00%	3	97.50%	40	-0.27	N/A	100.00%	3	97.96%	49	-0.24

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A			13.13	8		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			27	1		N/A						N/A	0				
OR	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			40.74	27		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			20			N/A			13			N/A	0				
OR	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A			75.00%	4		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			4:17	4		N/A			0:39	19		N/A	0				
OR	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A			0.00%	4		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%	3		N/A			0.00%	5		N/A	0				
OR	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.24%	1698		N/A			1.12%	1701		N/A	0				
OR	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.18%	1698		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			50.00%	8		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	817				N/A	0:03	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						N/A	0				
OR	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	Yes	100.00%	24				Yes	90.63%	32				No	1	136	97.80%		
OR	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	Yes	99.28%	279				Yes	100.00%	347				Yes	0				
OR	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0.00%	279				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%	24				N/A	0.00%	32				N/A	0				
OR	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%	Yes	72.38%	105				No	96.23%	106				Yes	1	478	92.26%		
OR	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	Yes	10.26	98				Yes	9.94	100				Yes	0				
OR	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	Yes	100.00%	41	99.44%	21043	-0.48	Yes	100.00%	52	99.38%	20947	-0.57	Yes	0				
OR	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%	N/A			94.75%	8573		N/A			93.89%	8643		N/A	0				
OR	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	Yes	3	35	3.75	17804	-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			5.62	8640		N/A			5.41	8682		N/A	0				
OR	04--10	OP-5	New Service Install Quality, Line Sharing%		P	Yes	96.15%	104	92.01%	29683	-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	N/A	100.00%	104	93.77%	29683	-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	N/A	12	1	6.9	131	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			4.65	242		N/A			3.75	254		N/A	0				
OR	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS	N/A	8.21	24	35	4	-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	N/A	7	1	9.02	258	-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	4.5	22				N/A	4.6	20				N/A	0				
OR	04--10	OP-15B	Pending Orders Delayed for Facilities Reasons, Line Sharing		NS	N/A	22					N/A	19					N/A	0				
OR	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P	No	70.00%	10	97.41%	1390	3.12	No	40.00%	5	98.25%	2059	4.07	No	3	49	81.63%	97.52%	-15.88%
OR	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P	No	75.00%	4	87.53%	6104	0.69	Yes			88.63%	6352		N/A	1	22	77.27%	87.04%	-9.76%
OR	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P	Yes	90.00%	10	99.41%	2875	1.89	No	100.00%	5	99.71%	3839	-0.12	Yes	1	50	98.00%	99.60%	-1.60%
OR	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P	Yes	100.00%	4	97.88%	8098	-0.29	Yes			98.08%	8594		N/A	0				
OR	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P	Yes	1:09	10	6:15	2875	3.72	No	17:54	5	5:59	3839	2.58	No	2	50	10:54	5:39	5:14
OR	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	Yes	14:12	4	15:34	8098	-0.18	Yes			15:35	8594		N/A	0				
OR	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A	30.00%	10	31.00%	200	-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	N/A	25.00%	4	34.72%	72	-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			34.78%	92		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			38.89%	36		N/A			64.52%	31		N/A	0				
OR	04--10	MR-8	Trouble Rate, Line Sharing%		P	Yes	1.07%	1310	0.99%	1129714	0.28	Yes	0.40%	1265	1.12%	1133197	-2.45	Yes	0				
OR	04--10	MR-8*	Trouble Rate, Line Sharing%		P	N/A	0.00%	1310	0.78%	1129714	-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						N/A	0				
OR	04--12	OP-4	Install Interv, Dark Fiber - Loop, Avg Days		NS	N/A						N/A						N/A	0				
OR	04--12	OP-5	New Service Install Quality, Dark Fiber - Loop%		NS	N/A						N/A						N/A	0				
OR	04--12	OP-5*	New Service Install Quality, Dark Fiber - Loop%		NS	N/A						N/A						N/A	0				
OR	04--12	OP-15A	Interv for Pending Orders Delayed, Dark Fiber - Loop, Avg Days		NS	N/A	1	4				N/A						N/A	0				
OR	04--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Dark Fiber - Loop		NS	N/A	4					N/A						N/A	0				
OR	04--12	MR-6	Mean Time to Restore, Dark Fiber - Loop, Hrs:Min		NS	N/A						N/A						N/A	0				
OR	04--12	MR-7	Repair Repeat Report Rate, Dark Fiber - Loop%		NS	N/A						N/A						N/A	0				
OR	04--12	MR-8	Trouble Rate, Dark Fiber - Loop%		NS	N/A	0.00%	5				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	0.00%	5				N/A	0				
OR	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A			86.26%	495		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			12.65	571		N/A	4.5	2	13.79	704	-1.19	Yes	0				
OR	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	N/A	100.00%	1	94.00%	650	-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	N/A	100.00%	1	94.92%	650	-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			19.52	69		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			9.57	14		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			52.44	93		N/A			46.93	99		N/A	0				
OR	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	N/A			39			N/A			48			N/A	0				
OR	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	Yes	100.00%	2	77.02%	383	-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	Yes	1:20	2	3:13	383	-0.47	Yes	0:37	1	2:11	492	-0.57	Yes	0				
OR	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	Yes	0.00%	2	24.54%	383	-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	N/A	0.00%	2	26.29%	251	-0.84	N/A			29.33%	283		N/A	0				
OR	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	1.10%	182	1.44%	26610	-0.38	Yes	0.54%	185	1.85%	26539	-1.32	Yes	0				
OR	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	N/A	1.10%	182	0.94%	26610	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	N/A	0.00%	2	22.47%	494	-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	Yes	100.00%	2	77.42%	31	-0.74	Yes			72.22%	18		N/A	0				
OR	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	Yes	16	2	19.52	50	-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	Yes	100.00%	2	97.67%	43	-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	N/A	100.00%	2	97.67%	43	-0.21	N/A	100.00%	2	100.00%	32	.	Yes	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		95.0%	
OR	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	
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		15	
OR	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	
OR	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			41.62	13		N/A			10.8	5		N/A			14.33	3		N/A			37.5	2	
OR	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P			18.75	4		N/A			40.5	12		N/A			11	3		N/A			80	1	
OR	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			35.22	9		N/A			63.33	18		N/A			66.04	25		N/A			47.06	34	
OR	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS			8			N/A			14			N/A			22			N/A			27		
OR	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			88.89%	9		N/A			100.00%	4		N/A	100.00%	3	72.73%	11	-0.94	Yes			80.00%	15	
OR	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			1:48	9		N/A			1:00	4		N/A	1:00	3	3:02	11	-0.66	Yes			1:59	15	
OR	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			11.11%	9		N/A			0.00%	4		N/A	0.00%	3	18.18%	11	-0.72	Yes			20.00%	15	
OR	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P						N/A			0.00%	3		N/A	0.00%	2	33.33%	6	-0.87	N/A			25.00%	8	
OR	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	0.00%	97	0.51%	1754	-0.69	Yes	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
OR	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	96	0.17%	1756	-0.39	N/A	2.08%	96	0.35%	1729	1.88	N/A	0.00%	99	0.46%	1721	-0.66
OR	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			35.71%	14		N/A			33.33%	6		N/A	0.00%	3	15.38%	13	-0.67	N/A			16.67%	18	
OR	05--03	OP-3	Install Commit Met, Dark Fiber - IOF%		NS						N/A						N/A						N/A					
OR	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS						N/A						N/A						N/A					
OR	05--03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS						N/A						N/A						N/A	100.00%	1			
OR	05--03	OP-5*	New Service Install Quality, Dark Fiber - IOF%		NS						N/A						N/A						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	1:56	67587				N/A	3:05	69566				N/A	2:08	89518				N/A	3:09	99876			
OR	07--01	OP-3	Install Commit Met, E911%		P	100.00%	1				N/A						N/A						N/A					
OR	07--01	OP-4	Install Interv, E911, Avg Days		P	7	1				N/A	640	1	17	1	.	N/A						N/A					
OR	07--01	OP-5	New Service Install Quality, E911%		P	100.00%	1	100.00%	1	.	Yes	100.00%	1	100.00%	1	.	Yes						N/A	100.00%	2			
OR	07--01	OP-5*	New Service Install Quality, E911%		P						N/A	100.00%	1	100.00%	1	.	Yes						N/A	100.00%	2			
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%	1				N/A	100.00%	2	100.00%	2	.
OR	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	1:40	1				N/A	3:15	1				N/A	0:05	1				N/A	1:29	2	0:01	2	.
OR	07--01	MR-7	Repair Repeat Report Rate, E911%		P	0.00%	1				N/A	0.00%	1				N/A	0.00%	1				N/A	0.00%	2	0.00%	2	.
OR	07--01	MR-7*	Repair Repeat Report Rate, E911%		P						N/A	0.00%	1				N/A	0.00%	1				N/A	0.00%	1	0.00%	2	.
OR	07--01	MR-8	Trouble Rate, E911%		P	0.39%	257	0.00%	710	1.14	Yes	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
OR	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.39%	255	0.00%	710	1.15	N/A	0.39%	254	0.00%	707	1.15	N/A	0.39%	254	0.28%	707	0.25
OR	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	0.00%	1				N/A	50.00%	2				N/A	0.00%	1				N/A	0.00%	2	0.00%	2	.
OR	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD			8.24	1		N/A			8.01	1		N/A			8.45	1		N/A			8.66	1	
OR	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			8.32	1		N/A			8.88	1		N/A			8.33	1		N/A			8.52	1	
OR	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.13	155578				N/A	0.12	199271				N/A	0.14	230796				N/A	0.08	151565			
OR	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	98.35%	116224				N/A	98.80%	184593				N/A	98.57%	191626				N/A	97.64%	125335			
OR	09--01	NP-1A	NXX Code Activation, All%		P	100.00%	10				N/A	100.00%	4				N/A						N/A	100.00%	3			
OR	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	0.00%	10				N/A	0.00%	4				N/A						N/A	0.00%	3			
OR	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.42	5330612				N/A	1.47	5291102				N/A	1.46	5985077				N/A	1.75	6792700			
OR	11--01	OP-8B	LNP Timeliness, LNP%		95.0%	100.00%	683				Yes	99.89%	908				Yes	99.65%	861				Yes	99.86%	726			
OR	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	98.94%	2165				Yes	99.76%	4996				Yes	98.72%	4366				Yes	99.96%	4890			
OR	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	99.73%	2961				Yes	99.97%	5974				Yes	100.00%	5647				Yes	100.00%	5690			
OR	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	2961				N/A	100.00%	5974				N/A	100.00%	5647				N/A	100.00%	5690			
OR	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	100.00%	2	50.41%	1232	-1.4	N/A	100.00%	1	62.93%	1160	-0.77	N/A			65.46%	1239		N/A			63.66%	1461	
OR	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	1	3	1	2472	0.12	Yes	1	2	1	2387	0.11	Yes	1	2	1	2587	-0.08	Yes			1	3093	
OR	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		0.95	100.00%	12896.838				Yes	100.00%	10967.508				Yes	100.00%	11125.243				Yes	100.00%	10915.566			
OR	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	100.00%	12896.838				Yes	100.00%	10967.508				Yes	100.00%	11125.243				Yes	100.00%	10915.566			
OR	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	441	99.52%	16216	-1.44	Yes	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
OR	14--01	OP-3	Install Commit Met, Residence%	D	P	96.47%	85	94.65%	5388	-0.74	Yes	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
OR	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.94	381	3.47	13439	-8.14	Yes	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
OR	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.06	86	4.39	5425	-2.95	Yes	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
OR	14--01	OP-5	New Service Install Quality, Residence%		P	97.44%	507	93.19%	20765	-3.75	Yes	95.79%	522	93.57%	20498	-2.04	Yes	95.09%	611	94.41%	24545	-0.72	Yes	96.15%	701	95.54%	27782	-0.77
OR	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	96.17%	522	94.54%	20498	-1.62	N/A	95.42%	611	95.32%	24545	-0.11	N/A	96.01%	701	95.86%	27782	-0.19
OR	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			6.92	73		N/A			3.59	59		N/A			10.6	65		N/A	11	1	8.07	67	0.99
OR	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	1	2	2.73	143	-0.6	Yes	2.5	2	4.42	169	-0.4	Yes			4.39	176		N/A	2	1	5.55	219	-0.32
OR	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			3.43	7		N/A	8	1	2	3	0.94	Yes			3.09	11		N/A	6	1	13	10	-0.2
OR	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	4	2	8.45	164	-0.47	Yes	6	2	7.18	160	-0.16	Yes	5	1	11.09	131	-0.19	Yes	7	2	7.87	192	-0.12
OR	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	310.5	2	150.13	832	1.32	N/A	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
OR	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	1		174		0.81	N/A	1		192		0.15	N/A	1		200		0.73	N/A	1		220		0.73
OR	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	8	95.00%	1080	-0.65	Yes	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
OR	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	95.59%	68	84.11%	7017	-2.58	Yes	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
OR	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	98.88%	89	96.78%	9619	-1.12	Yes	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
OR	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	24	99.54%	2159	-0.33	Yes	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
OR	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	5:19	24	6:58	2159	-0.85	Yes	5:53	17	5:26	2120	0.37	Yes	3:18	19	5:07	2255	-0.78	Yes	4:09	26	5:11	2641	-0.68
OR	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	12:00	89	17:49	9619	-3.83	Yes	13:40	91	16:46	9033	-1.98	Yes	11:13	72	16:38	8053	-3.35	Yes	13:34	69	15:44	7389	-1.14
OR	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	8.33%	24	9.44%	2162	-0.18	Yes	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
OR	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	14.29%	91	11.50%	9907	0.84	Yes	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
OR	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	0.00%	7	11.76%	833	-0.96	N/A	0.00%	6	10.69%	861	-0.84	N/A	0.00%	13	15.18%	955	-1.52
OR	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	14.12%	85	11.68%	8658	0.71	N/A	5.71%	70	9.65%	7692	-1.11	N/A	12.90%	62	11.72%	7003	0.33
OR	14--01	MR-8	Trouble Rate, Residence%		P	1.29%	8898	1.32%	914965	-0.22	Yes	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
OR	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	1.04%	8878	1.04%	916309	0	N/A	0.87%	8759	0.93%	919886	-0.6	N/A	0.87%	8638	0.86%	922174	0.05
OR	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	24	96.85%	2162	-0.88	Yes	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
OR	14--01	MR-9	Repair Appoint Met, Residence%	D	P	93.41%	91	90.58%	9907	-0.92	Yes	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
OR	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	33.53%	173	39.63%	19992	-1.63	N/A	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A			13.13	8		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			27	1		N/A						N/A	0				
OR	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			40.74	27		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			20			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			75.00%	4		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			4:17	4		N/A	1:54	1	0:39	19	1.07	Yes	0				
OR	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A			0.00%	4		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%	3		N/A	0.00%	1	0.00%	5	.	Yes	0				
OR	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0.00%	95	0.24%	1698	-0.46	Yes	1.09%	92	1.12%	1701	-0.03	Yes	1	575	0.70%	0.60%	0.10%
OR	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P	N/A	0.00%	95	0.18%	1698	-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	N/A	100.00%	1	50.00%	8	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	100.00%	1				N/A						N/A	0				
OR	05--03	OP-4	Install Interv, Dark Fiber - IOF, Avg Days		NS	N/A	0	1				N/A						N/A	0				
OR	05--03	OP-5	New Service Install Quality, Dark Fiber - IOF%		NS	N/A	100.00%	1				N/A						N/A	0				
OR	05--03	OP-5*	New Service Install Quality, Dark Fiber - IOF%		NS	N/A	100.00%	1				N/A						N/A	0				
OR	05--03	MR-8	Trouble Rate, Dark Fiber - IOF%		NS	N/A	0.00%	36				N/A	0.00%	35				N/A	0				
OR	05--03	MR-8*	Trouble Rate, Dark Fiber - IOF%		NS	N/A	0.00%	36				N/A	0.00%	35				N/A	0				
OR	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	2:19	99553				N/A	2:22	107588				N/A	0				
OR	07--01	OP-3	Install Commit Met, E911%		P	N/A	100.00%	2				N/A	0.00%	1				N/A	0				
OR	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A	10.67	3				N/A	20	1				N/A	0				
OR	07--01	OP-5	New Service Install Quality, E911%		P	N/A	100.00%	3				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%	3				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						N/A	10	1				N/A	0				
OR	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	Yes						N/A			100.00%	1		N/A	0				
OR	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A						N/A			0:02	1		N/A	0				
OR	07--01	MR-7	Repair Repeat Report Rate, E911%		P	Yes						N/A			0.00%	1		N/A	0				
OR	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	Yes						N/A			0.00%	1		N/A	0				
OR	07--01	MR-8	Trouble Rate, E911%		P	Yes	0.00%	254	0.00%	707	.	Yes	0.00%	248	0.14%	706	-0.51	Yes	0				
OR	07--01	MR-8*	Trouble Rate, E911%		P	N/A	0.00%	254	0.00%	707	.	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			100.00%	1		N/A			50.00%	2		N/A	0				
OR	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			8.68	1		N/A			8.36	.		N/A	0				
OR	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			8.69	1		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	126877				N/A	0.05	135561				N/A	0				
OR	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	97.50%	104343				N/A	96.81%	111541				N/A	0				
OR	09--01	NP-1A	NXX Code Activation, All%		P	N/A						N/A						N/A	0				
OR	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A						N/A						N/A	0				
OR	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.27	6131698				N/A	1.26	7637235				N/A	0				
OR	11--01	OP-8B	LNP Timeliness, LNP%		95.0%	Yes	99.70%	656				Yes	97.78%	810				Yes	0				
OR	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	Yes	99.84%	1912				Yes	96.61%	5816				Yes	0				
OR	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100.00%	3295				Yes	99.99%	8159				Yes	0				
OR	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100.00%	3295				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			55.11%	1390		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	2875		N/A	1	1	1	3839	0.05	Yes	0				
OR	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		0.95	Yes	100.00%	10840.29				Yes	100.00%	10743.446				Yes	0				
OR	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	Yes	100.00%	10840.29				Yes	100.00%	10743.446				Yes	0				
OR	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	99.85%	645	99.44%	20624	-1.36	Yes	100.00%	699	99.39%	20465	-2.04	Yes	0				
OR	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	92.31%	91	95.12%	6885	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	Yes	2.94	522	3.76	17552	-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	Yes	4.54	92	5.48	6936	-2	Yes	3.51	118	5.25	6893	-4.08	Yes	0				
OR	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	96.92%	778	92.27%	27483	-4.79	Yes	95.46%	749	91.54%	26623	-3.8	Yes	0				
OR	14--01	OP-5*	New Service Install Quality, Residence%		P	N/A	97.17%	778	93.96%	27483	-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	Yes	2	1	6.97	129	-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	Yes	3	4	4.5	173	-0.55	Yes			4.21	172		N/A	0				
OR	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P	Yes			35	4		N/A			7.23	13		N/A	0				
OR	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	Yes	7	4	8.61	203	-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	N/A	258.5	2	94.8	933	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	N/A	0		238		-0.83	N/A	0		249		-0.78	N/A	0				
OR	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	Yes	100.00%	12	97.26%	1240	-0.58	Yes	100.00%	14	98.20%	1832	-0.5	Yes	1	54	98.15%	97.40%	0.75%
OR	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	Yes	90.63%	64	87.42%	5372	-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	Yes	94.52%	73	97.93%	7159	1.74	No	100.00%	75	98.18%	7632	-1.17	Yes	1	469	97.87%	97.53%	0.34%
OR	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	Yes	100.00%	27	99.36%	2503	-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	Yes	4:46	27	6:36	2503	-1	Yes	3:38	42	6:09	3355	-2.09	Yes	0				
OR	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	14:08	73	15:57	7159	-1.06	Yes	13:48	75	16:00	7632	-1.43	Yes	0				
OR	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	37.04%	27	11.31%	2503	3.46	No	21.43%	42	11.06%	3355	1.95	No	2	155	18.06%	11.04%	7.02%
OR	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	Yes	12.16%	74	12.72%	7375	-0.14	Yes	18.67%	75	13.27%	7854	1.33	Yes	0				
OR	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P	N/A	40.00%	15	12.28%	969	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	N/A	12.12%	66	12.63%	6753	-0.12	N/A	16.92%	65	12.86%	7238	0.97	N/A	0				
OR	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.20%	8415	1.07%	923345	1.16	Yes	1.39%	8418	1.21%	926008	1.5	Yes	0				
OR	14--01	MR-8*	Trouble Rate, Residence%		P	N/A	0.96%	8415	0.84%	923345	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	Yes	100.00%	27	98.48%	2503	-0.64	Yes	100.00%	42	99.43%	3355	-0.49	Yes	0				
OR	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	98.65%	74	93.80%	7375	-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	N/A	29.37%	143	35.62%	15344	-1.55	N/A	25.48%	157	33.99%	16981	-2.24	N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		95.0%	
OR	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	
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%		0.95	
OR	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	51	98.87%	444	-0.72	Yes	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
OR	14--02	OP-3	Install Commit Met, Business%	D	P	92.31%	13	94.81%	1715	0.45	Yes	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
OR	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.46	28	3.28	282	-1.63	Yes	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
OR	14--02	OP-4	Install Interv, Business, Avg Days	D	P	4.23	13	4.98	1726	-0.55	Yes	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
OR	14--02	OP-5	New Service Install Quality, Business%		P	89.83%	59	91.85%	2038	0.59	Yes	92.00%	75	92.40%	1882	0.18	Yes	95.70%	93	93.24%	2130	-0.92	Yes	91.00%	100	95.58%	2264	1.95
OR	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	93.33%	75	93.57%	1882	0.13	N/A	96.77%	93	94.65%	2130	-0.89	N/A	97.00%	100	94.96%	2264	-0.91
OR	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P			1.4	5		N/A			2.25	4		N/A	2	2	3.2	5	-0.87	Yes			1.29	7	
OR	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			3.37	57		N/A			3.98	63		N/A			4.16	58		N/A	13	1	4.44	84	1.55
OR	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	ND	P						N/A						N/A						N/A			2	1	
OR	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	6	1	8.55	38	-0.25	Yes	6	1	9.33	43	-0.21	Yes			11.27	33		N/A			12.82	50	
OR	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	222	2	159.1	215	0.66	N/A	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
OR	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS	0		53		-0.81	N/A	0		51		-0.81	N/A	1		60		0.12	N/A	0		54		-0.86
OR	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	93.75%	16	96.71%	152	0.56	Yes	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
OR	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	94.59%	37	89.55%	871	-0.98	Yes	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
OR	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	55	99.36%	313	-0.55	Yes	100.00%	22	99.63%	267	-0.28	Yes	100.00%	39	99.40%	332	-0.46	Yes	100.00%	35	100.00%	452	.
OR	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P	100.00%	50	96.81%	1098	-1.25	Yes	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
OR	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	3:32	55	4:29	313	-0.67	Yes	3:12	22	2:48	267	0.54	Yes	1:48	39	3:49	332	-1.37	Yes	1:18	35	3:21	452	-2.05
OR	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	8:25	50	13:58	1098	-2.29	Yes	7:14	47	11:44	988	-2.04	Yes	10:23	46	12:55	951	-1.09	Yes	11:03	46	11:46	991	-0.36
OR	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	18.52%	54	11.69%	1146	1.45	Yes	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
OR	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	5.45%	55	8.25%	315	-0.7	Yes	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
OR	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A	6.67%	15	9.15%	153	-0.32	N/A	18.52%	27	10.29%	175	1.2	N/A	5.26%	19	12.22%	221	-0.89
OR	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A	17.78%	45	10.00%	890	1.57	N/A	14.63%	41	8.65%	867	1.26	N/A	22.22%	36	12.51%	879	1.6
OR	14--02	MR-8	Trouble Rate, Business%		P	0.99%	11019	0.73%	199667	3.09	No	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
OR	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.58%	10379	0.52%	201442	0.84	N/A	0.70%	9783	0.51%	203160	2.46	N/A	0.60%	9161	0.54%	204664	0.81
OR	14--02	MR-9	Repair Appoint Met, Business%	ND	P	96.36%	55	97.14%	315	0.35	Yes	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
OR	14--02	MR-9	Repair Appoint Met, Business%	D	P	88.89%	54	82.72%	1146	-1.17	Yes	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
OR	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	23.24%	142	37.54%	2339	-3.42	N/A	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
OR	14--03	OP-3	Install Commit Met, Centrex%	ND	P			100.00%	2		N/A			100.00%	1		N/A			100.00%	1		N/A			100.00%	5	
OR	14--03	OP-3	Install Commit Met, Centrex%	D	P			95.00%	80		N/A			98.55%	69		N/A			88.04%	92		N/A			97.50%	120	
OR	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P			1.5	2		N/A			5	1		N/A			2	1		N/A			3.8	5	
OR	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P			5.41	80		N/A			5.46	69		N/A			5.01	94		N/A			4.02	120	
OR	14--03	OP-5	New Service Install Quality, Centrex%		P			88.16%	76		N/A			98.80%	83		N/A			97.27%	110		N/A			98.69%	153	
OR	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			98.80%	83		N/A			99.09%	110		N/A			99.35%	153	
OR	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	ND	P						N/A						N/A						N/A					
OR	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			1.5	4		N/A			1	1		N/A			1	11		N/A			1	2	
OR	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P						N/A						N/A						N/A			10	1	
OR	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	513	1	112.14	7	1.52	N/A	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
OR	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS	0		1		-0.38	N/A	0		0	.		N/A	0		0	.		N/A	0		0	.	
OR	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	100.00%	1	86.49%	37	-0.39	Yes	42.86%	7	87.88%	33	2.36	No			88.10%	42		N/A	100.00%	1	91.89%	37	-0.29
OR	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	100.00%	2	94.44%	18	-0.33	Yes			100.00%	26		N/A	100.00%	1	100.00%	22	.	Yes	100.00%	2	100.00%	15	.
OR	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P	100.00%	2	96.77%	31	-0.25	Yes	100.00%	1	100.00%	34	.	Yes	100.00%	1	100.00%	36	.	Yes	100.00%	3	96.43%	28	-0.32
OR	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	100.00%	2	95.12%	41	-0.31	Yes	100.00%	13	97.44%	39	-0.51	Yes			92.45%	53		N/A	100.00%	2	95.92%	49	-0.29
OR	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P	12:58	2	6:37	31	1.24	Yes	0:02	1	2:59	34	-0.6	Yes	1:13	1	4:11	36	-0.53	Yes	5:28	3	5:56	28	-0.05
OR	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	3:19	2	13:01	41	-0.91	Yes	17:51	13	12:24	39	1.07	Yes			13:34	53		N/A	12:12	2	12:26	49	-0.02
OR	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	50.00%	2	9.68%	31	1.2	Yes	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
OR	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	0.00%	2	15.91%	44	-0.6	Yes	7.69%	13	7.50%	40	0.01	Yes			7.41%	54		N/A	0.00%	2	6.00%	50	-0.35
OR	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A			10.00%	20		N/A	0.00%	1	16.67%	24	-0.44	N/A	0.00%	2	15.38%	13	-0.56
OR	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A	20.00%	5	9.38%	32	0.59	N/A			2.78%	36		N/A	0.00%	2	4.65%	43	-0.31
OR	14--03	MR-8	Trouble Rate, Centrex%		P	0.71%	560	0.34%	22175	1.51	Yes	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
OR	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.88%	567	0.22%	23269	3.28	N/A	0.17%	595	0.23%	26599	-0.29	N/A	0.61%	652	0.20%	27592	2.3
OR	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P	100.00%	2	86.67%	30	-0.54	Yes	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
OR	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	50.00%	2	48.84%	43	-0.03	Yes	38.46%	13	56.41%	39	1.03	Yes			66.00%	50		N/A	50.00%	2	68.00%	50	0.42
OR	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS	0.00%	4	32.43%	111	-1.36	N/A	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
OR	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P			97.56%	41		N/A			97.87%	47		N/A			100.00%	40		N/A	100.00%	1	100.00%	44	.
OR	14--04	OP-3	Install Commit Met, Centrex 21%	D	P			91.43%	70		N/A			97.87%	47		N/A			88.16%	76		N/A			96.55%	87	
OR	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			4.3	27		N/A			4.91	34		N/A			2.91	22		N/A	5	1	4.21	28	0.93
OR	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			5.41	71		N/A			6.77	47		N/A			4.78	78		N/A			5.91	88	
OR	14--04	OP-5	New Service Install Quality, Centrex 21%		P			84.76%	105		N/A			87.85%	107		N/A	100.00%	1	84.00%	125	-0.43	Yes	100.00%	2	93.06%	144	-0.38
OR	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A			91.59%	107		N/A	100.00%	1	88.00%	125	-0.37	N/A	100.00%	2	89.58%	144	-0.48
OR	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	ND	P			5	1		N/A			2	1		N/A						N/A					
OR	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P			2.33	6		N/A			1	1		N/A			1.67	9		N/A			4	2	
OR	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			7	1		N/A						N/A			7	1		N/A			5	2	
OR	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			92.5	12		N/A			146	8		N/A			128.63	8		N/A			132.2	10	
OR	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS			3			N/A			0			N/A			0			N/A			2		
OR	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P			100.00%	29		N/A			94.12%	17		N/A			100.00%	26		N/A			100.00%	20	
OR	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	1	87.39%	111	-0.38	Yes			87.95%	83		N/A			93.67%	79		N/A			92.55%	94	
OR	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P			100.00%	69		N/A	100.00%	1	97.50%	40	-0.16	Yes	100.00%	1	100.00%	51	.	Yes			100.00%	43	
OR	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	1	95.89%	146	-0.21	Yes			98.08%	104		N/A			97.96%	98		N/A			98.20%	111	
OR	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			2:16	69		N/A	2:29	1	3:38	40	-0.11	Yes	2:58	1	4:12	51	-0.19	Yes			2:33	43	
OR	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	6:02	1	13:03	146	-0.51	Yes			10:28	104		N/A			9:24	98		N/A			10:31	111	
OR	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P			21.74%	69		N/A	0.00%	1	5.00%	40	-0.23	Yes	0.00%	1	9.80%	51	-0.33	Yes			18.60%	43	
OR	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	1	13.91%	151	-0.4	Yes			10.38%	106		N/A			12.75%	102		N/A			10.43%	115	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100.00%	95	99.52%	419	-0.61	Yes	99.11%	112	99.17%	482	0.08	Yes	0				
OR	14--02	OP-3	Install Commit Met, Business%	D	P	Yes	92.86%	14	93.25%	1688	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	Yes	2.09	45	3.26	252	-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	Yes	7.43	14	6.2	1704	0.84	Yes	4.74	19	6.01	1789	-0.85	Yes	0				
OR	14--02	OP-5	New Service Install Quality, Business%		P	No	90.08%	121	88.82%	2200	-0.43	Yes	83.54%	158	86.91%	2291	1.19	Yes	1	606	89.60%	91.42%	-1.81%
OR	14--02	OP-5*	New Service Install Quality, Business%		P	N/A	92.56%	121	91.45%	2200	-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			2.5	2		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	Yes	1	1	5.01	69	-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						N/A	0				
OR	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P	N/A			10.53	55		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	N/A	80.33	3	106.68	239	-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	N/A	0		72		-1.13	N/A	0		86		-1.02	N/A	0				
OR	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	Yes	81.82%	11	98.67%	150	2.34	No	100.00%	8	98.68%	227	-0.32	Yes	1	53	94.34%	98.44%	-4.10%
OR	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	83.33%	36	88.39%	732	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	Yes	100.00%	33	99.73%	372	-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	Yes	100.00%	41	97.44%	939	-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	Yes	3:19	33	3:56	372	-0.52	Yes	3:53	38	4:48	484	-0.53	Yes	0				
OR	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	11:09	41	12:38	939	-0.58	Yes	8:06	42	12:13	962	-1.86	Yes	0				
OR	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	14.29%	42	13.05%	958	0.27	Yes	11.90%	42	13.16%	988	-0.24	Yes	1	280	16.79%	11.64%	5.15%
OR	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	Yes	15.15%	33	8.33%	372	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	N/A	14.29%	21	7.62%	210	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	N/A	13.51%	37	13.25%	830	0.09	N/A	10.81%	37	12.30%	854	-0.27	N/A	0				
OR	14--02	MR-8	Trouble Rate, Business%		P	No	0.90%	8310	0.64%	206369	2.88	No	1.01%	7887	0.71%	207189	3.15	No	5	56539	0.89%	0.68%	0.21%
OR	14--02	MR-8*	Trouble Rate, Business%		P	N/A	0.70%	8310	0.50%	206369	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	Yes	96.97%	33	98.39%	372	0.56	Yes	100.00%	38	98.35%	484	-0.77	Yes	0				
OR	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	90.48%	42	86.74%	958	-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	N/A	36.44%	118	35.90%	2075	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			85.71%	7		N/A			100.00%	6		N/A	0				
OR	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			90.64%	171		N/A			83.55%	152		N/A	0				
OR	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A			4	7		N/A			3	6		N/A	0				
OR	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			4.39	173		N/A			5.71	154		N/A	0				
OR	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			94.12%	170		N/A			85.86%	99		N/A	0				
OR	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			96.47%	170		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			3	1		N/A						N/A	0				
OR	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P	N/A			1.67	15		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			3	1		N/A			7.57	7		N/A	0				
OR	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A	427	1	49.38	8	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	0		0		.	N/A	0		2		-0.48	N/A	0				
OR	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P	Yes			83.33%	24		N/A			81.25%	32		N/A	1	9	55.56%	86.83%	-31.27%
OR	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	Yes			100.00%	11		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	Yes			100.00%	31		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	Yes			92.11%	38		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	Yes			4:01	31		N/A	0:38	1	4:50	57	-0.67	Yes	0				
OR	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	Yes			13:59	38		N/A	16:47	1	15:18	37	0.36	Yes	0				
OR	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	Yes			9.68%	31		N/A	0.00%	1	10.53%	57	-0.34	Yes	0				
OR	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	Yes			7.50%	40		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			7.14%	14		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			8.57%	35		N/A	0.00%	1	6.25%	32	-0.25	N/A	0				
OR	14--03	MR-8	Trouble Rate, Centrex%		P	No	0.00%	249	0.25%	28585	-0.78	Yes	0.72%	279	0.33%	28936	1.04	Yes	2	2902	0.90%	0.31%	0.59%
OR	14--03	MR-8*	Trouble Rate, Centrex%		P	N/A	0.00%	249	0.17%	28585	-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	Yes			96.55%	29		N/A	100.00%	1	93.62%	47	-0.26	Yes	0				
OR	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	Yes			57.89%	38		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	N/A	100.00%	1	33.02%	106	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	100.00%	2	100.00%	50	.	Yes			95.24%	42		N/A	0				
OR	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	N/A			92.31%	104		N/A			93.51%	77		N/A	0				
OR	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	Yes	3	1	3.29	28	-0.19	Yes			3.73	26		N/A	0				
OR	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	N/A			6.8	105		N/A			5.74	78		N/A	0				
OR	14--04	OP-5	New Service Install Quality, Centrex 21%		P	Yes	100.00%	1	81.16%	138	-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	N/A	100.00%	1	86.23%	138	-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						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			4.57	7		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			9	1		N/A			3	2		N/A	0				
OR	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			134.11	9		N/A			91.25	12		N/A	0				
OR	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS	N/A			1			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%	27		N/A	100.00%	1	100.00%	29	.	Yes	0				
OR	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	N/A			87.64%	89		N/A			88.10%	84		N/A	0				
OR	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	N/A	100.00%	1	100.00%	69	.	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			95.65%	115		N/A			98.10%	105		N/A	0				
OR	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	N/A	2:09	1	4:23	69	-0.34	Yes	0:34	1	5:31	73	-0.5	Yes	0				
OR	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	N/A			14:32	115		N/A			15:10	105		N/A	0				
OR	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A	0.00%	1	14.49%	69	-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			10.08%	119		N/A			20.95%	105		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			0.00%	17		N/A	0.00%	1	13.33%	30	-0.39	N/A			23.81%	21	
OR	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A			10.99%	91		N/A			11.25%	80		N/A			10.00%	90	
OR	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.40%	247	0.66%	33166	-0.5	Yes	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
OR	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.00%	233	0.32%	33269	-0.87	N/A	0.45%	224	0.33%	33432	0.38	N/A	0.00%	221	0.33%	33383	-0.86
OR	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P			98.55%	69		N/A	100.00%	1	97.50%	40	-0.16	Yes	100.00%	1	98.04%	51	-0.14	Yes			100.00%	43	
OR	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100.00%	1	74.17%	151	-0.59	Yes			81.13%	106		N/A			83.33%	102		N/A			80.87%	115	
OR	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	50.00%	2	26.67%	300	0.61	N/A	0.00%	1	33.64%	220	-0.71	N/A	0.00%	1	30.14%	219	-0.66	N/A			36.29%	248	
OR	14--05	OP-3	Install Commit Met, PBX%	ND	P						N/A	0.00%	1	100.00%	3	1.25	Yes						N/A	100.00%	1	100.00%	2	.
OR	14--05	OP-3	Install Commit Met, PBX%	D	P			100.00%	8		N/A			100.00%	4		N/A			100.00%	4		N/A			90.91%	11	
OR	14--05	OP-3	Install Commit Met, PBX%		P	100.00%	1	88.89%	18	-0.34	Yes	75.00%	4	95.24%	21	1.01	Yes	100.00%	5	82.76%	29	-0.94	Yes	100.00%	10	100.00%	23	.
OR	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P						N/A	5	1	3.33	3	-0.05	Yes						N/A	4	1	0.5	2	0.63
OR	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			3	7		N/A			6.5	4		N/A			1.25	4		N/A			2.55	11	
OR	14--05	OP-4	Install Interv, PBX, Avg Days		P	7	1	8.67	24	-0.37	Yes	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
OR	14--05	OP-5	New Service Install Quality, PBX%		P	100.00%	3	97.14%	35	-0.29	Yes	66.67%	6	100.00%	42	2.58	No	88.89%	9	100.00%	46	1.46	Yes	100.00%	14	100.00%	35	.
OR	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	6	100.00%	42	.	Yes	100.00%	9	100.00%	46	.	Yes	100.00%	14	100.00%	35	.
OR	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	ND	P						N/A	2	1				N/A						N/A					
OR	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A			1	1	
OR	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P			3	2		N/A	2	1	13.67	3	-0.92	Yes			6	7		N/A			32	1	
OR	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days	D	P						N/A						N/A						N/A					
OR	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P						N/A						N/A			4	1		N/A					
OR	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	151	2	99.6	5	0.08	N/A	280	1	74	6	0.61	N/A	259	1	225.67	3	-0.46	N/A	239	1	119.83	6	0.23
OR	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS	0		1		-0.6	N/A	0		2		-0.65	N/A	0		2		-1.22	N/A	0		2		-0.65
OR	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	100.00%	6	100.00%	44	.	Yes	100.00%	4	100.00%	25	.	Yes	100.00%	7	100.00%	42	.	Yes	100.00%	2	100.00%	41	.
OR	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P			89.29%	28		N/A	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
OR	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	7	100.00%	48	.	Yes	100.00%	4	100.00%	28	.	Yes	100.00%	8	100.00%	48	.	Yes	100.00%	3	100.00%	47	.
OR	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P			100.00%	30		N/A	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
OR	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	1:05	7	2:51	48	-0.82	Yes	1:13	4	0:59	28	0.43	Yes	2:53	8	1:58	48	0.79	Yes	0:40	3	1:37	47	-0.53
OR	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			8:00	30		N/A	14:54	1	8:11	37	0.68	Yes	2:45	2	6:35	44	-0.59	Yes	23:48	3	22:11	19	0.34
OR	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P			6.67%	30		N/A	0.00%	1	10.81%	37	-0.34	Yes	50.00%	2	2.27%	44	1.78	No	0.00%	3	0.00%	19	.
OR	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	28.57%	7	8.33%	48	1.36	Yes	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
OR	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A	0.00%	2	0.00%	8	.	Yes	0.00%	6	3.45%	29	-0.42	N/A	0.00%	1	14.29%	14	-0.39
OR	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			8.00%	25		N/A	50.00%	2	2.70%	37	1.7	N/A	0.00%	3	0.00%	15	.
OR	14--05	MR-8	Trouble Rate, PBX%		P	0.27%	2548	0.15%	53059	1.64	Yes	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
OR	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.08%	2511	0.06%	52897	0.34	N/A	0.31%	2565	0.12%	53304	2.65	N/A	0.16%	2567	0.06%	51698	2.08
OR	14--05	MR-9	Repair Appoint Met, PBX%	ND	P			100.00%	8		N/A			100.00%	4		N/A	100.00%	1	100.00%	9	.	Yes	100.00%	2	94.44%	18	-0.33
OR	14--05	MR-9	Repair Appoint Met, PBX%	D	P			68.42%	19		N/A	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
OR	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	22.22%	9	21.21%	99	0.09	N/A	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
OR	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P						N/A						N/A						N/A			100.00%	1	
OR	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100.00%	1		N/A			100.00%	1		N/A			50.00%	4		N/A					
OR	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			85.58%	104		N/A			80.30%	66		N/A	100.00%	1	92.66%	109	-0.28	Yes	100.00%	2	94.50%	109	-0.34
OR	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P						N/A						N/A						N/A			0	1	
OR	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			0	1		N/A			4	1		N/A			3.5	4		N/A					
OR	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			11.53	105		N/A			12.47	66		N/A	9	1	7.79	110	0.56	Yes	8	2	8.76	112	-0.1
OR	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P			93.18%	88		N/A	100.00%	1	86.96%	92	-0.39	Yes	100.00%	2	93.91%	115	-0.36	Yes	100.00%	1	97.09%	103	-0.17
OR	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A	100.00%	1	94.57%	92	-0.24	N/A	100.00%	2	97.39%	115	-0.23	N/A	100.00%	1	100.00%	103	.
OR	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days	D	P						N/A						N/A			2	2		N/A					
OR	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			14.5	6		N/A			1	1		N/A			3	2		N/A					
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			7.36	11		N/A			19.58	12		N/A			14.33	6		N/A			28	6	
OR	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			219.81	43		N/A			183.92	49		N/A			196.23	48		N/A			199.06	47	
OR	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS			11			N/A			12			N/A			10			N/A			11		
OR	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	100.00%	1	100.00%	57	.	Yes	100.00%	1	100.00%	61	.	Yes			100.00%	55		N/A			100.00%	35	
OR	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100.00%	22		N/A			100.00%	36		N/A	100.00%	1	100.00%	31	.	Yes			100.00%	25	
OR	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P	100.00%	1	100.00%	57	.	Yes	100.00%	1	100.00%	61	.	Yes			100.00%	56		N/A			100.00%	35	
OR	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100.00%	22		N/A			100.00%	36		N/A	100.00%	1	100.00%	31	.	Yes			100.00%	25	
OR	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	3:15	1	1:32	57	1.15	Yes	2:53	1	1:17	61	1.09	Yes			1:29	56		N/A			1:15	35	
OR	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			7:10	22		N/A			4:49	36		N/A	0:58	1	3:34	31	-0.99	Yes			5:46	25	
OR	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	100.00%	1	14.04%	57	1.46	Yes	0.00%	1	21.31%	61	-0.52	Yes			16.07%	56		N/A			22.86%	35	
OR	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			4.55%	22		N/A			8.33%	36		N/A	0.00%	1	22.58%	31	-0.53	Yes			16.00%	25	
OR	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A	0.00%	1	20.83%	24	-0.5	N/A			15.38%	26		N/A			20.00%	10	
OR	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A			10.34%	29		N/A			29.17%	24		N/A			17.65%	17	
OR	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	1.30%	77	0.89%	8863	0.44	Yes	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
OR	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.98%	102	0.60%	8822	0.53	N/A	0.00%	99	0.57%	8806	-0.75	N/A	0.00%	94	0.30%	8926	-0.53
OR	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	ND	P						N/A						N/A			100.00%	1		N/A					
OR	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P						N/A			100.00%	1		N/A						N/A					
OR	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	0.00%	1	31.90%	116	-0.68	N/A	0.00%	1	24.22%	128	-0.56	N/A	50.00%	2	25.64%	117	0.63	N/A			33.33%	90	
OR	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	100.00%	20	99.23%	3495	-0.39	Yes	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
OR	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			96.79%	280		N/A	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
OR	14--07	OP-3	Install Commit Met, Qwest DSL%		P			77.78%	9		N/A	100.00%	1	91.67%	12	-0.29	Yes	100.00%	2	100.00%	8	.	Yes			92.31%	13	
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	5.17	12	4.9	2733	1.9	No	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
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			5.16	285		N/A	6.5	2	5.51	223	0.92	Yes	2	2	5.67	256	-1.77	Yes	5	1	5.72	293	-0.26
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P			5.29	7		N/A	3	1	3.8	10	-0.25	Yes	4	2	9.75	8	-0.84	Yes			2.64	11	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P	N/A	0.00%	1	15.63%	32	-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			10.10%	99		N/A			22.47%	89		N/A	0				
OR	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	1.04%	96	0.56%	33448	0.64	Yes	1.06%	94	0.53%	33516	0.69	Yes	0				
OR	14--04	MR-8*	Trouble Rate, Centrex 21%		P	N/A	1.04%	96	0.39%	33448	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	N/A	100.00%	1	97.10%	69	-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			73.95%	119		N/A			82.86%	105		N/A	0				
OR	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	N/A	0.00%	1	29.06%	265	-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	Yes			100.00%	2		N/A	100.00%	1	100.00%	3	.	Yes	0				
OR	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			66.67%	3		N/A			91.67%	12		N/A	0				
OR	14--05	OP-3	Install Commit Met, PBX%		P	Yes	90.91%	11	86.67%	15	-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	Yes			1	2		N/A			2.67	3		N/A	0				
OR	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			4.67	3		N/A			4.42	12		N/A	0				
OR	14--05	OP-4	Install Interv, PBX, Avg Days		P	Yes	6.75	4	10.45	20	-0.66	Yes	6.33	6	12.29	48	-0.83	Yes	0				
OR	14--05	OP-5	New Service Install Quality, PBX%		P	Yes	73.33%	15	95.45%	44	2.16	No	89.47%	19	98.28%	58	1.42	Yes	2	66	86.36%	98.46%	-12.10%
OR	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes	86.67%	15	95.45%	44	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						N/A	0				
OR	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days	D	P	N/A						N/A			1	1		N/A	0				
OR	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A	17	1	5	2	.	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			4	1		N/A						N/A	0				
OR	14--05	OP-6B	Delayed Days for Facility Reasons, PBX, Avg Days		P	N/A			10	1		N/A	3	1	1	1	.	N/A	0				
OR	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A	216	1	81.75	8	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	N/A	0		4		-0.94	N/A	0		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%	5	100.00%	50	.	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	Yes			91.67%	24		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%	53	.	Yes	100.00%	6	100.00%	46	.	Yes	0				
OR	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	Yes			96.43%	28		N/A			100.00%	38		N/A	0				
OR	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	Yes	1:27	6	2:00	53	-0.33	Yes	2:21	6	2:46	46	-0.24	Yes	0				
OR	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	Yes			9:52	28		N/A			8:10	38		N/A	0				
OR	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	Yes			17.86%	28		N/A			10.53%	38		N/A	1	6	16.67%	8.16%	8.50%
OR	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	Yes	16.67%	6	11.32%	53	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	N/A	0.00%	4	10.71%	28	-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	Yes			17.39%	23		N/A			10.71%	28		N/A	0				
OR	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.24%	2514	0.16%	52111	1.03	Yes	0.26%	2348	0.14%	60918	1.51	Yes	1	15053	0.27%	0.14%	0.12%
OR	14--05	MR-8*	Trouble Rate, PBX%		P	N/A	0.16%	2514	0.10%	52111	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%	6	.	Yes	100.00%	1	100.00%	11	.	Yes	0				
OR	14--05	MR-9	Repair Appoint Met, PBX%	D	P	Yes			76.92%	13		N/A			72.22%	18		N/A	0				
OR	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	14.29%	7	27.68%	112	-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						N/A	0				
OR	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A						N/A			100.00%	3		N/A	0				
OR	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	Yes			95.60%	91		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						N/A	0				
OR	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P	N/A						N/A			3.33	3		N/A	0				
OR	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	Yes			6.88	92		N/A			9.31	114		N/A	0				
OR	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	Yes			92.38%	105		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	Yes			98.10%	105		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						N/A	0				
OR	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			3.67	3		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						N/A	0				
OR	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			4	1		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			182.6	47		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			13			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%	37		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			93.94%	33		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%	37		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%	33		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			1:35	37		N/A			1:38	65		N/A	0				
OR	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			7:50	33		N/A			2:38	28		N/A	0				
OR	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			32.43%	37		N/A			27.69%	65		N/A	0				
OR	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			18.18%	33		N/A			10.71%	28		N/A	0				
OR	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			54.55%	11		N/A			32.00%	25		N/A	0				
OR	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			19.23%	26		N/A			5.88%	17		N/A	0				
OR	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	0.00%	80	0.77%	9043	-0.79	Yes	0.00%	87	1.02%	9115	-0.94	Yes	0				
OR	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	N/A	0.00%	80	0.41%	9043	-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						N/A	0				
OR	14--06	MR-9	Repair Appoint Met, Basic Rate ISDN%	D	P	N/A						N/A						N/A	0				
OR	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A			30.69%	101		N/A			23.14%	121		N/A	0				
OR	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	Yes	100.00%	19	98.83%	2908	-0.47	Yes	96.55%	29	99.42%	3271	1.37	Yes	1	109	97.25%	99.31%	-2.06%
OR	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	Yes			93.66%	284		N/A	100.00%	1	95.24%	252	-0.22	Yes	0				
OR	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A	100.00%	1	100.00%	14	.	Yes	100.00%	2	80.00%	15	-0.66	Yes	0				
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	Yes	5.08	12	4.86	2157	1.57	Yes	5.05	21	4.9	2231	1.59	Yes	2	72	5.01	4.90	0.11
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	Yes			5.7	285		N/A	5	1	6.07	256	-0.34	Yes	0				
OR	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A	7	1	7.21	14	-0.02	Yes	3	1	6.07	15	-0.44	Yes	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	100.00%	21	100.00%	3591	.	Yes	100.00%	17	100.00%	3144	.	Yes	100.00%	14	99.91%	3293	-0.11	Yes	100.00%	18	100.00%	3449	.
OR	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A	100.00%	17	100.00%	3144	.	Yes	100.00%	14	99.94%	3293	-0.09	N/A	100.00%	18	99.94%	3449	-0.1
OR	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P			16.13	16		N/A	2.5	2	2.55	11	-0.03	Yes			3.8	15		N/A			5.35	20	
OR	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			2.33	9		N/A			2.88	8		N/A			4.5	14		N/A			3	23	
OR	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P			4	1		N/A			2	1		N/A						N/A			33	2	
OR	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A			7	1		N/A			33.5	2	
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	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P			4	1		N/A						N/A						N/A					
OR	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			88.16%	152		N/A			93.60%	172		N/A	100.00%	1	91.14%	237	-0.31	Yes			94.23%	156	
OR	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			93.51%	154		N/A			98.26%	172		N/A	100.00%	1	95.38%	238	-0.22	Yes			98.09%	157	
OR	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			11:20	154		N/A			6:12	172		N/A	0:17	1	10:11	238	-0.26	Yes			6:03	157	
OR	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			8.44%	154		N/A			20.35%	172		N/A	0.00%	1	18.91%	238	-0.48	Yes			32.48%	157	
OR	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			23.60%	89		N/A			24.11%	141		N/A			33.80%	71	
OR	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	13	1.34%	11511	-0.42	Yes	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
OR	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	13	0.75%	11828	-0.31	N/A	0.00%	13	1.16%	12131	-0.39	N/A	0.00%	12	0.57%	12455	-0.26
OR	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			66.30%	457		N/A			57.00%	400		N/A	0.00%	1	52.96%	506	-1.06	N/A			55.14%	350	
OR	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P						N/A			100.00%	6		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			95.65%	23		N/A			100.00%	7		N/A			98.77%	81		N/A	100.00%	1	94.83%	58	-0.23
OR	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P						N/A			0	6		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			9.49	35		N/A			17.29	17		N/A			15.03	90		N/A	6	1	14.17	64	-1.24
OR	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			100.00%	36		N/A			98.31%	59		N/A	100.00%	1	100.00%	80	.	Yes	100.00%	1	100.00%	152	.
OR	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			98.31%	59		N/A	100.00%	1	100.00%	80	.	Yes	100.00%	1	100.00%	152	.
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			14	2		N/A			19.2	5		N/A			17.71	7		N/A			12.75	8	
OR	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			7	1		N/A						N/A			41	1		N/A					
OR	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			19	2		N/A			4.5	2		N/A			42	1		N/A			10.4	10	
OR	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS			2			N/A			1			N/A			1			N/A			10		
OR	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	100.00%	3	93.75%	16	-0.41	Yes	0.00%	1	100.00%	7	1.65	No	100.00%	4	92.31%	13	-0.5	Yes	100.00%	6	100.00%	9	.
OR	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:42	3	1:08	16	-0.45	Yes	4:17	1	1:08	7	1.48	Yes	1:15	4	1:36	13	-0.5	Yes	0:50	6	0:39	9	0.62
OR	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	0.00%	3	25.00%	16	-0.92	Yes	0.00%	1	0.00%	7	.	Yes	0.00%	4	0.00%	13	.	Yes	16.67%	6	11.11%	9	0.19
OR	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A			0.00%	4		N/A	0.00%	2	0.00%	1	.	Yes	25.00%	4	20.00%	5	0.02
OR	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.47%	641	0.03%	62635	6.97	No	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
OR	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	617	0.01%	62199	-0.2	N/A	0.34%	582	0.00%	62222	20.49	N/A	0.73%	547	0.01%	62330	18.8
OR	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS	40.00%	5	23.81%	21	0.65	N/A	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
OR	14--09	OP-3	Install Commit Met, DS0%	ND	P						N/A	100.00%	1				N/A						N/A			100.00%	1	
OR	14--09	OP-3	Install Commit Met, DS0%	D	P						N/A			0.00%	1		N/A						N/A			100.00%	2	
OR	14--09	OP-3	Install Commit Met, DS0%		P	100.00%	1	81.25%	16	-0.47	Yes			100.00%	6		N/A	100.00%	3	80.00%	15	-0.79	Yes	0.00%	1	77.78%	27	1.19
OR	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A	8	1				N/A						N/A			5	1	
OR	14--09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A			31	1		N/A						N/A			3	2	
OR	14--09	OP-4	Install Interv, DS0, Avg Days		P	3	1	7	18	-0.6	Yes			8.86	7		N/A	4.5	2	8.21	14	-0.74	Yes	6	1	8.43	30	-0.23
OR	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	1	92.31%	13	-0.28	Yes	100.00%	2	76.92%	13	-0.72	Yes	100.00%	2	88.00%	25	-0.5	Yes	100.00%	2	97.37%	38	-0.23
OR	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	2	92.31%	13	-0.38	N/A	100.00%	2	92.00%	25	-0.4	N/A	100.00%	2	94.74%	38	-0.32
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						N/A			18	1		N/A						N/A					
OR	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P			14.5	2		N/A						N/A						N/A	1	1	17	4	-0.64
OR	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P			1	1		N/A						N/A			2	3		N/A			2.5	2	
OR	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			259	9		N/A			184.5	12		N/A			220.2	10		N/A	144	1	204.6	10	-0.26
OR	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS			1			N/A			3			N/A			4			N/A	1		2		1.15
OR	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	100.00%	4	83.49%	315	-0.88	Yes	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
OR	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	0:56	4	2:20	315	-0.96	Yes	4:10	3	2:10	340	1.22	Yes	2:29	10	2:22	365	0.53	Yes	1:48	6	3:06	299	-0.27
OR	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0.00%	4	12.38%	315	-0.75	Yes	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
OR	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	0.00%	2	10.53%	228	-0.48	N/A	44.44%	9	15.38%	221	2	N/A	33.33%	6	16.43%	213	0.99
OR	14--09	MR-8	Trouble Rate, DS0%		P	0.41%	967	0.46%	68524	-0.21	Yes	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
OR	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	0.21%	955	0.34%	68033	-0.67	N/A	0.93%	971	0.32%	68424	3.29	N/A	0.62%	967	0.31%	68180	1.7
OR	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	33.33%	6	33.96%	477	-0.03	N/A	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
OR	14--10	OP-3	Install Commit Met, DS1%		P			90.38%	478		N/A			89.62%	443		N/A			83.75%	443		N/A	100.00%	1	89.17%	545	-0.35
OR	14--10	OP-4	Install Interv, DS1, Avg Days		P			14.01	517		N/A			14.1	490		N/A			12.4	499		N/A	8	2	11.29	618	-0.65
OR	14--10	OP-5	New Service Install Quality, DS1%		P			96.11%	514		N/A			95.44%	504		N/A	100.00%	1	95.25%	568	-0.22	Yes	100.00%	2	99.17%	606	-0.13
OR	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			97.02%	504		N/A	100.00%	1	97.36%	568	-0.16	N/A	100.00%	2	97.52%	606	-0.22
OR	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			15.12	25		N/A			15.63	38		N/A			8.02	41		N/A			13.78	37	
OR	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			10.92	26		N/A			16.33	21		N/A			22.05	37		N/A			9.52	29	
OR	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			71.19	42		N/A			66.89	55		N/A			49.62	69		N/A			43.96	79	
OR	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS			14			N/A			22			N/A			26			N/A			34		
OR	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	2	84.59%	344	-0.6	Yes	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
OR	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0:55	2	2:32	344	-0.74	Yes	1:21	7	2:58	308	-1.2	Yes	7:48	11	2:41	337	2.37	No	1:45	9	2:13	277	-0.52
OR	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	0.00%	2	15.12%	344	-0.6	Yes	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
OR	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A	25.00%	4	11.27%	213	0.74	N/A	0.00%	6	18.36%	207	-1.15	N/A	0.00%	4	28.30%	159	-1.24
OR	14--10	MR-8	Trouble Rate, DS1%		P	1.11%	180	1.28%	26956	-0.2	Yes	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
OR	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	2.29%	175	0.79%	26978	1.86	N/A	3.57%	168	0.77%	26926	3.05	N/A	2.35%	170	0.59%	26843	2.29

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	Yes	100.00%	26	99.82%	3377	-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	N/A	100.00%	26	99.85%	3377	-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			4.24	29		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			4.83	18		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						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			1	1		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						N/A			6	1		N/A	0				
OR	14--07	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		P	N/A						N/A						N/A	0				
OR	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			83.70%	270		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			93.38%	272		N/A			93.79%	290		N/A	0				
OR	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			13:29	272		N/A			10:35	290		N/A	0				
OR	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			31.99%	272		N/A			39.31%	290		N/A	0				
OR	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			35.94%	128		N/A			43.26%	141		N/A	0				
OR	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0.00%	11	2.12%	12806	-0.49	Yes	0.00%	12	2.20%	13179	-0.52	Yes	0				
OR	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	N/A	0.00%	11	1.00%	12806	-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			47.99%	523		N/A			48.21%	560		N/A	0				
OR	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A						N/A						N/A	0				
OR	14--08	OP-3	Install Commit Met, ISDN Primary%	D	P	N/A						N/A						N/A	0				
OR	14--08	OP-3	Install Commit Met, ISDN Primary%		P	Yes			52.31%	216		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						N/A	0				
OR	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P	N/A						N/A						N/A	0				
OR	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	Yes			44.8	234		N/A			22.87	126		N/A	0				
OR	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	Yes			100.00%	182		N/A			99.64%	275		N/A	0				
OR	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	Yes			100.00%	182		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						N/A	0				
OR	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days	D	P	N/A						N/A						N/A	0				
OR	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P	N/A			62.83	103		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						N/A			108	1		N/A	0				
OR	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A			34.63	8		N/A			60.79	105		N/A	0				
OR	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS	N/A			6			N/A			85			N/A	0				
OR	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P	Yes	100.00%	3	92.31%	13	-0.45	Yes	100.00%	1	100.00%	8	.	Yes	1	18	94.44%	95.46%	-1.01%
OR	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	Yes	0:54	3	2:18	13	-1.09	Yes	0:14	1	1:26	8	-0.93	Yes	0				
OR	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	Yes	0.00%	3	0.00%	13	.	Yes	0.00%	1	0.00%	8	.	Yes	0				
OR	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A	0.00%	2	0.00%	5	.	Yes			0.00%	3		N/A	0				
OR	14--08	MR-8	Trouble Rate, ISDN Primary%		P	No	0.55%	547	0.02%	62247	8.5	No	0.21%	486	0.01%	59841	1.83	No	6	3420	0.53%	0.02%	0.51%
OR	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	N/A	0.37%	547	0.01%	62247	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	N/A	0.00%	3	7.14%	14	-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						N/A	0				
OR	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A						N/A						N/A	0				
OR	14--09	OP-3	Install Commit Met, DS0%		P	Yes	100.00%	2	42.31%	26	-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						N/A	0				
OR	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A						N/A						N/A	0				
OR	14--09	OP-4	Install Interv, DS0, Avg Days		P	Yes	6	2	11.12	43	-0.37	Yes	7.2	15	8.06	33	-0.51	Yes	0				
OR	14--09	OP-5	New Service Install Quality, DS0%		P	Yes	90.00%	10	26.32%	38	-4.07	Yes	100.00%	11	14.71%	34	-6.94	Yes	0				
OR	14--09	OP-5*	New Service Install Quality, DS0%		P	N/A	90.00%	10	57.89%	38	-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						N/A	0				
OR	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A						N/A						N/A	0				
OR	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	Yes			15.13	15		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			3	2		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			137.14	14		N/A			130.4	15		N/A	0				
OR	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS	N/A			6			N/A			3			N/A	0				
OR	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	Yes	100.00%	8	84.72%	360	-1.19	Yes			81.57%	483		N/A	1	31	83.87%	83.86%	0.01%
OR	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	Yes	1:36	8	2:41	360	-0.74	Yes			2:41	483		N/A	0				
OR	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	Yes	0.00%	8	19.44%	360	-1.37	Yes			20.29%	483		N/A	1	31	19.35%	16.51%	2.84%
OR	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P	N/A	0.00%	5	19.35%	248	-1.08	N/A			19.82%	333		N/A	0				
OR	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0.83%	962	0.54%	67029	1.24	Yes	0.00%	1009	0.72%	66674	-2.69	Yes	1	5831	0.53%	0.53%	0.00%
OR	14--09	MR-8*	Trouble Rate, DS0%		P	N/A	0.52%	962	0.37%	67029	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	N/A	0.00%	8	31.56%	526	-1.91	N/A			22.60%	624		N/A	0				
OR	14--10	OP-3	Install Commit Met, DS1%		P	Yes	100.00%	1	86.26%	495	-0.4	Yes			86.72%	595		N/A	0				
OR	14--10	OP-4	Install Interv, DS1, Avg Days		P	Yes	1	1	12.65	571	-1.03	Yes			13.79	704		N/A	0				
OR	14--10	OP-5	New Service Install Quality, DS1%		P	Yes	0.00%	1	94.00%	650	1.89	No	0.00%	1	93.61%	626	1.86	No	2	5	60.00%	95.56%	-35.56%
OR	14--10	OP-5*	New Service Install Quality, DS1%		P	N/A	0.00%	1	94.92%	650	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			19.52	69		N/A			20.93	87		N/A	0				
OR	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			9.57	14		N/A			18.09	11		N/A	0				
OR	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			52.44	93		N/A			46.93	99		N/A	0				
OR	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS	N/A			39			N/A			48			N/A	0				
OR	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	Yes	88.89%	9	77.02%	383	-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	Yes	3:03	9	3:13	383	-0.09	Yes	1:19	8	2:11	492	-0.88	Yes	1	46	3:16	2:37	0:39
OR	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	Yes	11.11%	9	24.54%	383	-0.93	Yes	50.00%	8	28.46%	492	1.25	Yes	0				
OR	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	N/A	11.11%	9	26.29%	251	-1.02	N/A			29.33%	283		N/A	0				
OR	14--10	MR-8	Trouble Rate, DS1%		P	No	5.66%	159	1.44%	26610	3.42	No	5.41%	148	1.85%	26539	2.64	No	5	1000	4.60%	1.33%	3.27%
OR	14--10	MR-8*	Trouble Rate, DS1%		P	N/A	5.66%	159	0.94%	26610	4.21	N/A	0.00%	148	1.07%	26539	-1.26	N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	OP-6B	Delayed Days for Facility Reasons, Qwest DSL, Avg Days		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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
OR	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	33.33%	3	22.52%	444	0.42	N/A	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
OR	14--11	OP-3	Install Commit Met, DS3%		P			64.52%	31		N/A			43.33%	30		N/A			75.00%	20		N/A			94.12%	34	
OR	14--11	OP-4	Install Interv, DS3, Avg Days		P			22.45	65		N/A			27.74	35		N/A			11.58	31		N/A			14.21	47	
OR	14--11	OP-5	New Service Install Quality, DS3%		P			98.04%	51		N/A			97.06%	34		N/A			97.50%	40		N/A			97.96%	49	
OR	14--11	OP-5*	New Service Install Quality, DS3%		P						N/A			97.06%	34		N/A			97.50%	40		N/A			97.96%	49	
OR	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			41.62	13		N/A			10.8	5		N/A			14.33	3		N/A			37.5	2	
OR	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P			18.75	4		N/A			40.5	12		N/A			11	3		N/A			80	1	
OR	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			35.22	9		N/A			63.33	18		N/A			66.04	25		N/A			47.06	34	
OR	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS			8			N/A			14			N/A			22			N/A			27		
OR	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			88.89%	9		N/A			100.00%	4		N/A			72.73%	11		N/A			80.00%	15	
OR	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			1:48	9		N/A			1:00	4		N/A			3:02	11		N/A			1:59	15	
OR	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			11.11%	9		N/A			0.00%	4		N/A			18.18%	11		N/A			20.00%	15	
OR	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P						N/A			0.00%	3		N/A			33.33%	6		N/A			25.00%	8	
OR	14--11	MR-8	Trouble Rate, DS3%		P			0.51%	1754		N/A			0.23%	1756		N/A			0.64%	1729		N/A	0.00%	1	0.87%	1721	-0.09
OR	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.17%	1756		N/A			0.35%	1729		N/A	0.00%	1	0.46%	1721	-0.07
OR	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			35.71%	14		N/A			33.33%	6		N/A			15.38%	13		N/A			16.67%	18	
OR	14--12	OP-3	Install Commit Met, Frame Relay%		P			84.26%	108		N/A			89.31%	159		N/A			92.31%	143		N/A			90.08%	131	
OR	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P			20.77	13		N/A			15.29	31		N/A			17.98	51		N/A			16.38	39	
OR	14--12	OP-5	New Service Install Quality, Frame Relay%		P			100.00%	143		N/A			96.86%	159		N/A			97.26%	146		N/A			99.31%	144	
OR	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			98.74%	159		N/A			98.63%	146		N/A			98.61%	144	
OR	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			11.11	9		N/A			12.36	14		N/A			3.83	6		N/A			4.7	10	
OR	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			13.33	9		N/A			12.83	6		N/A			7.8	5		N/A			13.8	5	
OR	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			79.63	19		N/A			141.62	13		N/A			80.81	21		N/A			118.24	17	
OR	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS			5			N/A			4			N/A			7			N/A			8		
OR	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			88.24%	85		N/A			82.42%	91		N/A			85.71%	98		N/A			86.17%	94	
OR	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:03	85		N/A			2:28	91		N/A			2:40	98		N/A			2:11	94	
OR	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			9.41%	85		N/A			8.79%	91		N/A			18.37%	98		N/A			19.15%	94	
OR	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			11.76%	51		N/A			14.29%	63		N/A			19.64%	56	
OR	14--12	MR-8	Trouble Rate, Frame Relay%		P	0.00%	8	0.89%	9532	-0.27	Yes	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
OR	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A	0.00%	8	0.53%	9615	-0.21	N/A	0.00%	8	0.65%	9678	-0.23	N/A	0.00%	8	0.58%	9622	-0.22
OR	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			27.97%	118		N/A			29.46%	129		N/A			25.19%	131		N/A			15.32%	111	
SD	01--01	OP-3	Install Commit Met, LIS Trunk%		P	100.00%	5	100.00%	6	.	Yes	100.00%	4	80.00%	5	-0.75	Yes	100.00%	11	100.00%	3	.	Yes	100.00%	4	87.50%	8	-0.62
SD	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	15.2	5	18.71	7	-0.73	Yes	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
SD	01--01	OP-5	New Service Install Quality, LIS Trunk%		P	100.00%	5	100.00%	7	.	Yes	100.00%	8	100.00%	5	.	Yes	88.89%	9	100.00%	6	0.49	Yes	100.00%	8	71.43%	7	-1.22
SD	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P						N/A	100.00%	8	100.00%	5	.	Yes	88.89%	9	100.00%	6	0.49	N/A	87.50%	8	100.00%	7	0.63
SD	01--01	OP-6A	Delayed Days for Non-Facility Reasons, LIS Trunk, Avg Days		P			18	1		N/A			10	2		N/A						N/A			4	1	
SD	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	100.00%	1	100.00%	2	.	Yes			100.00%	4		N/A	100.00%	2	100.00%	5	.	Yes			83.33%	6	
SD	01--01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	0:02	1	0:27	2	-14.43	Yes			0:53	4		N/A	1:19	2	1:23	5	-0.08	Yes			4:37	6	
SD	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	0.00%	1	0.00%	2	.	Yes			0.00%	4		N/A	0.00%	2	40.00%	5	-0.98	Yes			33.33%	6	
SD	01--01	MR-7*	Repair Repeat Report Rate, LIS Trunk%		P						N/A			0.00%	3		N/A	0.00%	2	25.00%	4	-0.67	N/A			33.33%	6	
SD	01--01	MR-8	Trouble Rate, LIS Trunk%		P	0.01%	11568	0.02%	13062	-0.42	Yes	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
SD	01--01	MR-8*	Trouble Rate, LIS Trunk%		P						N/A	0.00%	11496	0.02%	12942	-1.19	N/A	0.02%	11496	0.03%	12702	-0.62	N/A	0.00%	11184	0.05%	12594	-1.68
SD	01--01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk%		NS	0.00%	1	33.33%	3	-0.61	N/A	100.00%	1	0.00%	4	1.39	N/A	0.00%	2	16.67%	6	-0.55	N/A			14.29%	7	
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%	3624	0.00%	3297	.	Yes	0.00%	3648	0.00%	3297	.	Yes	0.00%	4464	0.01%	3297	-16.89	Yes	0.00%	4512	0.00%	3297	.
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	0.08%	3768	0.00%	3297	.	N/A	0.00%	3648	0.00%	3297	.	N/A	0.00%	4464	0.01%	3297	-16.89	N/A	0.00%	4512	0.00%	3297	.
SD	01--02	CP-1C	Sched Interv 121 to 150 Calendar Days, All, Avg Days		150	130	1				Yes						N/A						N/A					
SD	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	100.00%	1				Yes						N/A						N/A					
SD	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10						N/A						N/A						N/A					
SD	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%						N/A						N/A						N/A					
SD	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	1.09	2605018	3.67	989448	-422.7	Yes	1.05	3103322	3.49	988010	-419.2	Yes	1.11	3283792	3.93	956173	-413.3	Yes	1.19	3822389	4.05	1094122	-427.7
SD	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		0.95	100.00%	35897				Yes	100.00%	36460				Yes	100.00%	33623				Yes	100.00%	35111			
SD	02--01	BI-1C-1	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	1.07	2312405	3.67	989448	-420	N/A	1.04	2633592	3.49	988010	-412.4	N/A	1.07	2800601	3.93	956173	-411.3	N/A	1.15	3300471	4.05	1094122	-425.4
SD	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	1.31	292613	3.67	989448	-217.1	N/A	1.12	469730	3.49	988010	-265.8	N/A	1.35	483191	3.93	956173	-249.5	N/A	1.4	521918	4.05	1094122	-255
SD	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	100.00%	1588				N/A	100.00%	1611				N/A	100.00%	1626				N/A	100.00%	1644			
SD	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	98.92%	1333337.9	99.61%	9712285.5	120.3	No	98.21%	1206798.6	99.21%	8977973.4	116.37	No	97.35%	1297585	99.29%	9357924.5	247.83	No	98.32%	1331115.7	98.94%	9132577.9	65.94
SD	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	97.40%	5430	98.03%	21337	2.95	No	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
SD	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	99.36%	314				Yes	100.00%	238				Yes	99.60%	252				Yes	99.64%	279			
SD	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	98.54%	206				Yes	100.00%	227				Yes	100.00%	155				Yes	100.00%	252			
SD	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	96.69%	29520				No	99.67%	29160				Yes	99.44%	28260				Yes	99.33%	29880			
SD	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%						N/A	100.00%	16920				Yes	100.00%	28620				Yes	100.00%	29880			
SD	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%						N/A	100.00%	67680				Yes	100.00%	114480				Yes	100.00%	119520			
SD	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	100.00%	29880				Yes	100.00%	29160				Yes	100.00%	28620				Yes	100.00%	29880			
SD	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	96.69%	29520				No	99.69%	29160				Yes	99.39%	28260				Yes	99.56%	29880			
SD	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	99.86%	43200				Yes	100.00%	42240				Yes	100.00%	41580				Yes	100.00%	42240			
SD	02--01	GA-4	System Avail - EXACT, %		99.25%	100.00%	22860				Yes	100.00%	21960				Yes	100.00%	21600				Yes	100.00%	22860			
SD	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	97.82%	39075				No	100.00%	38550				Yes	100.00%	37290				Yes	100.00%	38670			
SD	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%						N/A						N/A						N/A					
SD	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	98.17%	24362	75.49%	2964996	.	Yes	98.92%	24241	84.04%	2577208	.	Yes	98.19%	26219	77.80%	2616966	.	Yes	97.62%	32925	86.07%	3240021	.
SD	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	88.46%	13040	83.51%	481677	.	Yes	89.25%	12774	87.11%	382342	.	Yes	92.43%	14188	90.44%	362204	.	Yes	92.98%	20339	92.32%	442709	.
SD	02--01	OA-1	Order Accuracy, %		NS	99.41%	2530				N/A	99.77%	2174				N/A	99.32%	1770				N/A	99.63%	1874			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
OR	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	N/A	10.00%	10	22.47%	494	-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			77.42%	31		N/A			72.22%	18		N/A	0				
OR	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			19.52	50		N/A			18.37	35		N/A	0				
OR	14--11	OP-5	New Service Install Quality, DS3%		P	N/A			97.67%	43		N/A			93.75%	32		N/A	0				
OR	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			97.67%	43		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			13.13	8		N/A			15.4	10		N/A	0				
OR	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A			27	1		N/A						N/A	0				
OR	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			40.74	27		N/A			48.75	20		N/A	0				
OR	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS	N/A			20			N/A			13			N/A	0				
OR	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A			75.00%	4		N/A			100.00%	19		N/A	0				
OR	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A			4:17	4		N/A			0:39	19		N/A	0				
OR	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A			0.00%	4		N/A			10.53%	19		N/A	0				
OR	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A			0.00%	3		N/A			0.00%	5		N/A	0				
OR	14--11	MR-8	Trouble Rate, DS3%		P	Yes			0.24%	1698		N/A			1.12%	1701		N/A	0				
OR	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.18%	1698		N/A			0.29%	1701		N/A	0				
OR	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A			50.00%	8		N/A			9.52%	21		N/A	0				
OR	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			76.30%	135		N/A			77.50%	120		N/A	0				
OR	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A			16.04	46		N/A			18.69	45		N/A	0				
OR	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			94.44%	144		N/A			97.93%	145		N/A	0				
OR	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			96.53%	144		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			8.68	28		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			16.22	9		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			137	13		N/A			91.89	19		N/A	0				
OR	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS	N/A			5			N/A			12			N/A	0				
OR	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			90.74%	108		N/A			85.25%	122		N/A	0				
OR	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			2:26	108		N/A			2:09	122		N/A	0				
OR	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			12.96%	108		N/A			16.39%	122		N/A	0				
OR	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			13.85%	65		N/A			22.39%	67		N/A	0				
OR	14--12	MR-8	Trouble Rate, Frame Relay%		P	Yes	0.00%	8	1.11%	9697	-0.3	Yes	0.00%	8	1.25%	9787	-0.32	Yes	0				
OR	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A	0.00%	8	0.67%	9697	-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			23.40%	141		N/A			24.69%	162		N/A	0				
SD	01--01	OP-3	Install Commit Met, LIS Trunk%		P	Yes	100.00%	10	100.00%	5	.	Yes	100.00%	5	100.00%	2	.	Yes	0				
SD	01--01	OP-4	Install Interv, LIS Trunk, Avg Days		P	Yes	18.3	10	17.8	5	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%	8	100.00%	4	.	Yes	100.00%	4	100.00%	4	.	Yes	0				
SD	01--01	OP-5*	New Service Install Quality, LIS Trunk%		P	N/A	100.00%	8	100.00%	4	.	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						N/A	0				
SD	01--01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk%		P	N/A			100.00%	4		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			0:47	4		N/A	0:37	3	0:39	3	-0.11	Yes	0				
SD	01--01	MR-7	Repair Repeat Report Rate, LIS Trunk%		P	N/A			50.00%	4		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			100.00%	2		N/A	0.00%	2	0.00%	2	.	Yes	0				
SD	01--01	MR-8	Trouble Rate, LIS Trunk%		P	Yes	0.00%	10920	0.03%	12786	-1.36	Yes	0.03%	10032	0.02%	12834	0.32	Yes	0				
SD	01--01	MR-8*	Trouble Rate, LIS Trunk%		P	N/A	0.00%	10920	0.02%	12786	-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			20.00%	5		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	0.00%	120				Yes	0				
SD	01--01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk%		1.00%	Yes	0.00%	5064	0.00%	4473	.	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	0.00%	120				N/A	0				
SD	01--01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk%		NS	N/A	0.00%	5064	0.00%	4473	.	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						N/A	141	1				Yes	0				
SD	01--02	CP-2C	Collocations with Intervs Longer than 120 Days, All%		90.00%	N/A						N/A	100.00%	1				Yes	0				
SD	01--02	CP-3	Collocation Feas Study Interv, All, Avg Days		10	N/A	7	1				Yes						N/A	0				
SD	01--02	CP-4	Collocation Feas Study Commit Met, All%		90.00%	N/A	100.00%	1				Yes						N/A	0				
SD	02--01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	Yes	1.13	3412905	4.31	1061587	-443	Yes	1.52	3851620	5.28	1148562	-396.1	Yes	0				
SD	02--01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access%		0.95	Yes	100.00%	27393				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	N/A	1.1	2931402	4.31	1061587	-438.9	N/A	1.5	3354795	5.28	1148562	-391.6	N/A	0				
SD	02--01	BI-1C-2	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	N/A	1.32	481503	4.31	1061587	-266.4	N/A	1.65	496825	5.28	1148562	-239.2	N/A	0				
SD	02--01	BI-2	Invoices Delivered w/in 10 Days, All%		PBD	N/A	100.00%	1635				N/A	100.00%	1662				N/A	0				
SD	02--01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr%		P	No	99.51%	1317721.2	99.07%	9338564.9	-49.96	Yes	97.68%	1170933.5	98.19%	8894047.8	38.67	No	5	7657491.8	98.35%	99.06%	-0.71%
SD	02--01	BI-4A	Billing Completeness, UNEs and Resale Aggr%		P	Yes	94.83%	5027	90.47%	33206	-9.8	Yes	97.65%	3410	98.29%	31333	2.72	No	2	27331	96.91%	94.83%	2.08%
SD	02--01	BI-5A	Billing Accuracy & Claims Processing - Acknowledgment, All%		0.95	Yes	99.70%	331				Yes	100.00%	233				Yes	0				
SD	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	Yes	100.00%	164				Yes	96.38%	221				Yes	0				
SD	02--01	GA-1A	Gateway Avail - IMA-GUI, All%		99.25%	Yes	100.00%	28080				Yes	98.75%	29340				No	2	174240	98.97%		
SD	02--01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff%		99.25%	Yes	100.00%	28080				Yes	100.00%	29700				Yes	0				
SD	02--01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter%		99.25%	Yes	100.00%	112320				Yes	99.96%	118800				Yes	0				
SD	02--01	GA-1D	Gateway Avail - IMA-GUI, SIA%		99.25%	Yes	99.95%	28080				Yes	100.00%	29700				Yes	0				
SD	02--01	GA-2	Gateway Avail - IMA-EDI, %		99.25%	Yes	99.80%	28080				Yes	98.26%	29340				No	2	174240	98.89%		
SD	02--01	GA-3	Gateway Avail - EB-TA, %		99.25%	Yes	99.94%	41040				Yes	99.31%	43020				Yes	0				
SD	02--01	GA-4	System Avail - EXACT, %		99.25%	Yes	100.00%	21060				Yes	100.00%	22500				Yes	0				
SD	02--01	GA-6	Gateway Avail - GUI - Repair, %		99.25%	Yes	100.00%	37185				Yes	99.92%	38955				Yes	1	229725	99.62%		
SD	02--01	GA-7	Timely Outage Resolution following Software Releases , %		95.0%	N/A						N/A	100.00%	1				Yes	0				
SD	02--01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, %		P	Yes	97.82%	29677	82.25%	3340161	.	Yes	98.27%	30673	72.08%	3682542	.	Yes	0				
SD	02--01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, %		P	Yes	85.75%	21172	86.24%	481264	.	No	87.02%	23847	84.85%	529360	.	Yes	1	105360	89.09%	87.17%	1.92%
SD	02--01	OA-1	Order Accuracy, %		NS	N/A	99.28%	2084				N/A	99.42%	1714				N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	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%		0.95	
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%		0.95	
SD	02--01	BI-5B	Billing Accuracy & Claims Processing - Resolution, All%		0.95	
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%	
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 , %		95.0%	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.34	2338				N/A	0.3	2385				N/A	0.44	2067				N/A	0.6	2020			
SD	02--01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	1.55	2338				N/A	1.43	2385				N/A	1.47	2067				N/A	1.68	2020			
SD	02--01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.31	624				N/A	0.29	614				N/A	0.36	539				N/A	0.43	564			
SD	02--01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	4.81	624				N/A	4.91	614				N/A	4.96	539				N/A	5.19	564			
SD	02--01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		.	5.12	624				N/A	5.2	614				N/A	5.32	539				N/A	5.62	564			
SD	02--01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	1.89	2338				Yes	1.73	2385				Yes	1.91	2067				Yes	2.28	2020			
SD	02--01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.44	4265				N/A	0.37	4271				N/A	0.41	3762				N/A	0.52	3887			
SD	02--01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	7.71	4265				N/A	7.49	4271				N/A	7.25	3762				N/A	6.87	3887			
SD	02--01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	8.14	4265				Yes	7.86	4271				Yes	7.66	3762				Yes	7.4	3887			
SD	02--01	PO-1A-3(a)	Pre-Order Resp Times, Facility Check, GUI Req, Avg Sec		NS	0.57	873				N/A	0.41	857				N/A	0.55	727				N/A	0.74	651			
SD	02--01	PO-1A-3(b)	Pre-Order Resp Times, Facility Check, GUI Resp, Avg Sec		NS	7	873				N/A	6.89	857				N/A	7.33	727				N/A	7.16	651			
SD	02--01	PO-1A-3Total	Pre-Order Resp Times, Facility Check, GUI Aggr, Avg Sec		25	7.57	873				Yes	7.3	857				Yes	7.88	727				Yes	7.9	651			
SD	02--01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	0.83	9726				N/A	0.81	9793				N/A	1.09	8442				N/A	1.32	8471			
SD	02--01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	3.89	9726				N/A	3.82	9793				N/A	4.37	8442				N/A	4.75	8471			
SD	02--01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	4.72	9726				Yes	4.64	9793				Yes	5.47	8442				Yes	6.07	8471			
SD	02--01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.89	1162				N/A	0.67	1134				N/A	0.61	1069				N/A	0.7	1049			
SD	02--01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	6.55	1162				N/A	6.22	1134				N/A	5.71	1069				N/A	5.74	1049			
SD	02--01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	7.44	1162				Yes	6.89	1134				Yes	6.32	1069				Yes	6.44	1049			
SD	02--01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.33	1276				N/A	0.29	1370				N/A	0.61	1266				N/A	0.82	1274			
SD	02--01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.78	1276				N/A	5.05	1370				N/A	4.83	1266				N/A	4.45	1274			
SD	02--01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.72	1276				N/A	0.72	1370				N/A	0.66	1266				N/A	0.62	1274			
SD	02--01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	5.83	1276				Yes	6.06	1370				Yes	6.11	1266				Yes	5.9	1274			
SD	02--01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.78	3816				N/A	0.74	3777				N/A	0.94	3255				N/A	1.1	3271			
SD	02--01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	6.94	3816				Yes	6.88	3777				Yes	6.74	3255				Yes	6.82	3271			
SD	02--01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	7.72	3816				N/A	7.62	3777				N/A	7.68	3255				N/A	7.92	3271			
SD	02--01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.47	480				N/A	0.8	487				N/A	0.72	390				N/A	0.92	426			
SD	02--01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	7.4	480				Yes	6.94	487				Yes	8.14	390				Yes	6.14	426			
SD	02--01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.87	480				N/A	7.74	487				N/A	8.86	390				N/A	7.06	426			
SD	02--01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facility Assign, GUI Req, Avg Sec		NS	0.27	983				N/A	0.27	1007				N/A	0.36	898				N/A	0.54	845			
SD	02--01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facility Assign, GUI Resp, Avg Sec		NS	8.45	983				N/A	8.79	1007				N/A	8.89	898				N/A	8.13	845			
SD	02--01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facility Assign, GUI Aggr, Avg Sec		.	8.73	983				N/A	9.06	1007				N/A	9.25	898				N/A	8.67	845			
SD	02--01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	3.39	5347				Yes	3.36	5665				Yes	3.34	5263				Yes	3.54	4718			
SD	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		.	5.06	937				N/A	5.28	965				N/A	5.54	879				N/A	5.45	811			
SD	02--01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	7.09	5200				Yes	6.9	5372				Yes	7.2	4986				Yes	7.07	4527			
SD	02--01	PO-1B-3	Pre-Order Resp Times, Facility Check, EDI Req/Resp, Avg Sec		25	6.5	464				Yes	6.37	479				Yes	6.65	443				Yes	6.96	377			
SD	02--01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.56	8736				Yes	2.54	9145				Yes	2.57	8470				Yes	2.69	7646			
SD	02--01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	3.25	2261				Yes	3.14	2329				Yes	3.05	2192				Yes	3.1	1616			
SD	02--01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.24	2747				Yes	5.46	2865				Yes	5.41	2622				Yes	5.21	2404			
SD	02--01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	7.12	2912				Yes	6.84	3007				Yes	7.09	2739				Yes	7.28	2555			
SD	02--01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.96	937				Yes	5.79	972				Yes	6.51	894				Yes	6.88	819			
SD	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		.	8.1	892				N/A	8.4	929				N/A	8.51	849				N/A	8.48	730			
SD	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	0.28%	25614				Yes	0.26%	25763				Yes	0.48%	22523				Yes	0.34%	22535			
SD	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	0.07%	30455				Yes	0.01%	31730				Yes	0.05%	29352				Yes	0.14%	26240			
SD	02--01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.31	8931				N/A	1.32	8973				N/A	1.33	8533				N/A	1.36	7724			
SD	02--01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	1.78	8110				N/A	1.87	8417				N/A	1.88	7767				N/A	1.94	7075			
SD	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	96.36%	440				N/A	97.38%	420				N/A	96.47%	397				N/A	97.50%	440			
SD	02--01	PO-20	Manual Service Order Accuracy, Resale POTS and UNE-P, POTS%		NS	93.98%	515				N/A	94.40%	500				N/A	95.20%	500				N/A	97.22%	540			
SD	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	43.08%	65				N/A	36.96%	92				N/A	30.15%	136				N/A	29.36%	109			
SD	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP%		NS	74.98%	1147				N/A	66.39%	830				N/A	58.76%	776				N/A	59.23%	807			
SD	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		NS	74.72%	2583				N/A	72.45%	2036				N/A	63.44%	1901				N/A	61.48%	2357			
SD	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE - P, POTS%		NS	55.90%	195				N/A	54.72%	159				N/A	56.27%	263				N/A	71.00%	300			
SD	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr%		NS	60.62%	226				N/A	9.70%	763				N/A	13.19%	675				N/A	38.63%	233			
SD	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP%		NS						N/A						N/A	0.00%	3				N/A	0.00%	2			
SD	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		NS	36.00%	50				N/A	28.13%	32				N/A	32.43%	37				N/A	35.48%	31			
SD	02--01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE - P, POTS%		NS	72.73%	11				N/A	75.00%	12				N/A	75.00%	4				N/A					
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		95/90%	97.32%	112				Yes	95.60%	91				Yes	93.08%	159				No	96.38%	221			
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	95.45%	2022				Yes	98.07%	1504				Yes	94.81%	1272				No	96.92%	1495			
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	93.33%	30				Yes	87.18%	39				Yes	85.42%	48				Yes	88.89%	36			
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/95%	99.19%	867				Yes	98.75%	558				Yes	97.23%	469				Yes	98.96%	483			
SD	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		95/90%	88.89%	9				No	81.82%	11				No	100.00%	3				Yes					
SD	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	100.00%	18				Yes	100.00%	9				Yes	100.00%	12				Yes	100.00%	11			
SD	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		85/80%	98.56%	139				Yes	92.50%	80				Yes	97.80%	91				Yes	94.74%	95			
SD	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	4:39	164				Yes	13:22	130				No	4:49	143				Yes	6:33	164			
SD	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	0:07	28442				Yes	0:03	24373				Yes	0:03	26497				Yes	0:03	27642			
SD	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	0:56	52				Yes	1:39	99				Yes	1:44	117				Yes	1:10	86			
SD	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	0:01	42708				Yes	0:03	20060				Yes	0:03	22881				Yes	0:05	18746			
SD	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	9:19:00	10				Yes	24:46:00	7				No	11:51:00	4				Yes	7:36:00	7			
SD	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	3.19%	91062				N/A	2.82%	78172				N/A	2.67%	81249				N/A	2.59%	96729			
SD	02--01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr%		NS	31.23%	91062				N/A	31.18%	78172				N/A	32.61%	81249				N/A	28.58%	96729			
SD	02--01	PO-4B-1	LSRs Rejected for EDI - Rejected Manually, Product Aggr%		NS	3.27%	88038				N/A	4.01%	76194				N/A	3.81%	84314				N/A	4.98%	84637			
SD	02--01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr%		NS	48.51%	88038				N/A	26.33%	76194				N/A	27.14%	84314				N/A	22.15%	84637			
SD	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	47.62%	21				N/A	53.85%	13				N/A	13.79%	29				N/A	15.56%	45			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	02--01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	N/A	0.56	2137				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	1.77	2137				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	0.47	340				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	4.87	340				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	5.34	340				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	2.33	2137				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	0.5	3447				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	6.75	3447				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	7.25	3447				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	572				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	7.48	572				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	8.18	572				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	1.31	7185				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	5.1	7185				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	6.41	7185				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	0.7	856				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	5.59	856				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	6.28	856				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	0.79	1300				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	4.5	1300				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	0.66	1300				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	5.94	1300				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	1.05	1794				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	5.75	1794				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	6.8	1794				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	363				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	5.63	363				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	6.54	363				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	0.44	1018				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	8.25	1018				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	8.69	1018				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	3.55	4994				Yes	3.99	5238				Yes	0				
SD	02--01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		.	N/A	5.41	429				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	6.61	4823				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	7.33	380				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	2.88	8391				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	2.66	908				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	5.18	2634				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	7.24	2809				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	5.74	917				Yes	5.16	821				Yes	0				
SD	02--01	PO-1B-9	Pre-Order Resp Times, Connecting Facility Assign, EDI Req/Resp, Avg Sec		.	N/A	8.03	830				N/A	12.37	1453				N/A	0				
SD	02--01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total%		0.50%	Yes	0.04%	19020				Yes	0.02%	22018				Yes	0				
SD	02--01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total%		0.50%	Yes	0.24%	27180				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	1.34	7776				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	1.84	7939				N/A	2.15	8281				N/A	0				
SD	02--01	PO-20	Manual Service Order Accuracy, UBLs, Analog & NL 2-wire%		NS	N/A	94.42%	394				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	96.88%	480				N/A	92.78%	540				N/A	0				
SD	02--01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr%		NS	N/A	38.78%	49				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	53.48%	617				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	59.94%	1902				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	45.28%	159				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	17.17%	495				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%	1				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	30.43%	46				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						N/A	0				
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE - P, POTS%		95/90%	Yes	79.12%	91				No	93.28%	119				Yes	2	793	93.32%		
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	Yes	97.35%	1171				Yes	96.84%	1551				Yes	1	9015	96.53%		
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	Yes	90.48%	21				Yes	89.36%	47				Yes	0				
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/95%	Yes	96.77%	341				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%		95/90%	N/A						N/A						N/A	2	23	86.96%		
SD	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	Yes	100.00%	14				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%		85/80%	Yes	98.84%	86				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	Yes	4:45	119				Yes	3:45	161				Yes	1	881	9:42		
SD	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	Yes	0:03	28557				Yes	0:03	31140				Yes	0				
SD	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	Yes	1:31	87				Yes	2:00	114				Yes	0				
SD	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	Yes	0:05	15106				Yes	0:05	16788				Yes	0				
SD	02--01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00:00	Yes	10:52:00	19				Yes	6:29:00	15				Yes	1	62	10:49:13		
SD	02--01	PO-4A-1	LSRs Rejected for GUI - Rejected Manually, Product Aggr%		NS	N/A	2.20%	90491				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	31.56%	90491				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	4.67%	72657				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	20.79%	72657				N/A	20.28%	82784				N/A	0				
SD	02--01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr%		NS	N/A	33.93%	56				N/A	32.61%	46				N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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		.	
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		.	
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-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--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, UNE - P, POTS%		95/90%	
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, Resale Aggr W/O UNE-P-POTS%		95/95%	
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr%		85/80%	
SD	02--01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP%		95/95%	
SD	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE - P, POTS%		95/90%	
SD	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, Resale Aggr W/O UNE-P-POTS%		95/95%	
SD	02--01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr%		85/80%	
SD	02--01	PO-3A-1	LSR Reject Notice Interv for GUI - Rejected Manually, Product Aggr, Hrs:Min		12:00	
SD	02--01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	
SD	02--01	PO-3B-1	LSR Reject Notice Interv for EDI - Rejected Manually, Product Aggr, Hrs:Min		12:00	
SD	02--01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18.0	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.0%	100.00%	1966				Yes	100.00%	1493				Yes	99.85%	1292				Yes	98.71%	1622			
SD	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.0%	100.00%	27				Yes	100.00%	32				Yes	100.00%	39				Yes	100.00%	31			
SD	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.0%	100.00%	815				Yes	100.00%	505				Yes	99.53%	426				Yes	98.18%	440			
SD	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.0%	100.00%	26				Yes	100.00%	18				Yes	100.00%	13				Yes	100.00%	11			
SD	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.0%	100.00%	129				Yes	100.00%	73				Yes	98.81%	84				Yes	97.62%	84			
SD	02--01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr%		90.00%	96.29%	754				Yes	99.15%	591				Yes	84.17%	834				No	76.23%	1195			
SD	02--01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr%		90.00%	97.06%	34				Yes	100.00%	51				Yes	98.82%	85				Yes	100.00%	66			
SD	02--01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP%		90.00%	100.00%	265				Yes	100.00%	260				Yes	100.00%	292				Yes	100.00%	305			
SD	02--01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr%		90.00%	100.00%	207				Yes	100.00%	233				Yes	99.34%	302				Yes	99.60%	247			
SD	02--01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr%		90.00%	100.00%	94				Yes	100.00%	683				Yes	100.00%	586				Yes	100.00%	139			
SD	02--01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP%		90.00%						N/A						N/A	100.00%	2				Yes	100.00%	2			
SD	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	100.00%	3				Yes	100.00%	2				Yes	100.00%	12				Yes	100.00%	22			
SD	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	100.00%	1				Yes	100.00%	3				Yes	100.00%	5				Yes	100.00%	1			
SD	02--01	PO-5C-(c)	FOCs on Time for Manual, LNP%		90.00%	100.00%	7				Yes	100.00%	1				Yes	100.00%	8				Yes	100.00%	12			
SD	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	100.00%	6				Yes	100.00%	8				Yes	100.00%	12				Yes	100.00%	4			
SD	02--01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00	0:19	3472				Yes	0:16	2859				Yes	0:16	2712				Yes	1:03	3304			
SD	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	0:13	499				Yes	0:20	1095				Yes	0:07	611				Yes	0:23	627			
SD	02--01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	97.56%	2790	98.16%	22181	2.2	No	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
SD	02--01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P			98.16%	22181		N/A			97.81%	22191		N/A			97.48%	24298		N/A			97.41%	32609	
SD	02--01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	2	7	5.89	62	2.23	No	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
SD	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	6.35	17	5.89	62	-0.24	Yes	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
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			5.89	62		N/A	2	2	5.6	73	0.58	Yes	2	1	4.89	94	0.2	Yes	1.5	2	4.7	141	1.14
SD	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	11.11%	9	28.36%	67	1.05	Yes	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
SD	02--01	PO-9B	Timely Jeopardy Notices, UBLs and LNP%		P	66.67%	3	28.36%	67	-1.44	Yes	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
SD	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P						N/A						N/A						N/A			0.00%	1	
SD	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P			28.36%	67		N/A			25.00%	76		N/A			20.25%	79		N/A	100.00%	1	30.00%	130	-1.52
SD	02--01	PO-10	PO10, Product Aggr%		NS	100.00%	4362				N/A	100.00%	82233				N/A	100.00%	91895				N/A	99.99%	106810			
SD	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.02	2236	0.04	2904	-3.78	N/A	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
SD	02--01	PO-16	Timely Release Notifs, %		92.5%	100.00%	3				Yes	100.00%	2				Yes						N/A	100.00%	7			
SD	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	100.00%	524				Yes	98.28%	524				Yes	97.61%	712				Yes	99.11%	671			
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%						N/A						N/A						N/A					
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%						N/A						N/A	95.77%	189				N/A	100.00%	189			
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	100.00%	195				N/A	98.46%	195				N/A	97.42%	194				N/A	99.48%	193			
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	100.00%	111				N/A	100.00%	111				N/A	100.00%	111				N/A	92.31%	65			
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	100.00%	218				N/A	97.25%	218				N/A	98.17%	218				N/A	100.00%	224			
SD	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%						N/A						N/A	97.06%	170				N/A					
SD	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	100.00%	70	99.77%	1736	-0.39	Yes	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
SD	02--02	OP-3	Install Commit Met, UNE - P, POTS%	D	P	94.74%	19	94.13%	801	-0.11	Yes	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
SD	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	ND	P	3.27	26	3.39	1423	-0.5	Yes	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
SD	02--02	OP-4	Install Interv, UNE - P, POTS, Avg Days	D	P	3.21	19	5.09	810	-1.5	Yes	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
SD	02--02	OP-5	New Service Install Quality, UNE - P, POTS%		P	100.00%	83	91.13%	2480	-2.8	Yes	97.87%	94	90.45%	2502	-2.4	Yes	97.45%	157	90.41%	2899	-2.92	Yes	97.08%	137	92.36%	3156	-2.04
SD	02--02	OP-5*	New Service Install Quality, UNE - P, POTS%		P						N/A	98.94%	94	91.17%	2502	-2.61	N/A	98.09%	157	90.93%	2899	-3.04	N/A	97.81%	137	91.67%	3156	-2.55
SD	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	ND	P			1.33	3		N/A	5	1	9	10	-0.17	Yes	5	1	15.22	9	-0.47	Yes			9.77	30	
SD	02--02	OP-6A	Delayed Days for Non-Facility Reasons, UNE - P, POTS, Avg Days	D	P	1	1	2.39	23	-0.68	Yes	1	1	2.54	37	-0.59	Yes			3.83	30		N/A			4.42	24	
SD	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	ND	P			2	1		N/A			7	1		N/A			3	1		N/A			18.33	3	
SD	02--02	OP-6B	Delayed Days for Facility Reasons, UNE - P, POTS, Avg Days	D	P			7.96	26		N/A			5.28	32		N/A			6.07	41		N/A	3	1	8.9	68	-0.51
SD	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	0	1	175.97	103	-1.01	N/A	1	2	146.84	117	-1.26	N/A			130.82	135		N/A			96.79	190	
SD	02--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE - P, POTS		NS	0		48		-0.93	N/A	0		53		-1.28	N/A			62			N/A			66		
SD	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	ND	P	100.00%	2	97.62%	84	-0.22	Yes	100.00%	4	100.00%	126	.	Yes	50.00%	2	97.44%	117	1.88	No	50.00%	2	99.05%	211	2.25
SD	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	100.00%	5	91.70%	675	-0.67	Yes	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
SD	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	100.00%	3	100.00%	219	.	Yes	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
SD	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	100.00%	5	96.38%	856	-0.43	Yes	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
SD	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	5:44	3	4:58	219	0.21	Yes	3:03	10	4:05	241	-0.45	Yes	15:04	3	5:09	272	3.09	No	3:41	14	5:31	430	-0.86
SD	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	8:29	5	14:42	856	-0.98	Yes	6:58	5	13:17	860	-1.12	Yes	8:57	10	14:47	1053	-1.31	Yes	10:24	11	14:38	1641	-1.01
SD	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	0.00%	3	7.24%	221	-0.48	Yes	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
SD	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	0.00%	5	10.65%	873	-0.77	Yes	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
SD	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	ND	P						N/A	28.57%	7	4.46%	112	1.97	N/A	50.00%	2	7.03%	128	1.45	N/A	0.00%	4	9.55%	220	-0.64
SD	02--02	MR-7*	Repair Repeat Report Rate, UNE - P, POTS%	D	P						N/A	0.00%	5	8.75%	811	-0.69	N/A	20.00%	10	9.15%	1016	1.07	N/A	0.00%	9	11.02%	1597	-1.05
SD	02--02	MR-8	Trouble Rate, UNE - P, POTS%		P	0.30%	2640	0.64%	170086	-2.17	Yes	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
SD	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P						N/A	0.46%	2624	0.53%	172678	-0.54	N/A	0.46%	2615	0.65%	174766	-1.23	N/A	0.50%	2579	1.03%	176613	-2.62
SD	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	ND	P	100.00%	3	99.10%	221	-0.16	Yes	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
SD	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	100.00%	5	96.56%	873	-0.42	Yes	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
SD	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	46.67%	15	34.14%	1661	0.99	N/A	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
SD	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	100.00%	11				N/A	93.33%	15				N/A	100.00%	15				N/A	96.00%	25			
SD	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	100.00%	16	86.21%	29	-1.28	Yes	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
SD	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	ND	P	3.7	10				N/A	4.5	14				N/A	5.07	15				N/A	4.04	25			
SD	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	5.56	16	13.48	29	-1.58	Yes	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
SD	02--03	OP-5	New Service Install Quality, UNE P, Centrex%		P	100.00%	41	100.00%	39	.	Yes	100.00%	53	100.00%	40	.	Yes	100.00%	53	100.00%	42	.	Yes	100.00%	54	100.00%	53	.
SD	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P						N/A	100.00%	53	100.00%	40	.	Yes	100.00%	53	100.00%	42	.	Yes	100.00%	54	100.00%	53	.
SD	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	1	1			
SD	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P			1	1		N/A			8.33	3		N/A	1	1				N/A	2	2			

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.0%	Yes	100.00%	1180				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%		95.0%	Yes	100.00%	16				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%		95.0%	Yes	100.00%	313				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%		95.0%	Yes	100.00%	14				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%		95.0%	Yes	100.00%	83				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%	No	90.23%	778				Yes	97.79%	906				Yes	2	5058	89.22%		
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%	34				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	99.23%	261				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	100.00%	239				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%	409				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%	1				Yes	100.00%	4				Yes	0				
SD	02--01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr%		90.00%	Yes	100.00%	12				Yes	100.00%	5				Yes	0				
SD	02--01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr%		90.00%	Yes	100.00%	11				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	100.00%	10				Yes	0				
SD	02--01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk%		85.00%	Yes	100.00%	1				Yes	100.00%	8				Yes	0				
SD	02--01	PO-6A	Notices Made Available via GUI, All, Hrs:Min		6:00	Yes	1:43	2380				Yes	2:16	2733				Yes	0				
SD	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	Yes	1:31	681				Yes	3:15	768				Yes	0				
SD	02--01	PO-7A-C	Notices Made Available via GUI / Billing System Posting Completions, All%		P	No	97.22%	1763	97.31%	28601	0.22	Yes	97.33%	2400	97.59%	33966	0.81	Yes	2	14747	97.27%	97.60%	-0.32%
SD	02--01	PO-7B-C	Notices Transmitted via EDI / Billing System Posting Completions, All%		P	N/A			97.31%	28601		N/A			97.59%	33966		N/A	0				
SD	02--01	PO-8A	Jeopardy Notice Interv. Non-Designed Services, Avg Days		P	No	6.27	11	5.06	126	-0.64	Yes	3.67	9	6.68	126	1.52	Yes	2	61	3.72	5.43	(1.70)
SD	02--01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	Yes	4.86	7	5.06	126	-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						N/A	0				
SD	02--01	PO-8D	Jeopardy Notice Interv, UNE - P, POTS, Avg Days		P	Yes			5.06	126		N/A			6.68	126		N/A	0				
SD	02--01	PO-9A	Timely Jeopardy Notices, Non-Designed Services%		P	Yes	50.00%	6	30.25%	119	-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	Yes	0.00%	3	30.25%	119	0.98	Yes			23.64%	110		N/A	0				
SD	02--01	PO-9C	Timely Jeopardy Notices, LIS Trunk%		P	N/A						N/A						N/A	0				
SD	02--01	PO-9D	Timely Jeopardy Notices, UNE - P, POTS%		P	Yes			30.25%	119		N/A	0.00%	2	23.64%	110	0.55	Yes	0				
SD	02--01	PO-10	PO10, Product Aggr%		NS	N/A	100.00%	76079				N/A	100.00%	99240				N/A	0				
SD	02--01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	N/A	0.02	1829	0.04	3755	-2.79	N/A	0.02	2340	0.03	4321	-2.81	N/A	0				
SD	02--01	PO-16	Timely Release Notifs, %		92.5%	Yes	100.00%	2				Yes	100.00%	1				Yes	0				
SD	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	Yes	98.89%	631				Yes	99.37%	632				Yes	0				
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%	N/A	98.94%	188				N/A	99.47%	188				N/A	0				
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%	N/A	98.94%	189				N/A	100.00%	189				N/A	0				
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	N/A	98.45%	193				N/A	98.45%	194				N/A	0				
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	N/A	100.00%	61				N/A	100.00%	61				N/A	0				
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	N/A						N/A						N/A	0				
SD	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	N/A						N/A						N/A	0				
SD	02--02	OP-3	Install Commit Met, UNE - P, POTS%	ND	P	Yes	100.00%	57	99.07%	2147	-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	Yes	100.00%	13	89.86%	937	-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	Yes	3	26	3.78	1785	-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	Yes	6.62	13	6.97	956	-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	Yes	96.15%	78	87.86%	3411	-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	N/A	96.15%	78	89.21%	3411	-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			5.27	15		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			5.56	27		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			4.67	6		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	Yes			8.61	72		N/A			9.47	49		N/A	0				
SD	02--02	OP-15A	Interv for Pending Orders Delayed, UNE - P, POTS, Avg Days		NS	N/A	4	1	75.97	212	-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	N/A	0		71		-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	No	100.00%	4	95.58%	181	-0.43	Yes	100.00%	5	97.49%	319	-0.36	Yes	2	19	89.47%	97.78%	-8.31%
SD	02--02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE - P, POTS%	D	P	Yes	63.64%	11	85.97%	1219	1.84	No	73.68%	19	87.75%	1878	1.67	No	2	56	82.14%	89.82%	-7.68%
SD	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	ND	P	Yes	100.00%	5	98.71%	387	-0.25	Yes	100.00%	10	99.84%	606	-0.13	Yes	1	45	95.56%	99.58%	-4.03%
SD	02--02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE - P, POTS%	D	P	Yes	80.00%	15	93.69%	1601	1.78	No	90.91%	22	94.34%	2351	0.7	Yes	1	68	92.65%	95.68%	-3.03%
SD	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	ND	P	Yes	3:56	5	7:06	387	-0.64	Yes	5:55	10	6:34	606	-0.25	Yes	1	45	6:33	5:50	0:43
SD	02--02	MR-6	Mean Time to Restore, UNE - P, POTS, Hrs:Min	D	P	Yes	2:23	15	17:48	1601	1.64	Yes	21:47	22	17:33	2351	1.11	Yes	0				
SD	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	ND	P	No	0.00%	5	12.66%	387	-0.85	Yes	20.00%	10	13.20%	606	0.63	Yes	1	45	24.45%	10.57%	13.88%
SD	02--02	MR-7	Repair Repeat Report Rate, UNE - P, POTS%	D	P	Yes	25.00%	16	12.30%	1626	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	N/A	0.00%	4	12.50%	168	-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	N/A	16.67%	12	11.95%	1540	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	Yes	0.85%	2473	1.13%	178521	-1.3	Yes	1.31%	2443	1.66%	180741	-1.35	Yes	0				
SD	02--02	MR-8*	Trouble Rate, UNE - P, POTS%		P	N/A	0.65%	2473	0.96%	178521	-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	Yes	100.00%	5	99.22%	387	-0.2	Yes	90.00%	10	98.68%	606	1.48	Yes	1	45	95.56%	98.89%	-3.33%
SD	02--02	MR-9	Repair Appoint Met, UNE - P, POTS%	D	P	Yes	81.25%	16	93.11%	1626	1.59	Yes	77.27%	22	91.75%	2399	2.09	No	1	69	88.40%	93.85%	-5.45%
SD	02--02	MR-10	Customer and Non-Qwest Related Troubles, UNE - P, POTS%		NS	N/A	30.00%	30	30.27%	2887	-0.03	N/A	28.89%	45	31.27%	4372	-0.34	N/A	0				
SD	02--03	OP-3	Install Commit Met, UNE P, Centrex%	ND	P	N/A	100.00%	24				N/A	96.30%	27				N/A	0				
SD	02--03	OP-3	Install Commit Met, UNE P, Centrex%	D	P	Yes	92.59%	27	93.88%	49	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	3.74	23				N/A	5.4	25				N/A	0				
SD	02--03	OP-4	Install Interv, UNE P, Centrex, Avg Days	D	P	Yes	6.14	28	12	50	-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	Yes	92.06%	63	96.43%	56	0.95	Yes	91.11%	90	98.25%	57	1.76	No	1	354	96.33%	98.96%	-2.63%
SD	02--03	OP-5*	New Service Install Quality, UNE P, Centrex%		P	Yes	95.24%	63	96.43%	56	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						N/A	0				
SD	02--03	OP-6A	Delayed Days for Non-Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	3	1	1	1	.	N/A			7	1		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
SD	02--01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr%		95.0%	
SD	02--01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr%		95.0%	
SD	02--01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP%		95.0%	
SD	02--01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr%		95.0%	
SD	02--01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr%		95.0%	
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	
SD	02--01	PO-6B	Notices Transmitted via EDI, All, Hrs:Min		6:00	
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	PO10, 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, %		92.5%	
SD	02--01	PO-19	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 8.0%		95.0%	
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0%		95.0%	
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0%		95.0%	
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI%		95.0%	
SD	02--01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 11.0%		95.0%	
SD	02--01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, %		95.0%	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
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			5	3		N/A						N/A			1	1		N/A			11	1	
SD	02--03	OP-15A	Interv for Pending Orders Delayed, UNE P, Centrex, Avg Days		NS						N/A	23.33	3				N/A	8.33	3	21	1	.	N/A			3	1	
SD	02--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UNE P, Centrex		NS						N/A	2					N/A	3		0		1.25	N/A			0		
SD	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	100.00%	4	100.00%	2	.	Yes	100.00%	11	100.00%	5	.	Yes	100.00%	9	100.00%	2	.	Yes	100.00%	8	100.00%	7	.
SD	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	D	P	94.74%	19	90.91%	22	-0.43	Yes	95.00%	20	92.86%	14	-0.24	Yes	100.00%	14	100.00%	11	.	Yes	96.00%	25	100.00%	18	0.53
SD	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	ND	P	100.00%	11	100.00%	2	.	Yes	100.00%	18	100.00%	7	.	Yes	100.00%	15	100.00%	5	.	Yes	100.00%	23	100.00%	8	.
SD	02--03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE P, Centrex%	D	P	96.30%	27	95.83%	24	-0.08	Yes	96.30%	27	93.75%	16	-0.33	Yes	100.00%	18	100.00%	11	.	Yes	96.88%	32	100.00%	19	0.44
SD	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	ND	P	2:25	11	0:52	2	-0.38	Yes	2:12	18	1:52	7	0.34	Yes	2:11	15	3:13	5	-0.42	Yes	3:29	23	7:02	8	-1.14
SD	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	12:01	27	13:14	24	-0.29	Yes	12:04	27	12:06	16	0	Yes	11:05	18	14:28	11	-0.99	Yes	13:23	32	7:00	19	1.64
SD	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	27.27%	11	0.00%	2	0.56	Yes	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
SD	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	D	P	10.71%	28	8.33%	24	0.17	Yes	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
SD	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	ND	P						N/A	28.57%	14	0.00%	3	0.87	N/A	0.00%	8				N/A	8.33%	12	0.00%	6	0.36
SD	02--03	MR-7*	Repair Repeat Report Rate, UNE P, Centrex%	D	P						N/A	7.14%	28	0.00%	16	0.89	N/A	17.65%	17	0.00%	11	1.34	N/A	6.67%	30	27.78%	18	-1.58
SD	02--03	MR-8	Trouble Rate, UNE P, Centrex%		P	0.48%	8049	0.16%	16530	6.08	No	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
SD	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P						N/A	0.47%	8897	0.12%	16463	7.98	N/A	0.25%	10143	0.07%	16441	5.5	N/A	0.41%	10364	0.15%	16448	5.42
SD	02--03	MR-10	Customer and Non-Qwest Related Troubles, UNE P, Centrex%		NS	27.78%	54	33.33%	39	-0.56	N/A	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
SD	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	ND	P	100.00%	21	100.00%	12	.	Yes	94.12%	34	100.00%	8	0.44	Yes	98.72%	78	100.00%	5	-0.19	Yes	100.00%	238	100.00%	8	.
SD	02--04	OP-3	Install Commit Met, UNP P, Centrex 21%	D	P	92.31%	13	81.25%	16	-0.76	Yes	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
SD	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	ND	P	2.33	9	3.44	9	-1.91	Yes	3	15	3.75	4	-1.39	Yes	2.95	37	2.33	3	1.54	Yes	2.81	21	3	4	-0.43
SD	02--04	OP-4	Install Interv, UNP P, Centrex 21, Avg Days	D	P	3.62	13	8	16	-2	Yes	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
SD	02--04	OP-5	New Service Install Quality, UNP P, Centrex 21%		P	92.86%	42	100.00%	24	1.21	Yes	96.97%	66	100.00%	18	0.51	Yes	98.78%	164	85.00%	20	-1.63	Yes	98.01%	151	95.45%	22	-0.54
SD	02--04	OP-5*	New Service Install Quality, UNP P, Centrex 21%		P						N/A	96.97%	66	100.00%	18	0.51	N/A	98.78%	164	95.00%	20	-0.73	N/A	98.68%	151	95.45%	22	-0.68
SD	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	ND	P						N/A	2	2				N/A	3	1				N/A					
SD	02--04	OP-6A	Delayed Days for Non-Facility Reasons, UNP P, Centrex 21, Avg Days	D	P	1	1	6	1	.	N/A						N/A	1	1	8	1	.	N/A			2	2	
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			2	2		N/A			3	1		N/A						N/A			3.5	2	
SD	02--04	OP-15A	Interv for Pending Orders Delayed, UNP P, Centrex 21, Avg Days		NS			99	7		N/A			76.11	9		N/A	13	1	77.57	7	-0.43	N/A			75.83	6	
SD	02--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UNP P, Centrex 21		NS			0			N/A			0			N/A	1		0		1.65	N/A			1		
SD	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	ND	P			100.00%	3		N/A			100.00%	5		N/A	100.00%	2	100.00%	4	.	Yes	100.00%	1	100.00%	8	.
SD	02--04	MR-3	Out of Service Cleared w/in 24 Hrs, UNP P, Centrex 21%	D	P	100.00%	12	100.00%	9	.	Yes	100.00%	4	100.00%	7	.	Yes	100.00%	6	81.25%	16	-1	Yes	100.00%	16	100.00%	22	.
SD	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	ND	P	100.00%	5	100.00%	3	.	Yes	100.00%	3	100.00%	10	.	Yes	100.00%	8	100.00%	9	.	Yes	100.00%	12	100.00%	18	.
SD	02--04	MR-4	All Troubles Cleared w/in 48 Hrs, UNP P, Centrex 21%	D	P	100.00%	14	100.00%	11	.	Yes	100.00%	4	100.00%	7	.	Yes	100.00%	7	100.00%	18	.	Yes	100.00%	16	96.30%	27	-0.62
SD	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	ND	P	9:45	5	1:01	3	1.16	Yes	0:02	3	3:29	10	-0.86	Yes	2:33	8	5:59	9	-0.81	Yes	1:38	12	3:43	18	-1.15
SD	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	11:59	14	7:52	11	1.24	Yes	6:00	4	6:34	7	-0.16	Yes	8:09	7	11:48	18	-0.84	Yes	10:07	16	11:46	27	-0.4
SD	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	40.00%	5	0.00%	3	0.99	Yes	0.00%	3	0.00%	10	.	Yes	12.50%	8	0.00%	9	0.68	Yes	16.67%	12	22.22%	18	-0.36
SD	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P	7.14%	14	0.00%	11	0.57	Yes	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
SD	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P						N/A	0.00%	1	0.00%	5	.	Yes	14.29%	7	0.00%	2	0.14	N/A	22.22%	9	33.33%	9	-0.5
SD	02--04	MR-7*	Repair Repeat Report Rate, UNP P, Centrex 21%	D	P						N/A	0.00%	4	16.67%	6	-0.69	N/A	14.29%	7	11.76%	17	0.11	N/A	5.88%	17	20.00%	20	-1.07
SD	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	0.69%	2768	0.27%	5222	3.44	No	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
SD	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P						N/A	0.19%	2655	0.21%	5236	-0.2	N/A	0.56%	2481	0.36%	5274	1.4	N/A	1.21%	2150	0.56%	5209	3.42
SD	02--04	MR-10	Customer and Non-Qwest Related Troubles, UNP P, Centrex 21%		NS	29.63%	27	33.33%	21	-0.27	N/A	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
SD	02--05	OP-3	Install Commit Met, EELs%		90.00%						N/A						N/A	0.00%	1				No	100.00%	1			
SD	02--05	OP-4	Install Interv, EELs, Avg Days		NS						N/A						N/A	27	1				N/A					
SD	02--05	OP-5	New Service Install Quality, EELs%		NS						N/A	100.00%	1				N/A	0.00%	1				N/A	100.00%	2			
SD	02--05	OP-5*	New Service Install Quality, EELs%		NS						N/A	100.00%	1				N/A	0.00%	1				N/A	50.00%	2			
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						N/A	20	1				N/A					
SD	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS						N/A						N/A						N/A	17	1			
SD	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS						N/A						N/A						N/A	1				
SD	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS						N/A						N/A	0.00%	1				N/A					
SD	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS						N/A						N/A	7:23	1				N/A					
SD	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS						N/A						N/A	0.00%	1				N/A					
SD	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS						N/A						N/A	0.00%	1				N/A					
SD	02--05	MR-8	Trouble Rate, EELs%		NS	0.00%	24				N/A	0.00%	24				N/A	4.00%	25				N/A	0.00%	23			
SD	02--05	MR-8*	Trouble Rate, EELs%		NS						N/A	0.00%	24				N/A	4.00%	25				N/A	0.00%	23			
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%	99.85%	679	94.13%	801	-4.67	Yes	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
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	4.13	394	5.09	810	-2.9	Yes	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
SD	04--01	OP-5	New Service Install Quality, UBL Analog%		P	99.02%	1128	73.04%	816	-12.74	Yes	98.58%	1060	71.00%	824	-13.09	Yes	99.61%	507	71.75%	984	-11.32	Yes	99.21%	631	77.00%	1048	-10.47
SD	04--01	OP-5*	New Service Install Quality, UBL Analog%		P						N/A	98.96%	1060	73.18%	824	-12.53	N/A	99.61%	507	73.27%	984	-10.88	N/A	99.68%	631	74.90%	1048	-11.34
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	1	1	2.39	23	-0.68	Yes	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
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			7.96	26		N/A	1.5	8	5.28	32	-1.59	Yes			6.07	41		N/A			8.9	68	
SD	04--01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS	15	2	184.8	41	-1.5	N/A			145.22	49		N/A			142.11	54		N/A			111.44	64	
SD	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	2		22		1.08	N/A			27			N/A			31			N/A			34		
SD	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	100.00%	35	92.36%	759	-1.66	Yes	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
SD	04--01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog%		P	100.00%	42	97.12%	1075	-1.1	Yes	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
SD	04--01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	3:34	42	12:43	1075	-4.27	Yes	3:23	39	11:16	1101	-3.97	Yes	7:06	16	12:48	1325	-1.67	Yes	6:46	47	12:45	2071	-3.03
SD	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	4.76%	42	9.96%	1094	-1.1	Yes	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

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	ND	P	N/A						N/A	8	1				N/A	0				
SD	02--03	OP-6B	Delayed Days for Facility Reasons, UNE P, Centrex, Avg Days	D	P	N/A	8	1	6	2	-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	11	1				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	0					N/A	0		3		-1.55	N/A	0				
SD	02--03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE P, Centrex%	ND	P	Yes	100.00%	4	66.67%	3	-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	Yes	84.78%	46	80.00%	15	-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%	25	100.00%	6	.	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	Yes	98.15%	54	90.00%	20	-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	Yes	1:39	25	10:17	6	-1.37	Yes	4:08	19	2:23	9	1.02	Yes	0				
SD	02--03	MR-6	Mean Time to Restore, UNE P, Centrex, Hrs:Min	D	P	Yes	15:48	54	18:35	20	-0.56	Yes	18:12	76	2:34	24	-1.13	Yes	0				
SD	02--03	MR-7	Repair Repeat Report Rate, UNE P, Centrex%	ND	P	Yes	32.00%	25	0.00%	6	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	Yes	12.50%	56	8.33%	24	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	N/A	26.67%	15	0.00%	4	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	N/A	12.77%	47	9.52%	21	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	No	0.75%	10868	0.18%	16466	10.68	No	0.89%	11608	0.21%	16515	12.13	No	6	59929	0.60%	0.16%	0.44%
SD	02--03	MR-8*	Trouble Rate, UNE P, Centrex%		P	N/A	0.57%	10868	0.15%	16466	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	N/A	26.36%	110	33.33%	45	-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	100.00%	53	100.00%	11	.	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	100.00%	4	100.00%	7	.	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	Yes	3.45	29	3.09	11	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	Yes	4.5	4	6.75	8	-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	Yes	93.10%	58	83.33%	18	-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	N/A	93.10%	58	94.44%	18	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						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			1	1		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						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						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			97.83	6		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			1			N/A	0		0		.	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%	3	100.00%	2	.	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	Yes	66.67%	3	83.33%	6	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%	4	100.00%	9	.	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	100.00%	4	100.00%	11	.	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	Yes	8:41	4	7:32	9	0.18	Yes	2:30	7	6:06	11	-0.92	Yes	0				
SD	02--04	MR-6	Mean Time to Restore, UNP P, Centrex 21, Hrs:Min	D	P	Yes	20:03	4	15:21	11	0.67	Yes	20:48	8	18:19	21	0.31	Yes	0				
SD	02--04	MR-7	Repair Repeat Report Rate, UNP P, Centrex 21%	ND	P	Yes	0.00%	4	22.22%	9	-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	0.00%	4	0.00%	13	.	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	N/A	0.00%	2	33.33%	3	-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	N/A	0.00%	4	0.00%	6	.	Yes	11.11%	9	12.50%	16	-0.1	N/A	0				
SD	02--04	MR-8	Trouble Rate, UNP P, Centrex 21%		P	No	0.46%	1741	0.42%	5265	0.23	Yes	1.03%	1561	0.60%	5339	1.92	No	3	13356	0.70%	0.50%	0.21%
SD	02--04	MR-8*	Trouble Rate, UNP P, Centrex 21%		P	N/A	0.34%	1741	0.17%	5265	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	N/A	33.33%	12	47.62%	42	-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%	3				Yes	100.00%	2				Yes	1	7	85.71%		
SD	02--05	OP-4	Install Interv, EELs, Avg Days		NS	N/A						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	100.00%	3				N/A	0				
SD	02--05	OP-5*	New Service Install Quality, EELs%		NS	N/A	100.00%	3				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						N/A	0				
SD	02--05	OP-6B	Delayed Days for Facility Reasons, EELs, Avg Days		NS	N/A						N/A						N/A	0				
SD	02--05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS	N/A						N/A						N/A	0				
SD	02--05	OP-15B	Pending Orders Delayed for Facilities Reasons, EELs		NS	N/A						N/A						N/A	0				
SD	02--05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs%		NS	N/A	0.00%	1				N/A						N/A	0				
SD	02--05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	N/A	4:24	1				N/A						N/A	0				
SD	02--05	MR-7	Repair Repeat Report Rate, EELs%		NS	N/A	0.00%	1				N/A						N/A	0				
SD	02--05	MR-7*	Repair Repeat Report Rate, EELs%		NS	N/A	0.00%	1				N/A						N/A	0				
SD	02--05	MR-8	Trouble Rate, EELs%		NS	N/A	4.55%	22				N/A	0.00%	22				N/A	0				
SD	02--05	MR-8*	Trouble Rate, EELs%		NS	N/A	4.55%	22				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						N/A	0				
SD	04--01	OP-3	Install Commit Met, UBL Analog%		90.00%	Yes	99.12%	791	89.86%	937	-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						N/A	0				
SD	04--01	OP-4	Install Interv, UBL Analog, Avg Days		6	Yes	4.99	285	6.97	956	-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	Yes	98.37%	1043	59.96%	1034	-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	N/A	98.95%	1043	64.41%	1034	-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						N/A	0				
SD	04--01	OP-6A	Delayed Days for Non-Facility Reasons, UBL Analog, Avg Days		P	Yes	1.43	7	5.56	27	-1.89	Yes	1	3	6.19	27	-0.5	Yes	0				
SD	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days	D	P	N/A						N/A						N/A	0				
SD	04--01	OP-6B	Delayed Days for Facility Reasons, UBL Analog, Avg Days		P	N/A			8.61	72		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			108.4	63		N/A			88.28	78		N/A	0				
SD	04--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL Analog		NS	N/A			34			N/A			50			N/A	0				
SD	04--01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog%		P	Yes	100.00%	36	87.21%	1400	-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	Yes	100.00%	39	94.67%	1988	-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	Yes	7:18	39	15:43	1988	-2.82	Yes	7:21	67	15:18	2957	-3.65	Yes	0				
SD	04--01	MR-7	Repair Repeat Report Rate, UBL Analog%		P	Yes	25.64%	39	12.37%	2013	2.25	No	10.45%	67	13.81%	3005	-0.79	Yes	2	250	10.80%	11.45%	-0.65%

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P						N/A	3.70%	27	8.23%	923	-0.84	N/A	20.00%	15	8.92%	1144	1.34	N/A	3.03%	33	10.84%	1817	-1.43
SD	04--01	MR-8	Trouble Rate, UBL Analog%		P	0.54%	7758	0.64%	170086	-1.1	Yes	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
SD	04--01	MR-8*	Trouble Rate, UBL Analog%		P						N/A	0.36%	7482	0.53%	172678	-2.02	N/A	0.24%	6183	0.65%	174766	-3.95	N/A	0.57%	5786	1.03%	176613	-3.4
SD	04--01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog%		NS	27.59%	58	34.14%	1661	-1.03	N/A	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
SD	04--02	OP-3	Install Commit Met, UBL - 2-wire%		90.00%	100.00%	14	92.86%	14	-0.73	Yes	85.71%	7	76.92%	13	-0.45	No	100.00%	7	100.00%	18	.	Yes	100.00%	13	78.57%	14	-1.36
SD	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	3.92	13	9.14	7	-1.79	Yes	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
SD	04--02	OP-5	New Service Install Quality, UBL - 2-wire%		P	100.00%	11	85.71%	14	-1.01	Yes	100.00%	8	87.50%	16	-0.87	Yes	100.00%	11	100.00%	16	.	Yes	100.00%	8	100.00%	13	.
SD	04--02	OP-5*	New Service Install Quality, UBL - 2-wire%		P						N/A	100.00%	8	87.50%	16	-0.87	N/A	100.00%	11	100.00%	16	.	Yes	100.00%	8	100.00%	13	.
SD	04--02	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 2-wire, Avg Days		P			9	1		N/A	3	1				N/A						N/A			2	1	
SD	04--02	OP-6B	Delayed Days for Facility Reasons, UBL - 2-wire, Avg Days		P						N/A			1.33	3		N/A						N/A			16	2	
SD	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS			286.82	11		N/A			292.8	10		N/A			271.8	10		N/A			251.8	10	
SD	04--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 2-wire		NS			5			N/A			4			N/A			4			N/A			4		
SD	04--02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2-wire%		P			100.00%	10		N/A	100.00%	1	100.00%	5	.	Yes	100.00%	1	100.00%	4	.	Yes			100.00%	20	
SD	04--02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2-wire%		P			100.00%	10		N/A	100.00%	1	100.00%	5	.	Yes	100.00%	1	100.00%	4	.	Yes			100.00%	20	
SD	04--02	MR-6	Mean Time to Restore, UBL - 2-wire, Hrs:Min		P			3:10	10		N/A	0:11	1	2:41	5	-2.17	Yes	0:05	1	5:45	4	-0.59	Yes			1:03	20	
SD	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P			10.00%	10		N/A	0.00%	1	40.00%	5	-0.75	Yes	0.00%	1	50.00%	4	-0.89	Yes			25.00%	20	
SD	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P						N/A			50.00%	4		N/A	0.00%	1	66.67%	3	-1.22	N/A			30.77%	13	
SD	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	0.00%	136	0.54%	1863	-0.83	Yes	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
SD	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P						N/A	0.00%	132	0.21%	1868	-0.51	N/A	0.78%	129	0.16%	1879	1.15	N/A	0.00%	125	0.70%	1868	-0.91
SD	04--02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2-wire%		NS	100.00%	1	54.55%	22	0.56	N/A	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
SD	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P			85.56%	90		N/A			77.33%	75		N/A			82.39%	142		N/A			83.08%	130	
SD	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P			13.32	102		N/A			16.23	73		N/A			14.21	151		N/A			12.75	129	
SD	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P			92.22%	90		N/A			98.26%	115		N/A			97.18%	142		N/A			96.33%	109	
SD	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P						N/A			99.13%	115		N/A			97.89%	142		N/A			97.25%	109	
SD	04--03	OP-6A	Delayed Days for Non-Facility Reasons, UBL - 4-wire, Avg Days		P			21.6	5		N/A			13.6	5		N/A			20.83	12		N/A			4.8	5	
SD	04--03	OP-6B	Delayed Days for Facility Reasons, UBL - 4-wire, Avg Days		P			8.55	11		N/A			16.08	13		N/A			9.25	16		N/A			12.59	17	
SD	04--03	OP-15A	Interv for Pending Orders Delayed, UBL - 4-wire, Avg Days		NS			78.83	6		N/A			39.09	11		N/A			27.24	17		N/A			23.05	21	
SD	04--03	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - 4-wire		NS			4			N/A			6			N/A			10			N/A			12		
SD	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P			94.55%	55		N/A			82.35%	51		N/A			87.50%	40		N/A			84.51%	71	
SD	04--03	MR-6	Mean Time to Restore, UBL - 4-wire, Hrs:Min		P			1:43	55		N/A			2:25	51		N/A			2:03	40		N/A			3:09	71	
SD	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P			20.00%	55		N/A			15.69%	51		N/A			22.50%	40		N/A			33.80%	71	
SD	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P						N/A			16.22%	37		N/A			23.53%	34		N/A			38.18%	55	
SD	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P			1.00%	5509		N/A			0.93%	5507		N/A			0.72%	5519		N/A			1.31%	5408	
SD	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P						N/A			0.67%	5507		N/A			0.62%	5519		N/A			1.02%	5408	
SD	04--03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4-wire%		NS			32.93%	82		N/A			35.44%	79		N/A			31.03%	58		N/A			27.55%	98	
SD	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	100.00%	1	85.56%	90	-0.41	Yes	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
SD	04--04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P	16	4	13.32	102	0.77	Yes	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
SD	04--04	OP-5	New Service Install Quality, UBL - DS1 Capable%		P	66.67%	6	92.22%	90	1.67	No	100.00%	5	98.26%	115	-0.29	Yes	100.00%	3	97.18%	142	-0.29	Yes	100.00%	3	96.33%	109	-0.33
SD	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P						N/A	100.00%	5	99.13%	115	-0.21	N/A	100.00%	3	97.89%	142	-0.25	N/A	100.00%	3	97.25%	109	-0.29
SD	04--04	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS1 Capable, Avg Days		P	18	2	21.6	5	-0.35	Yes	1	1	13.6	5	-1.07	Yes	1	1	20.83	12	-0.64	Yes			4.8	5	
SD	04--04	OP-6B	Delayed Days for Facility Reasons, UBL - DS1 Capable, Avg Days		P			8.55	11		N/A			16.08	13		N/A			9.25	16		N/A			12.59	17	
SD	04--04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS			78.83	6		N/A	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
SD	04--04	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS1 Capable		NS			4			N/A	2		6		0.99	N/A	2		10		0.93	N/A	1		12		0.52
SD	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	100.00%	3	94.55%	55	-0.41	Yes			82.35%	51		N/A			87.50%	40		N/A	100.00%	2	84.51%	71	-0.6
SD	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	1:29	3	1:43	55	-0.26	Yes			2:25	51		N/A			2:03	40		N/A	2:53	2	3:09	71	-0.08
SD	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	33.33%	3	20.00%	55	0.48	Yes			15.69%	51		N/A			22.50%	40		N/A	50.00%	2	33.80%	71	0.38
SD	04--04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable%		P						N/A			16.22%	37		N/A			23.53%	34		N/A	50.00%	2	38.18%	55	0.25
SD	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	6.25%	48	1.00%	5509	2.48	No	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
SD	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P						N/A	0.00%	47	0.67%	5507	-0.56	N/A	0.00%	41	0.62%	5519	-0.5	N/A	5.41%	37	1.02%	5408	1.89
SD	04--04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable%		NS	40.00%	5	32.93%	82	0.3	N/A			35.44%	79		N/A			31.03%	58		N/A	0.00%	2	27.55%	98	-0.86
SD	04--05	OP-3	Install Commit Met, UBL ISDN Capable%		P	100.00%	3	92.86%	14	-0.44	Yes	100.00%	1	76.92%	13	-0.53	Yes			100.00%	18		N/A			78.57%	14	
SD	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	3.33	3	9.14	7	-1.35	Yes	3	1	9.67	12	-1.38	Yes			8.63	16		N/A			9.46	13	
SD	04--05	OP-5	New Service Install Quality, UBL ISDN Capable%		P	100.00%	3	85.71%	14	-0.64	Yes	100.00%	1	87.50%	16	-0.37	Yes			100.00%	16		N/A	100.00%	1	100.00%	13	.
SD	04--05	OP-5*	New Service Install Quality, UBL ISDN Capable%		P						N/A	100.00%	1	87.50%	16	-0.37	N/A			100.00%	16		N/A	100.00%	1	100.00%	13	.
SD	04--05	OP-6A	Delayed Days for Non-Facility Reasons, UBL ISDN Capable, Avg Days		P			9	1		N/A						N/A						N/A			2	1	
SD	04--05	OP-6B	Delayed Days for Facility Reasons, UBL ISDN Capable, Avg Days		P						N/A			1.33	3		N/A						N/A			16	2	
SD	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			286.82	11		N/A			292.8	10		N/A			271.8	10		N/A			251.8	10	
SD	04--05	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL ISDN Capable		NS			5			N/A			4			N/A			4			N/A			4		
SD	04--05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable%		P			100.00%	10		N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	20	
SD	04--05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable%		P			100.00%	10		N/A			100.00%	5		N/A			100.00%	4		N/A			100.00%	20	
SD	04--05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P			3:10	10		N/A			2:41	5		N/A			5:45	4		N/A			1:03	20	
SD	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P			10.00%	10		N/A			40.00%	5		N/A			50.00%	4		N/A			25.00%	20	
SD	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P						N/A			50.00%	4		N/A			66.67%	3		N/A			30.77%	13	
SD	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	0.00%	33	0.54%	1863	-0.42	Yes	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
SD	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P						N/A	0.00%	31	0.21%	1868	-0.26	N/A	0.00%	31	0.16%	1879	-0.22	N/A	0.00%	31	0.70%	1868	-0.46
SD	04--05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable%		NS			54.55%	22		N/A			58.33%	12		N/A			75.00%	16		N/A			28.57%	28	
SD	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%			85.71%	7		N/A			0.00%	1		N/A			100.00%	7		N/A			87.50%	8	
SD	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			6.43	7		N/A			8	2		N/A			5.57	7		N/A			6.25	8	
SD	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P			100.00%	5		N/A			100.00%	5		N/A			100.00%	8		N/A			100.00%	7	
SD	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P						N/A			100.00%	5		N/A			100.00%	8		N/A			100.00%	7	
SD	04--06	OP-6A	Delayed Days for Non-Facility Reasons, UBL - ADSL Qualified, Avg Days		P			1	1		N/A			4	1		N/A						N/A			5	1	
SD	04--06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified%		P			85.71%	14		N/A			100.00%	5		N/A			75.00%	4		N/A			85.71%	7	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	04--01	MR-7*	Repair Repeat Report Rate, UBL Analog%		P	N/A	28.57%	28	12.00%	1708	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	Yes	0.72%	5425	1.13%	178521	-2.81	Yes	1.42%	4716	1.66%	180741	-1.28	Yes	0				
SD	04--01	MR-8*	Trouble Rate, UBL Analog%		P	N/A	0.52%	5425	0.96%	178521	-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	N/A	30.36%	56	30.27%	2887	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%	Yes	100.00%	1	90.91%	11	-0.3	Yes	100.00%	7	100.00%	8	.	Yes	1	49	97.96%	89.74%	8.22%
SD	04--02	OP-4	Install Interv, UBL - 2-wire, Avg Days		6	Yes			11.55	11		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	Yes	100.00%	5	70.00%	10	-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	Yes	100.00%	5	80.00%	10	-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			37	1		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						N/A	0				
SD	04--02	OP-15A	Interv for Pending Orders Delayed, UBL - 2-wire, Avg Days		NS	N/A			208	11		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			5			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			100.00%	13		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%	13		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			2:34	13		N/A			4:54	16		N/A	0				
SD	04--02	MR-7	Repair Repeat Report Rate, UBL - 2-wire%		P	N/A			23.08%	13		N/A			25.00%	16		N/A	0				
SD	04--02	MR-7*	Repair Repeat Report Rate, UBL - 2-wire%		P	N/A			33.33%	9		N/A			20.00%	10		N/A	0				
SD	04--02	MR-8	Trouble Rate, UBL - 2-wire%		P	Yes	0.00%	112	0.69%	1872	-0.86	Yes	0.00%	109	0.85%	1879	-0.94	Yes	0				
SD	04--02	MR-8*	Trouble Rate, UBL - 2-wire%		P	N/A	0.00%	112	0.48%	1872	-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	N/A	100.00%	1	38.10%	21	0.84	N/A			11.11%	18		N/A	0				
SD	04--03	OP-3	Install Commit Met, UBL - 4-wire%		P	N/A			87.84%	74		N/A			82.50%	120		N/A	0				
SD	04--03	OP-4	Install Interv, UBL - 4-wire, Avg Days		P	N/A			14.38	82		N/A			16.61	123		N/A	0				
SD	04--03	OP-5	New Service Install Quality, UBL - 4-wire%		P	N/A			94.39%	107		N/A			94.07%	118		N/A	0				
SD	04--03	OP-5*	New Service Install Quality, UBL - 4-wire%		P	N/A			96.26%	107		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			16	4		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			23.8	5		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			37.64	14		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			9			N/A			7			N/A	0				
SD	04--03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4-wire%		P	N/A			81.25%	48		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			2:46	48		N/A			2:04	96		N/A	0				
SD	04--03	MR-7	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			27.08%	48		N/A			25.00%	96		N/A	0				
SD	04--03	MR-7*	Repair Repeat Report Rate, UBL - 4-wire%		P	N/A			26.32%	38		N/A			25.35%	71		N/A	0				
SD	04--03	MR-8	Trouble Rate, UBL - 4-wire%		P	N/A			0.89%	5375		N/A			1.78%	5379		N/A	0				
SD	04--03	MR-8*	Trouble Rate, UBL - 4-wire%		P	N/A			0.71%	5375		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			31.43%	70		N/A			23.81%	126		N/A	0				
SD	04--04	OP-3	Install Commit Met, UBL - DS1 Capable%		P	Yes	100.00%	1	87.84%	74	-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	Yes	8	2	14.38	82	-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	Yes	100.00%	6	94.39%	107	-0.58	Yes	100.00%	6	94.07%	118	-0.6	Yes	1	29	93.10%	95.59%	-2.49%
SD	04--04	OP-5*	New Service Install Quality, UBL - DS1 Capable%		P	N/A	100.00%	6	96.26%	107	-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			16	4		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			23.8	5		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			37.64	14		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			9			N/A	0		7		-1.72	N/A	0				
SD	04--04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable%		P	Yes			81.25%	48		N/A	0.00%	1	91.67%	96	1.72	No	1	6	83.33%	87.54%	-4.20%
SD	04--04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	Yes			2:46	48		N/A	7:55	1	2:04	96	1.77	No	1	6	3:01	2:22	0:39
SD	04--04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable%		P	Yes			27.08%	48		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			26.32%	38		N/A	0.00%	1	25.35%	71	-0.58	N/A	0				
SD	04--04	MR-8	Trouble Rate, UBL - DS1 Capable%		P	No	0.00%	35	0.89%	5375	-0.56	Yes	3.13%	32	1.78%	5379	0.59	Yes	2	240	2.50%	1.10%	1.40%
SD	04--04	MR-8*	Trouble Rate, UBL - DS1 Capable%		P	N/A	0.00%	35	0.71%	5375	-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			31.43%	70		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	N/A	100.00%	1	90.91%	11	-0.3	Yes	100.00%	1	100.00%	8	.	Yes	0				
SD	04--05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	N/A	4	1	11.55	11	-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	Yes	100.00%	2	70.00%	10	-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	Yes	100.00%	2	80.00%	10	-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			37	1		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						N/A	0				
SD	04--05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS	N/A			208	11		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			5			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			100.00%	13		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%	13		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			2:34	13		N/A			4:54	16		N/A	0				
SD	04--05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable%		P	N/A			23.08%	13		N/A			25.00%	16		N/A	0				
SD	04--05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable%		P	N/A			33.33%	9		N/A			20.00%	10		N/A	0				
SD	04--05	MR-8	Trouble Rate, UBL ISDN Capable%		P	Yes	0.00%	31	0.69%	1872	-0.46	Yes	0.00%	30	0.85%	1879	-0.5	Yes	0				
SD	04--05	MR-8*	Trouble Rate, UBL ISDN Capable%		P	N/A	0.00%	31	0.48%	1872	-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			38.10%	21		N/A			11.11%	18		N/A	0				
SD	04--06	OP-3	Install Commit Met, UBL - ADSL Qualified%		90.00%	N/A			100.00%	6		N/A			75.00%	4		N/A	0				
SD	04--06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6	N/A			5.5	6		N/A			7.8	5		N/A	0				
SD	04--06	OP-5	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			100.00%	6		N/A			90.00%	10		N/A	0				
SD	04--06	OP-5*	New Service Install Quality, UBL - ADSL Qualified%		P	N/A			100.00%	6		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						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			87.50%	8		N/A			85.71%	7		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P			85.71%	14		N/A			100.00%	5		N/A			75.00%	4		N/A			100.00%	7	
SD	04--06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			16:36	14		N/A			6:10	5		N/A			18:33	4		N/A			4:43	7	
SD	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P			21.43%	14		N/A			0.00%	5		N/A			50.00%	4		N/A			42.86%	7	
SD	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P						N/A			0.00%	3		N/A			66.67%	3		N/A			66.67%	3	
SD	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P			2.64%	531		N/A			0.91%	549		N/A			0.67%	596		N/A			1.12%	626	
SD	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P						N/A			0.55%	549		N/A			0.50%	596		N/A			0.48%	626	
SD	04--06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified%		NS			44.00%	25		N/A			68.75%	16		N/A			60.00%	10		N/A			56.25%	16	
SD	04--07	OP-3	Install Commit Met, UBL - DS3 Capable%		P			50.00%	2		N/A						N/A			75.00%	4		N/A			100.00%	5	
SD	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			15.33	3		N/A			13.2	5		N/A			21	4		N/A			19	6	
SD	04--07	OP-5	New Service Install Quality, UBL - DS3 Capable%		P			100.00%	4		N/A			100.00%	5		N/A			100.00%	5		N/A			100.00%	5	
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%	5	
SD	04--07	OP-6A	Delayed Days for Non-Facility Reasons, UBL - DS3 Capable, Avg Days		P			2	1		N/A						N/A						N/A					
SD	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P						N/A						N/A			50	1		N/A					
SD	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			2.5	2		N/A			100	2		N/A			93.67	3		N/A			73.67	3	
SD	04--07	OP-15B	Pending Orders Delayed for Facilities Reasons, UBL - DS3 Capable		NS			1			N/A			1			N/A			2			N/A			2		
SD	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P			100.00%	1		N/A						N/A						N/A			100.00%	1	
SD	04--07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			0:16	1		N/A						N/A						N/A			0:06	1	
SD	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P			0.00%	1		N/A						N/A						N/A			0.00%	1	
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			0.27%	372		N/A			0.00%	372		N/A			0.00%	369		N/A			0.27%	365	
SD	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P						N/A			0.00%	372		N/A			0.00%	369		N/A			0.00%	365	
SD	04--07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable%		NS			0.00%	1		N/A			100.00%	4		N/A						N/A			66.67%	3	
SD	04--08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:03	237				N/A	0:04	453				N/A	0:03	85				N/A	0:03	110			
SD	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	100.00%	59				Yes	99.18%	122				Yes	100.00%	30				Yes	100.00%	36			
SD	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%						N/A	100.00%	2				Yes	100.00%	2				Yes					
SD	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	0.00%	59				N/A	0.00%	122				N/A	0.00%	30				N/A	0.00%	36			
SD	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other%		NS						N/A	0.00%	2				N/A	0.00%	2				N/A					
SD	04--09	OP-3	Install Commit Met, UBL Conditioned%		90.00%						N/A	100.00%	2				Yes						N/A	100.00%	1			
SD	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15						N/A	3	1				Yes						N/A					
SD	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%			99.77%	1736		N/A			99.37%	1590		N/A			99.49%	1762		N/A			98.40%	2068	
SD	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%			94.13%	801		N/A			91.88%	813		N/A			91.62%	811		N/A			91.98%	1122	
SD	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3			3.39	1423		N/A			3.55	1285		N/A			3.68	1443		N/A			3.82	1720	
SD	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.09	810		N/A			5.36	821		N/A			5.49	827		N/A			6	1140	
SD	04--10	OP-5	New Service Install Quality, Line Sharing%		P			91.13%	2480		N/A			90.45%	2502		N/A			90.41%	2899		N/A			92.36%	3156	
SD	04--10	OP-5*	New Service Install Quality, Line Sharing%		P						N/A			91.17%	2502		N/A			90.93%	2899		N/A			91.67%	3156	
SD	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	ND	NS			1.33	3		N/A			9	10		N/A			15.22	9		N/A			9.77	30	
SD	04--10	OP-6A	Delayed Days for Non-Facility Reasons, Line Sharing, Avg Days	D	NS			2.39	23		N/A			2.54	37		N/A			3.83	30		N/A			4.42	24	
SD	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	ND	NS			2	1		N/A			7	1		N/A			3	1		N/A			18.33	3	
SD	04--10	OP-6B	Delayed Days for Facility Reasons, Line Sharing, Avg Days	D	NS			7.96	26		N/A			5.28	32		N/A			6.07	41		N/A			8.9	68	
SD	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	ND	P			97.62%	84		N/A			100.00%	126		N/A			97.44%	117		N/A			99.05%	211	
SD	04--10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing%	D	P			91.70%	675		N/A			94.35%	655		N/A			92.77%	802		N/A			91.32%	1314	
SD	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	ND	P			100.00%	219		N/A			99.59%	241		N/A			99.63%	272		N/A			99.77%	430	
SD	04--10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing%	D	P			96.38%	856		N/A			97.67%	860		N/A			97.34%	1053		N/A			97.08%	1641	
SD	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			4:58	219		N/A			4:05	241		N/A			5:09	272		N/A			5:31	430	
SD	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			14:42	856		N/A			13:17	860		N/A			14:47	1053		N/A			14:38	1641	
SD	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS			27.27%	11		N/A			0.00%	4		N/A			66.67%	3		N/A			33.33%	6	
SD	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS			0.00%	3		N/A			0.00%	1		N/A			0.00%	1		N/A			100.00%	1	
SD	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS						N/A			0.00%	3		N/A			66.67%	3		N/A			50.00%	2	
SD	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS						N/A						N/A						N/A			100.00%	1	
SD	04--10	MR-8	Trouble Rate, Line Sharing%		P			0.64%	170086		N/A			0.65%	172678		N/A			0.77%	174766		N/A			1.19%	176613	
SD	04--10	MR-8*	Trouble Rate, Line Sharing%		P						N/A			0.53%	172678		N/A			0.65%	174766		N/A			1.03%	176613	
SD	05--01	OP-3	Install Commit Met, UDIT DS1%		P			85.56%	90		N/A			77.33%	75		N/A			82.39%	142		N/A			83.08%	130	
SD	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P			13.32	102		N/A			16.23	73		N/A			14.21	151		N/A			12.75	129	
SD	05--01	OP-5	New Service Install Quality, UDIT DS1%		P			92.22%	90		N/A			98.26%	115		N/A			97.18%	142		N/A			96.33%	109	
SD	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P						N/A			99.13%	115		N/A			97.89%	142		N/A			97.25%	109	
SD	05--01	OP-6A	Delayed Days for Non-Facility Reasons, UDIT DS1, Avg Days		P			21.6	5		N/A			13.6	5		N/A			20.83	12		N/A			4.8	5	
SD	05--01	OP-6B	Delayed Days for Facility Reasons, UDIT DS1, Avg Days		P			8.55	11		N/A			16.08	13		N/A			9.25	16		N/A			12.59	17	
SD	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			78.83	6		N/A			39.09	11		N/A			27.24	17		N/A			23.05	21	
SD	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS			4			N/A			6			N/A			10			N/A			12		
SD	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P			94.55%	55		N/A			82.35%	51		N/A			87.50%	40		N/A			84.51%	71	
SD	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P			1:43	55		N/A			2:25	51		N/A			2:03	40		N/A			3:09	71	
SD	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P			20.00%	55		N/A			15.69%	51		N/A			22.50%	40		N/A			33.80%	71	
SD	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P						N/A			16.22%	37		N/A			23.53%	34		N/A			38.18%	55	
SD	05--01	MR-8	Trouble Rate, UDIT DS1%		P	0.00%	3	1.00%	5509	-0.17	Yes	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
SD	05--01	MR-8*	Trouble Rate, UDIT DS1%		P						N/A	0.00%	3	0.67%	5507	-0.14	N/A	0.00%	3	0.62%	5519	-0.14	N/A	0.00%	3	1.02%	5408	-0.18
SD	05--01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1%		NS			32.93%	82		N/A			35.44%	79		N/A			31.03%	58		N/A			27.55%	98	
SD	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P			50.00%	2		N/A						N/A			75.00%	4		N/A			100.00%	5	
SD	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P			15.33	3		N/A			13.2	5		N/A			21	4		N/A			19	6	
SD	05--02	OP-5	New Service Install Quality, UDIT Above DS1 Level%		P			100.00%	4		N/A			100.00%	5		N/A			100.00%	5		N/A	100.00%	1	100.00%	5	.
SD	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P						N/A			100.00%	5		N/A			100.00%	5		N/A	100.00%	1	100.00%	5	.
SD	05--02	OP-6A	Delayed Days for Non-Facility Reasons, UDIT Above DS1 Level, Avg Days		P			2	1		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						N/A			50	1		N/A					

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	04--06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified%		P	N/A			100.00%	8		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			7:38	8		N/A			11:23	7		N/A	0				
SD	04--06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			25.00%	8		N/A			42.86%	7		N/A	0				
SD	04--06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified%		P	N/A			33.33%	6		N/A			50.00%	4		N/A	0				
SD	04--06	MR-8	Trouble Rate, UBL - ADSL Qualified%		P	N/A			1.22%	656		N/A			1.04%	671		N/A	0				
SD	04--06	MR-8*	Trouble Rate, UBL - ADSL Qualified%		P	N/A			0.91%	656		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			42.86%	14		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			100.00%	2		N/A	0				
SD	04--07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P	N/A			15.67	3		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			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			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						N/A	0				
SD	04--07	OP-6B	Delayed Days for Facility Reasons, UBL - DS3 Capable, Avg Days		P	N/A						N/A						N/A	0				
SD	04--07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS	N/A			48.25	4		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			4			N/A			2			N/A	0				
SD	04--07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable%		P	N/A						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						N/A			0:53	4		N/A	0				
SD	04--07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A						N/A			0.00%	4		N/A	0				
SD	04--07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable%		P	N/A						N/A			0.00%	3		N/A	0				
SD	04--07	MR-8	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.00%	363		N/A			1.11%	359		N/A	0				
SD	04--07	MR-8*	Trouble Rate, UBL - DS3 Capable%		P	N/A			0.00%	363		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						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	230				N/A	0:02	108				N/A	0				
SD	04--08	OP-13A	Coord Cuts Completed on Time, UBL - Analog%		95.0%	Yes	100.00%	59				Yes	100.00%	35				Yes	0				
SD	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	N/A	100.00%	2				Yes	100.00%	1				Yes	0				
SD	04--08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog%		NS	N/A	0.00%	59				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%	2				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	100.00%	1				Yes	0				
SD	04--09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	N/A	5	1				Yes	4	1				Yes	0				
SD	04--10	OP-3	Install Commit Met, Line Sharing%	ND	95.0%	N/A			99.07%	2147		N/A			99.62%	2605		N/A	0				
SD	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%	N/A			89.86%	937		N/A			93.07%	1082		N/A	0				
SD	04--10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3	N/A			3.78	1785		N/A			3.58	1986		N/A	0				
SD	04--10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3	N/A			6.97	956		N/A			6.81	1111		N/A	0				
SD	04--10	OP-5	New Service Install Quality, Line Sharing%		P	N/A			87.86%	3411		N/A			84.74%	3461		N/A	0				
SD	04--10	OP-5*	New Service Install Quality, Line Sharing%		P	N/A			89.21%	3411		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			5.27	15		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			5.56	27		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			4.67	6		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			8.61	72		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			95.58%	181		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			85.97%	1219		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			98.71%	387		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			93.69%	1601		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			7:06	387		N/A			6:34	606		N/A	0				
SD	04--10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P	N/A			17:48	1601		N/A			17:33	2351		N/A	0				
SD	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			50.00%	4		N/A			33.33%	6		N/A	0				
SD	04--10	MR-7	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			0.00%	4		N/A			100.00%	1		N/A	0				
SD	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	ND	NS	N/A			66.67%	3		N/A			33.33%	3		N/A	0				
SD	04--10	MR-7*	Repair Repeat Report Rate, Line Sharing%	D	NS	N/A			0.00%	3		N/A			100.00%	1		N/A	0				
SD	04--10	MR-8	Trouble Rate, Line Sharing%		P	N/A			1.13%	178521		N/A			1.66%	180741		N/A	0				
SD	04--10	MR-8*	Trouble Rate, Line Sharing%		P	N/A			0.96%	178521		N/A			1.39%	180741		N/A	0				
SD	05--01	OP-3	Install Commit Met, UDIT DS1%		P	N/A			87.84%	74		N/A			82.50%	120		N/A	0				
SD	05--01	OP-4	Install Interv, UDIT DS1, Avg Days		P	N/A			14.38	82		N/A			16.61	123		N/A	0				
SD	05--01	OP-5	New Service Install Quality, UDIT DS1%		P	N/A			94.39%	107		N/A			94.07%	118		N/A	0				
SD	05--01	OP-5*	New Service Install Quality, UDIT DS1%		P	N/A			96.26%	107		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			16	4		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			23.8	5		N/A			48	2		N/A	0				
SD	05--01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS	N/A			37.64	14		N/A			34.91	11		N/A	0				
SD	05--01	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT DS1		NS	N/A			9			N/A			7			N/A	0				
SD	05--01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1%		P	N/A			81.25%	48		N/A			91.67%	96		N/A	0				
SD	05--01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	N/A			2:46	48		N/A			2:04	96		N/A	0				
SD	05--01	MR-7	Repair Repeat Report Rate, UDIT DS1%		P	N/A			27.08%	48		N/A			25.00%	96		N/A	0				
SD	05--01	MR-7*	Repair Repeat Report Rate, UDIT DS1%		P	N/A			26.32%	38		N/A			25.35%	71		N/A	0				
SD	05--01	MR-8	Trouble Rate, UDIT DS1%		P	Yes	0.00%	3	0.89%	5375	-0.16	Yes	0.00%	3	1.78%	5379	-0.23	Yes	0				
SD	05--01	MR-8*	Trouble Rate, UDIT DS1%		P	N/A	0.00%	3	0.71%	5375	-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			31.43%	70		N/A			23.81%	126		N/A	0				
SD	05--02	OP-3	Install Commit Met, UDIT Above DS1 Level%		P	N/A	100.00%	2	100.00%	2	.	Yes			100.00%	2		N/A	0				
SD	05--02	OP-4	Install Interv, UDIT Above DS1 Level, Avg Days		P	N/A	8.5	2	15.67	3	-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%	1	100.00%	3	.	Yes			100.00%	3		N/A	0				
SD	05--02	OP-5*	New Service Install Quality, UDIT Above DS1 Level%		P	Yes	100.00%	1	100.00%	3	.	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						N/A	0				
SD	05--02	OP-6B	Delayed Days for Facility Reasons, UDIT Above DS1 Level, Avg Days		P	N/A						N/A						N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		95.0%	
SD	04--08	OP-13A	Coord Cuts Completed on Time, UBL Other%		95.0%	
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	95.0%	
SD	04--10	OP-3	Install Commit Met, Line Sharing%	D	95.0%	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS			2.5	2		N/A			100	2		N/A			93.67	3		N/A			73.67	3	
SD	05--02	OP-15B	Pending Orders Delayed for Facilities Reasons, UDIT Above DS1 Level		NS			1			N/A			1			N/A			2			N/A			2		
SD	05--02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT Above DS1 Level%		P			100.00%	1		N/A						N/A						N/A			100.00%	1	
SD	05--02	MR-6	Mean Time to Restore, UDIT Above DS1 Level, Hrs:Min		P			0:16	1		N/A						N/A						N/A			0:06	1	
SD	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P			0.00%	1		N/A						N/A						N/A			0.00%	1	
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%	5	0.27%	372	-0.12	Yes	0.00%	4	0.00%	372	.	Yes	0.00%	4	0.00%	369	.	Yes	0.00%	4	0.27%	365	-0.1
SD	05--02	MR-8*	Trouble Rate, UDIT Above DS1 Level%		P						N/A	0.00%	4	0.00%	372	.	Yes	0.00%	4	0.00%	369	.	Yes	0.00%	4	0.00%	365	.
SD	05--02	MR-10	Customer and Non-Qwest Related Troubles, UDIT Above DS1 Level%		NS			0.00%	1		N/A			100.00%	4		N/A						N/A			66.67%	3	
SD	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	0:11	11718				N/A	0:50	17842				N/A	0:35	15842				N/A	1:43	22271			
SD	07--01	OP-3	Install Commit Met, E911%		P			100.00%	1		N/A			100.00%	2		N/A						N/A					
SD	07--01	OP-4	Install Interv, E911, Avg Days		P			25	2		N/A			9	2		N/A			44	2		N/A					
SD	07--01	OP-5	New Service Install Quality, E911%		P			100.00%	2		N/A			100.00%	2		N/A			100.00%	1		N/A					
SD	07--01	OP-5*	New Service Install Quality, E911%		P						N/A			100.00%	2		N/A			100.00%	1		N/A					
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%	274	.	Yes	0.00%	34	0.00%	268	.	Yes	0.00%	34	0.00%	262	.	Yes	0.00%	34	0.00%	257	.
SD	07--01	MR-8*	Trouble Rate, E911%		P						N/A	0.00%	34	0.00%	268	.	Yes	0.00%	34	0.00%	262	.	Yes	0.00%	34	0.00%	257	.
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			7.69	1		N/A			8.24	1		N/A			8.51	1		N/A			8.01	1	
SD	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD			9.03	1		N/A			8.25	1		N/A			8.2	1		N/A			8.46	1	
SD	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.34	15322				N/A	0.1	53953				N/A	0.05	94976				N/A	0.12	31205			
SD	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	95.64%	14644				N/A	97.45%	53702				N/A	98.85%	94792				N/A	96.89%	30725			
SD	09--01	NP-1A	NXX Code Activation, All%		P						N/A						N/A	100.00%	4				N/A					
SD	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS						N/A						N/A	0.00%	4				N/A					
SD	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.42	5330612				N/A	1.47	5291102				N/A	1.46	5985077				N/A	1.75	6792700			
SD	11--01	OP-8B	LNP Timeliness, LNP%		95.0%	100.00%	220				Yes	100.00%	450				Yes	100.00%	85				Yes	100.00%	110			
SD	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	99.79%	959				Yes	99.94%	1809				Yes	99.92%	1211				Yes	99.90%	986			
SD	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	99.92%	1280				Yes	100.00%	2298				Yes	100.00%	1327				Yes	100.00%	1100			
SD	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	100.00%	1280				N/A	100.00%	2298				N/A	100.00%	1327				N/A	100.00%	1100			
SD	11--01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP%		P	100.00%	1	48.81%	84	-1.02	N/A			75.40%	126		N/A			56.41%	117		N/A			57.82%	211	
SD	11--01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs Volumes 0-20, LNP, Days		1	1	1	1	219	.	Yes			1	241		N/A			1	272		N/A			1	430	
SD	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		0.95	100.00%	34571.834				Yes	100.00%	34915.086				Yes	100.00%	37521.18				Yes	100.00%	34950.404			
SD	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	100.00%	34571.834				Yes	100.00%	34915.086				Yes	100.00%	37521.18				Yes	100.00%	34950.404			
SD	14--01	OP-3	Install Commit Met, Residence%	ND	P	100.00%	1214	99.76%	1678	-1.3	Yes	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
SD	14--01	OP-3	Install Commit Met, Residence%	D	P	96.49%	228	94.01%	568	-1.33	Yes	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
SD	14--01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.91	703	3.39	1391	-8.89	Yes	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
SD	14--01	OP-4	Install Interv, Residence, Avg Days	D	P	3.74	229	4.78	573	-2.68	Yes	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
SD	14--01	OP-5	New Service Install Quality, Residence%		P	96.33%	1173	90.49%	2197	-5.51	Yes	95.28%	848	89.73%	2230	-4.53	Yes	96.63%	831	89.80%	2588	-5.66	Yes	94.65%	841	91.81%	2846	-2.64
SD	14--01	OP-5*	New Service Install Quality, Residence%		P						N/A	95.52%	848	90.54%	2230	-4.22	N/A	96.87%	831	90.19%	2588	-5.64	N/A	96.91%	841	91.08%	2846	-5.21
SD	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	ND	P			1.33	3		N/A	2	1	9.89	9	-0.32	Yes	2	1	22	6	-0.82	Yes	2.5	2	10.07	29	-1.27
SD	14--01	OP-6A	Delayed Days for Non-Facility Reasons, Residence, Avg Days	D	P	3.6	5	2.2	15	1.06	Yes	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
SD	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	ND	P			2	1		N/A			7	1		N/A			3	1		N/A			18.33	3	
SD	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	3.67	3	7.89	19	-0.68	Yes	9.75	4	5.14	28	1.17	Yes	1	1	6	33	-0.82	Yes	11	6	9.87	53	0.38
SD	14--01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	1.25	4	152	54	-1.99	N/A	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
SD	14--01	OP-15B	Pending Orders Delayed for Facilities Reasons, Residence		NS	2		39		-0.96	N/A	1		39		-2.51	N/A	3		50		1.22	N/A	0		55		-1.22
SD	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	ND	P	100.00%	6	97.30%	74	-0.39	Yes	100.00%	11	100.00%	105	.	Yes	100.00%	13	97.92%	96	-0.49	Yes	100.00%	18	98.88%	179	-0.43
SD	14--01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence%	D	P	98.44%	64	92.29%	584	-1.75	Yes	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
SD	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	ND	P	100.00%	34	100.00%	176	.	Yes	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
SD	14--01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence%	D	P	100.00%	77	96.40%	750	-1.61	Yes	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
SD	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	3:04	34	5:33	176	-1.76	Yes	6:54	23	4:09	197	1.33	Yes	3:03	38	4:47	230	-1.28	Yes	2:43	44	5:56	367	-2.42
SD	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	12:36	77	14:57	750	-1.42	Yes	14:53	63	13:25	760	0.92	Yes	13:56	53	14:45	930	-0.42	Yes	10:46	101	14:55	1478	-2.86
SD	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	8.82%	34	6.74%	178	0.45	Yes	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
SD	14--01	MR-7	Repair Repeat Report Rate, Residence%	D	P	6.41%	78	10.43%	767	-1.11	Yes	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
SD	14--01	MR-7*	Repair Repeat Report Rate, Residence%	ND	P						N/A	16.67%	12	3.61%	83	1.55	N/A	4.76%	21	6.00%	100	-0.22	N/A	10.00%	30	11.05%	181	-0.17
SD	14--01	MR-7*	Repair Repeat Report Rate, Residence%	D	P						N/A	6.56%	61	8.56%	724	-0.54	N/A	11.54%	52	9.00%	911	0.64	N/A	10.68%	103	11.11%	1449	-0.13
SD	14--01	MR-8	Trouble Rate, Residence%		P	0.89%	12636	0.72%	131559	2.14	No	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
SD	14--01	MR-8*	Trouble Rate, Residence%		P						N/A	0.61%	11970	0.60%	133686	0.08	N/A	0.64%	11482	0.75%	135120	-1.34	N/A	1.24%	10703	1.19%	136703	0.46
SD	14--01	MR-9	Repair Appoint Met, Residence%	ND	P	100.00%	34	98.88%	178	-0.57	Yes	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
SD	14--01	MR-9	Repair Appoint Met, Residence%	D	P	98.72%	78	96.87%	767	-0.89	Yes	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
SD	14--01	MR-10	Customer and Non-Qwest Related Troubles, Residence%		NS	33.73%	169	34.28%	1438	-0.14	N/A	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
SD	14--02	OP-3	Install Commit Met, Business%	D	P	100.00%	1	94.42%	233	-0.24	Yes	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
SD	14--02	OP-3	Install Commit Met, Business%	ND	P	100.00%	27	100.00%	58	.	Yes	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
SD	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	2.5	10	3.16	32	-0.93	Yes	2.86	7	2.34	32	0.72	Yes	3	3	2.38	26	0.43	Yes	3	4	2.86	21	0.27
SD	14--02	OP-4	Install Interv, Business, Avg Days	D	P	3	1	5.84	237	-0.45	Yes	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
SD	14--02	OP-5	New Service Install Quality, Business%		P	90.91%	22	96.11%	283	1.06	Yes	100.00%	15	96.32%	272	-0.74	Yes	100.00%	16	95.50%	311	-0.85	Yes	100.00%	23	97.43%	311	-0.75
SD	14--02	OP-5*	New Service Install Quality, Business%		P						N/A	100.00%	15	96.32%	272	-0.74	N/A	100.00%	16	97.11%	311	-0.67	N/A	100.00%	23	97.11%	311	-0.8
SD	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	ND	P						N/A			1	1		N/A			1.67	3		N/A	2	1	1	1	.
SD	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P			2.75	8		N/A			1.8	10		N/A			3.69	13		N/A	2	1	2.6	5	-0.15
SD	14--02	OP-6B	Delayed Days for Facility Reasons, Business, Avg Days	D	P			8.14	7		N/A			6.25	4		N/A			6.38	8		N/A	20	1	5.47	15	1.88

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	05--02	OP-15A	Interv for Pending Orders Delayed, UDIT Above DS1 Level, Avg Days		NS	N/A			48.25	4		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			4			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						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						N/A			0:53	4		N/A	0				
SD	05--02	MR-7	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A						N/A			0.00%	4		N/A	0				
SD	05--02	MR-7*	Repair Repeat Report Rate, UDIT Above DS1 Level%		P	N/A						N/A			0.00%	3		N/A	0				
SD	05--02	MR-8	Trouble Rate, UDIT Above DS1 Level%		P	Yes	0.00%	4	0.00%	363	.	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%	4	0.00%	363	.	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						N/A			33.33%	6		N/A	0				
SD	07--01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	N/A	0:23	18479				N/A	0:28	24408				N/A	0				
SD	07--01	OP-3	Install Commit Met, E911%		P	N/A						N/A						N/A	0				
SD	07--01	OP-4	Install Interv, E911, Avg Days		P	N/A						N/A						N/A	0				
SD	07--01	OP-5	New Service Install Quality, E911%		P	N/A			100.00%	1		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			100.00%	1		N/A	0				
SD	07--01	MR-5	All Troubles Cleared w/in 4 Hrs, E911%		P	N/A						N/A						N/A	0				
SD	07--01	MR-6	Mean Time to Restore, E911, Hrs:Min		P	N/A						N/A						N/A	0				
SD	07--01	MR-7	Repair Repeat Report Rate, E911%		P	N/A						N/A						N/A	0				
SD	07--01	MR-7*	Repair Repeat Report Rate, E911%		P	N/A						N/A						N/A	0				
SD	07--01	MR-8	Trouble Rate, E911%		P	Yes	0.00%	34	0.00%	258	.	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	0.00%	34	0.00%	258	.	Yes	0				
SD	07--01	MR-10	Customer and Non-Qwest Related Troubles, E911%		NS	N/A						N/A						N/A	0				
SD	07--02	DA-1	Speed of Answer - Directory Assistance, , Avg Sec		PBD	N/A			8.33	1		N/A			8.78	.		N/A	0				
SD	07--02	OS-1	Speed of Answer - Operator Services, , Avg Sec		PBD	N/A			8.91	1		N/A			8.51	.		N/A	0				
SD	08--01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	N/A	0.13	25442				N/A	0.09	29262				N/A	0				
SD	08--01	DB-2C-1	Accurate Database Updates, Directory Listing%		PBD	N/A	96.13%	22373				N/A	96.22%	27376				N/A	0				
SD	09--01	NP-1A	NXX Code Activation, All%		P	N/A						N/A						N/A	0				
SD	09--01	NP-1B	NXX Code Activation - Facility Delays, All%		NS	N/A						N/A						N/A	0				
SD	10--01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	N/A	1.27	6131698				N/A	1.26	7637235				N/A	0				
SD	11--01	OP-8B	LNP Timeliness, LNP%		95.0%	Yes	99.13%	230				Yes	100.00%	107				Yes	0				
SD	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	Yes	99.68%	1239				Yes	99.90%	2099				Yes	0				
SD	11--01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP%		98.25%	Yes	100.00%	1480				Yes	100.00%	2245				Yes	0				
SD	11--01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP%		NS	N/A	100.00%	1480				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			44.75%	181		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	387		N/A			1	606		N/A	0				
SD	13--01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation%		0.95	Yes	100.00%	36420.579				Yes	100.00%	35165.406				Yes	0				
SD	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	Yes	100.00%	36420.579				Yes	100.00%	35165.406				Yes	0				
SD	14--01	OP-3	Install Commit Met, Residence%	ND	P	Yes	100.00%	526	99.05%	2097	-2.01	Yes	99.81%	520	99.69%	2546	-0.45	Yes	0				
SD	14--01	OP-3	Install Commit Met, Residence%	D	P	Yes	98.23%	283	89.11%	716	-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	Yes	3.01	211	3.79	1756	-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	Yes	5.59	285	7.02	733	-3.51	Yes	5.06	223	6.32	772	-3.17	Yes	0				
SD	14--01	OP-5	New Service Install Quality, Residence%		P	Yes	95.50%	777	87.48%	3075	-6.03	Yes	93.48%	736	84.21%	3034	-6.18	Yes	0				
SD	14--01	OP-5*	New Service Install Quality, Residence%		P	N/A	96.91%	777	88.68%	3075	-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	Yes			5.27	15		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	Yes	6	4	4.7	20	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			4.67	6		N/A			1.5	2		N/A	0				
SD	14--01	OP-6B	Delayed Days for Facility Reasons, Residence, Avg Days	D	P	Yes	2	1	8.98	61	-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	N/A	11.71	7	52.35	147	-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	N/A	4		58		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	Yes	100.00%	11	95.12%	164	-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	Yes	80.30%	66	86.13%	1103	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	Yes	96.67%	30	98.52%	338	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	Yes	93.24%	74	93.47%	1454	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	Yes	5:50	30	7:21	338	-0.7	Yes	3:54	46	6:37	515	-2.22	Yes	0				
SD	14--01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	Yes	18:38	74	17:54	1454	0.35	Yes	15:12	99	17:41	2061	-1.28	Yes	0				
SD	14--01	MR-7	Repair Repeat Report Rate, Residence%	ND	P	Yes	16.67%	30	13.31%	338	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	Yes	8.00%	75	12.12%	1477	-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	N/A	16.67%	12	13.51%	148	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	N/A	8.96%	67	11.74%	1406	-0.69	N/A	7.37%	95	14.58%	2003	-1.95	N/A	0				
SD	14--01	MR-8	Trouble Rate, Residence%		P	Yes	1.03%	10183	1.31%	138156	-2.42	Yes	1.52%	9747	1.88%	139626	-2.51	Yes	1	66721	1.04%	1.15%	-0.12%
SD	14--01	MR-8*	Trouble Rate, Residence%		P	N/A	0.78%	10183	1.12%	138156	-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	Yes	100.00%	30	99.41%	338	-0.4	Yes	100.00%	46	99.22%	515	-0.57	Yes	0				
SD	14--01	MR-9	Repair Appoint Met, Residence%	D	P	Yes	94.67%	75	93.43%	1477	-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	N/A	36.75%	166	29.92%	2590	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	No	81.82%	11	92.31%	221	1.11	Yes	75.00%	12	92.38%	328	1.81	No	2	44	84.09%	92.96%	-8.87%
SD	14--02	OP-3	Install Commit Met, Business%	ND	P	Yes	100.00%	17	100.00%	50	.	Yes	100.00%	18	96.61%	59	-0.7	Yes	0				
SD	14--02	OP-4	Install Interv, Business, Avg Days	ND	P	Yes	2.82	11	2.72	29	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	Yes	8.36	11	6.81	223	0.81	Yes	5.13	15	7.95	339	-1.08	Yes	0				
SD	14--02	OP-5	New Service Install Quality, Business%		P	Yes	74.19%	31	91.37%	336	2.65	No	80.77%	26	88.52%	427	1.14	Yes	1	133	88.72%	93.76%	-5.04%
SD	14--02	OP-5*	New Service Install Quality, Business%		P	N/A	77.42%	31	94.05%	336	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						N/A			2.5	2		N/A	0				
SD	14--02	OP-6A	Delayed Days for Non-Facility Reasons, Business, Avg Days	D	P	Yes			8	7		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	No	4.5	2	6.55	11	-0.61	Yes	3.5	2	9.38	16	-1.49	Yes	1	5	7.20	7.17	0.03

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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%		95.0%	
SD	11--01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%		95.0%	
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%		0.95	
SD	13--01	BI-4B	Billing Completeness, Reciprocal Compensation%		0.95	
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			202.39	49		N/A			160.25	59		N/A			162.78	54		N/A			148	62	
SD	14--02	OP-15B	Pending Orders Delayed for Facilities Reasons, Business		NS			9			N/A			14			N/A			12			N/A			11		
SD	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	ND	P	100.00%	1	100.00%	10	.	Yes			100.00%	21		N/A	100.00%	1	95.24%	21	-0.22	Yes	100.00%	1	100.00%	32	.
SD	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P			87.91%	91		N/A			98.65%	74		N/A	100.00%	3	89.58%	96	-0.58	Yes	83.33%	6	92.91%	141	0.76
SD	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	ND	P	100.00%	4	100.00%	43	.	Yes	100.00%	2	100.00%	44	.	Yes	100.00%	3	100.00%	42	.	Yes	100.00%	12	100.00%	63	.
SD	14--02	MR-4	All Troubles Cleared w/in 48 Hrs, Business%	D	P			96.23%	106		N/A			97.00%	100		N/A	100.00%	6	95.12%	123	-0.54	Yes	100.00%	10	98.77%	163	-0.34
SD	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	1:12	4	2:35	43	-0.55	Yes	1:51	2	3:47	44	-0.41	Yes	1:06	3	7:08	42	-1.05	Yes	3:46	12	3:11	63	0.46
SD	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P			12:50	106		N/A			12:09	100		N/A	10:48	6	15:01	123	-0.64	Yes	10:57	10	12:08	163	-0.31
SD	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	0.00%	4	9.30%	43	-0.61	Yes	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
SD	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P			12.26%	106		N/A			10.89%	101		N/A	16.67%	6	12.70%	126	0.29	Yes	9.09%	11	10.37%	164	-0.13
SD	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P						N/A			6.90%	29		N/A			10.71%	28		N/A	20.00%	5	2.56%	39	1.24
SD	14--02	MR-7*	Repair Repeat Report Rate, Business%	D	P						N/A			10.34%	87		N/A	0.00%	5	10.48%	105	-0.75	N/A	10.00%	10	10.14%	148	-0.01
SD	14--02	MR-8	Trouble Rate, Business%		P	0.25%	1593	0.39%	38527	-0.85	Yes	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
SD	14--02	MR-8*	Trouble Rate, Business%		P						N/A	0.00%	1581	0.30%	38992	-2.13	N/A	0.27%	1825	0.34%	39646	-0.44	N/A	0.66%	2279	0.47%	39910	1.29
SD	14--02	MR-9	Repair Appoint Met, Business%	ND	P	100.00%	4	100.00%	43	.	Yes	100.00%	2	100.00%	44	.	Yes	100.00%	3	97.62%	42	-0.26	Yes	100.00%	12	98.41%	63	-0.4
SD	14--02	MR-9	Repair Appoint Met, Business%	D	P			94.34%	106		N/A			97.03%	101		N/A	100.00%	6	94.44%	126	-0.58	Yes	100.00%	11	93.90%	164	-0.82
SD	14--02	MR-10	Customer and Non-Qwest Related Troubles, Business%		NS	55.56%	9	33.18%	223	1.32	N/A	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
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			86.21%	29		N/A			93.75%	48		N/A			96.67%	30		N/A			98.15%	54	
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			13.48	29		N/A			7.76	49		N/A			8.53	30		N/A			12.02	54	
SD	14--03	OP-5	New Service Install Quality, Centrex%		P			100.00%	39		N/A			100.00%	40		N/A			100.00%	42		N/A			100.00%	53	
SD	14--03	OP-5*	New Service Install Quality, Centrex%		P						N/A			100.00%	40		N/A			100.00%	42		N/A			100.00%	53	
SD	14--03	OP-6A	Delayed Days for Non-Facility Reasons, Centrex, Avg Days	D	P			1	1		N/A			8.33	3		N/A						N/A					
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			5	3		N/A						N/A			1	1		N/A			11	1	
SD	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS						N/A						N/A			21	1		N/A			3	1	
SD	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS						N/A						N/A			0			N/A			0		
SD	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P			100.00%	2		N/A	100.00%	1	100.00%	5	.	Yes			100.00%	2		N/A			100.00%	7	
SD	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	D	P			90.91%	22		N/A			92.86%	14		N/A			100.00%	11		N/A			100.00%	18	
SD	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	ND	P			100.00%	2		N/A	100.00%	1	100.00%	7	.	Yes			100.00%	5		N/A			100.00%	8	
SD	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P			95.83%	24		N/A			93.75%	16		N/A			100.00%	11		N/A			100.00%	19	
SD	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			0:52	2		N/A	0:07	1	1:52	7	-1.02	Yes			3:13	5		N/A			7:02	8	
SD	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			13:14	24		N/A			12:06	16		N/A			14:28	11		N/A			7:00	19	
SD	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P			0.00%	2		N/A	0.00%	1	0.00%	7	.	Yes			20.00%	5		N/A			12.50%	8	
SD	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P			8.33%	24		N/A			0.00%	18		N/A			0.00%	11		N/A			25.00%	20	
SD	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	ND	P						N/A	0.00%	1	0.00%	3	.	Yes						N/A			0.00%	6	
SD	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P						N/A			0.00%	16		N/A			0.00%	11		N/A			27.78%	18	
SD	14--03	MR-8	Trouble Rate, Centrex%		P	0.00%	2	0.16%	16530	-0.06	Yes	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
SD	14--03	MR-8*	Trouble Rate, Centrex%		P						N/A	0.65%	153	0.12%	16463	1.34	N/A	0.00%	158	0.07%	16441	-0.32	N/A	0.00%	159	0.15%	16448	-0.48
SD	14--03	MR-9	Repair Appoint Met, Centrex%	ND	P			100.00%	2		N/A	100.00%	1	100.00%	7	.	Yes			80.00%	5		N/A			100.00%	8	
SD	14--03	MR-9	Repair Appoint Met, Centrex%	D	P			95.83%	24		N/A			94.44%	18		N/A			90.91%	11		N/A			90.00%	20	
SD	14--03	MR-10	Customer and Non-Qwest Related Troubles, Centrex%		NS			33.33%	39		N/A	0.00%	1	10.71%	28	-0.34	N/A			51.52%	33		N/A			31.71%	41	
SD	14--04	OP-3	Install Commit Met, Centrex 21%	ND	P	100.00%	6	100.00%	12	.	Yes	100.00%	4	100.00%	8	.	Yes	100.00%	7	100.00%	5	.	Yes	100.00%	6	100.00%	8	.
SD	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	100.00%	2	81.25%	16	-0.64	Yes	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
SD	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	2.75	4	3.44	9	-0.93	Yes	1.5	2	3.75	4	-2.71	Yes			2.33	3		N/A	7	1	3	4	1.16
SD	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	1.5	2	8	16	-1.48	Yes	6	1	4.25	12	0.82	Yes	6	1	7.55	11	-0.19	Yes	2	1	7.13	16	-0.61
SD	14--04	OP-5	New Service Install Quality, Centrex 21%		P	71.43%	7	100.00%	24	2.06	No	100.00%	7	100.00%	18	.	Yes	100.00%	8	85.00%	20	-1	Yes	100.00%	6	95.45%	22	-0.47
SD	14--04	OP-5*	New Service Install Quality, Centrex 21%		P						N/A	100.00%	7	100.00%	18	.	Yes	100.00%	8	95.00%	20	-0.55	N/A	100.00%	6	95.45%	22	-0.47
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			6	1		N/A						N/A			8	1		N/A			2	2	
SD	14--04	OP-6B	Delayed Days for Facility Reasons, Centrex 21, Avg Days	D	P			2	2		N/A			3	1		N/A						N/A			3.5	2	
SD	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			99	7		N/A			76.11	9		N/A			77.57	7		N/A			75.83	6	
SD	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS			0			N/A			0			N/A			0			N/A			1		
SD	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	ND	P	100.00%	1	100.00%	3	.	Yes			100.00%	5		N/A			100.00%	4		N/A	100.00%	3	100.00%	8	.
SD	14--04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21%	D	P	100.00%	1	100.00%	9	.	Yes	100.00%	2	100.00%	7	.	Yes	100.00%	1	81.25%	16	-0.47	Yes	100.00%	6	100.00%	22	.
SD	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	ND	P	100.00%	3	100.00%	3	.	Yes			100.00%	10		N/A	100.00%	1	100.00%	9	.	Yes	100.00%	7	100.00%	18	.
SD	14--04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21%	D	P	100.00%	1	100.00%	11	.	Yes	100.00%	2	100.00%	7	.	Yes	100.00%	1	100.00%	18	.	Yes	100.00%	6	96.30%	27	-0.43
SD	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P	5:29	3	1:01	3	0.25	Yes			3:29	10		N/A	0:01	1	5:59	9	-0.65	Yes	0:35	7	3:43	18	-1.46
SD	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	1:41	1	7:52	11	-0.87	Yes	4:31	2	6:34	7	-0.46	Yes	3:18	1	11:48	18	-0.85	Yes	10:47	6	11:46	27	-0.17
SD	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	0.00%	3	0.00%	3	.	Yes			0.00%	10		N/A	0.00%	1	0.00%	9	.	Yes	28.57%	7	22.22%	18	0.28
SD	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	D	P	0.00%	1	0.00%	11	.	Yes	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
SD	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	ND	P						N/A			0.00%	5		N/A			0.00%	2		N/A	50.00%	4	33.33%	9	0.44
SD	14--04	MR-7*	Repair Repeat Report Rate, Centrex 21%	D	P						N/A	0.00%	2	16.67%	6	-0.55	N/A	0.00%	1	11.76%	17	-0.35	N/A	0.00%	6	20.00%	20	-1.07
SD	14--04	MR-8	Trouble Rate, Centrex 21%		P	0.51%	787	0.27%	5222	1.21	Yes	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
SD	14--04	MR-8*	Trouble Rate, Centrex 21%		P						N/A	0.24%	819	0.21%	5236	0.2	N/A	0.11%	904	0.36%	5274	-1.16	N/A	0.99%	1010	0.56%	5209	1.69
SD	14--04	MR-9	Repair Appoint Met, Centrex 21%	ND	P	100.00%	3	100.00%	3	.	Yes			100.00%	10		N/A	100.00%	1	100.00%	9	.	Yes	100.00%	7	100.00%	18	.
SD	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	100.00%	1	100.00%	11	.	Yes	100.00%	2	100.00%	7	.	Yes	100.00%	1	100.00%	18	.	Yes	83.33%	6	96.30%	27	0.91
SD	14--04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21%		NS	20.00%	5	33.33%	21	-0.57	N/A	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
SD	14--05	OP-3	Install Commit Met, PBX%	ND	P	100.00%	3				N/A	100.00%	1				N/A	100.00%	1				N/A	100.00%	6			
SD	14--05	OP-3	Install Commit Met, PBX%	D	P			100.00%	2		N/A	100.00%	1				N/A			100.00%	4		N/A					
SD	14--05	OP-3	Install Commit Met, PBX%		P	100.00%	1	60.00%	5	-0.75	Yes						N/A	100.00%	1	33.33%	3	-1.22	Yes	66.67%	3	100.00%	1	0.17

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	14--02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS	N/A	9	1	129.37	65	-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	N/A	1		13		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	100.00%	1	100.00%	17	.	Yes	0.00%	1	100.00%	47	2.42	No	1	5	80.00%	99.32%	-19.32%
SD	14--02	MR-3	Out of Service Cleared w/in 24 Hrs, Business%	D	P	Yes	100.00%	14	84.48%	116	-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%	5	100.00%	49	.	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	Yes	93.75%	16	95.92%	147	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	Yes	4:43	5	5:18	49	-0.18	Yes	6:44	7	6:16	91	0.29	Yes	0				
SD	14--02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	Yes	18:04	16	16:50	147	0.35	Yes	9:11	18	16:32	290	-1.77	Yes	0				
SD	14--02	MR-7	Repair Repeat Report Rate, Business%	ND	P	No	0.00%	5	8.16%	49	-0.64	Yes	0.00%	7	17.58%	91	-1.18	Yes	1	33	18.18%	10.84%	7.34%
SD	14--02	MR-7	Repair Repeat Report Rate, Business%	D	P	Yes	16.67%	18	14.09%	149	0.32	Yes	27.78%	18	8.78%	296	2.25	No	1	53	18.87%	11.04%	7.83%
SD	14--02	MR-7*	Repair Repeat Report Rate, Business%	ND	P	N/A	0.00%	2	5.00%	20	-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	N/A	17.65%	17	14.18%	134	0.4	N/A	27.78%	18	8.58%	268	2.27	N/A	0				
SD	14--02	MR-8	Trouble Rate, Business%		P	No	0.87%	2646	0.49%	40365	2.7	No	0.91%	2740	0.94%	41115	-0.15	Yes	2	12664	0.68%	0.53%	0.15%
SD	14--02	MR-8*	Trouble Rate, Business%		P	N/A	0.72%	2646	0.38%	40365	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	Yes	100.00%	5	97.96%	49	-0.31	Yes	100.00%	7	95.60%	91	-0.55	Yes	0				
SD	14--02	MR-9	Repair Appoint Met, Business%	D	P	Yes	88.89%	18	89.93%	149	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	N/A	23.33%	30	33.33%	297	-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						N/A	0				
SD	14--03	OP-3	Install Commit Met, Centrex%	D	P	N/A			93.88%	49		N/A			96.49%	57		N/A	0				
SD	14--03	OP-4	Install Interv, Centrex, Avg Days	ND	P	N/A						N/A						N/A	0				
SD	14--03	OP-4	Install Interv, Centrex, Avg Days	D	P	N/A			12	50		N/A			5.57	60		N/A	0				
SD	14--03	OP-5	New Service Install Quality, Centrex%		P	N/A			96.43%	56		N/A			98.25%	57		N/A	0				
SD	14--03	OP-5*	New Service Install Quality, Centrex%		P	N/A			96.43%	56		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			1	1		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						N/A	0				
SD	14--03	OP-6B	Delayed Days for Facility Reasons, Centrex, Avg Days	D	P	N/A			6	2		N/A			11	1		N/A	0				
SD	14--03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS	N/A						N/A			33	6		N/A	0				
SD	14--03	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex		NS	N/A						N/A			3			N/A	0				
SD	14--03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex%	ND	P	N/A	100.00%	1	66.67%	3	-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	N/A	100.00%	1	80.00%	15	-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	N/A	100.00%	3	100.00%	6	.	Yes			100.00%	9		N/A	0				
SD	14--03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex%	D	P	N/A	100.00%	2	90.00%	20	-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	N/A	2:27	3	10:17	6	-0.8	Yes			2:23	9		N/A	0				
SD	14--03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P	N/A	0:55	2	18:35	20	0.59	Yes	6:26	1	2:34	24	-0.62	Yes	0				
SD	14--03	MR-7	Repair Repeat Report Rate, Centrex%	ND	P	N/A	0.00%	3	0.00%	6	.	Yes			0.00%	9		N/A	0				
SD	14--03	MR-7	Repair Repeat Report Rate, Centrex%	D	P	N/A	50.00%	2	8.33%	24	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	N/A	0.00%	2	0.00%	4	.	Yes			0.00%	6		N/A	0				
SD	14--03	MR-7*	Repair Repeat Report Rate, Centrex%	D	P	N/A	50.00%	2	9.52%	21	1.16	N/A	0.00%	1	12.00%	25	-0.36	N/A	0				
SD	14--03	MR-8	Trouble Rate, Centrex%		P	Yes	2.86%	175	0.18%	16466	4.23	No	0.56%	178	0.21%	16515	0.88	Yes	1	825	0.85%	0.16%	0.69%
SD	14--03	MR-8*	Trouble Rate, Centrex%		P	N/A	2.29%	175	0.15%	16466	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	N/A	100.00%	3	100.00%	4	.	Yes			100.00%	9		N/A	0				
SD	14--03	MR-9	Repair Appoint Met, Centrex%	D	P	N/A	100.00%	2	91.67%	24	-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	N/A	16.67%	6	33.33%	45	-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%	4	100.00%	11	.	Yes	100.00%	2	100.00%	6	.	Yes	0				
SD	14--04	OP-3	Install Commit Met, Centrex 21%	D	P	Yes	100.00%	1	100.00%	7	.	Yes	100.00%	2	80.00%	10	-0.65	Yes	0				
SD	14--04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P	Yes	3	2	3.09	11	-0.13	Yes			1.5	2		N/A	0				
SD	14--04	OP-4	Install Interv, Centrex 21, Avg Days	D	P	Yes	11	1	6.75	8	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	Yes	80.00%	5	83.33%	18	0.11	Yes	90.00%	10	90.91%	22	0.04	Yes	1	43	90.70%	92.74%	-2.04%
SD	14--04	OP-5*	New Service Install Quality, Centrex 21%		P	N/A	80.00%	5	94.44%	18	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						N/A	0				
SD	14--04	OP-6A	Delayed Days for Non-Facility Reasons, Centrex 21, Avg Days	D	P	N/A			1	1		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						N/A			15	1		N/A	0				
SD	14--04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS	N/A			97.83	6		N/A			83	7		N/A	0				
SD	14--04	OP-15B	Pending Orders Delayed for Facilities Reasons, Centrex 21		NS	N/A			1			N/A			0			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%	2	.	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	Yes	50.00%	2	83.33%	6	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%	3	100.00%	9	.	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%	3	100.00%	11	.	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	Yes	1:50	3	7:32	9	-1.22	Yes	3:26	6	6:06	11	-0.65	Yes	0				
SD	14--04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P	Yes	11:05	3	15:21	11	-0.66	Yes	17:10	10	18:19	21	-0.19	Yes	0				
SD	14--04	MR-7	Repair Repeat Report Rate, Centrex 21%	ND	P	Yes	0.00%	3	22.22%	9	-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	Yes	33.33%	3	0.00%	13	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	N/A	0.00%	2	33.33%	3	-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	N/A	33.33%	3	0.00%	6	0.98	N/A	11.11%	9	12.50%	16	-0.1	N/A	0				
SD	14--04	MR-8	Trouble Rate, Centrex 21%		P	Yes	0.54%	1119	0.42%	5265	0.56	Yes	1.40%	1142	0.60%	5339	3.19	No	1	5781	0.74%	0.50%	0.25%
SD	14--04	MR-8*	Trouble Rate, Centrex 21%		P	N/A	0.45%	1119	0.17%	5265	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%	3	100.00%	9	.	Yes	100.00%	6	100.00%	11	.	Yes	0				
SD	14--04	MR-9	Repair Appoint Met, Centrex 21%	D	P	Yes	100.00%	3	76.92%	13	-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	N/A	33.33%	9	47.62%	42	-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						N/A			100.00%	2		N/A	0				
SD	14--05	OP-3	Install Commit Met, PBX%	D	P	N/A			100.00%	1		N/A						N/A	0				
SD	14--05	OP-3	Install Commit Met, PBX%		P	Yes			0.00%	1		N/A			80.00%	5		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	5	3				N/A	7	1				N/A	8	1				N/A	3.4	5			
SD	14--05	OP-4	Install Interv, PBX, Avg Days	D	P			5	2		N/A	4	1				N/A			3	4		N/A					
SD	14--05	OP-4	Install Interv, PBX, Avg Days		P	6	1	10.67	6	-1.5	Yes			21.67	3		N/A	7	1	28.25	4	-0.72	Yes	6.67	3	4	2	1.27
SD	14--05	OP-5	New Service Install Quality, PBX%		P	100.00%	3	100.00%	6	.	Yes	100.00%	2	100.00%	6	.	Yes	100.00%	6	100.00%	7	.	Yes	100.00%	5	100.00%	4	.
SD	14--05	OP-5*	New Service Install Quality, PBX%		P						N/A	100.00%	2	100.00%	6	.	Yes	100.00%	6	100.00%	7	.	Yes	100.00%	5	100.00%	4	.
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			4.5	2		N/A			34	1		N/A			40	2		N/A	2	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			374	2		N/A			223.4	5		N/A			346.67	3		N/A			268.5	4	
SD	14--05	OP-15B	Pending Orders Delayed for Facilities Reasons, PBX		NS			0			N/A			0			N/A			0			N/A			0		
SD	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P			100.00%	4		N/A			100.00%	2		N/A			100.00%	3		N/A	100.00%	1	100.00%	6	.
SD	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	100.00%	1	100.00%	1	.	Yes			75.00%	4		N/A	100.00%	1	100.00%	3	.	Yes	100.00%	1	100.00%	4	.
SD	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	ND	P	100.00%	1	100.00%	6	.	Yes			100.00%	3		N/A			100.00%	4		N/A	100.00%	1	100.00%	6	.
SD	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	100.00%	2	100.00%	1	.	Yes			100.00%	4		N/A	100.00%	1	100.00%	3	.	Yes	100.00%	1	100.00%	4	.
SD	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P	2:07	1	0:43	6	1.27	Yes			2:05	3		N/A			4:52	4		N/A	1:22	1	4:07	6	-0.32
SD	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	23:28	2	22:06	1	.	N/A			20:42	4		N/A	2:22	1	12:06	3	-0.87	Yes	21:09	1	7:08	4	1.15
SD	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	0.00%	1	33.33%	6	-0.65	Yes			0.00%	3		N/A			0.00%	4		N/A	0.00%	1	0.00%	6	.
SD	14--05	MR-7	Repair Repeat Report Rate, PBX%	D	P	0.00%	2	0.00%	1	.	Yes			0.00%	4		N/A	0.00%	1	0.00%	3	.	Yes	0.00%	1	0.00%	4	.
SD	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P						N/A			0.00%	2		N/A						N/A			0.00%	2	
SD	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P						N/A			0.00%	2		N/A	0.00%	1	0.00%	2	.	Yes			0.00%	4	
SD	14--05	MR-8	Trouble Rate, PBX%		P	0.21%	1446	0.09%	8075	1.44	Yes	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
SD	14--05	MR-8*	Trouble Rate, PBX%		P						N/A	0.00%	1475	0.05%	8025	-0.79	N/A	0.07%	1495	0.02%	8066	0.95	N/A	0.00%	1490	0.07%	8010	-0.97
SD	14--05	MR-9	Repair Appoint Met, PBX%	ND	P	100.00%	1	100.00%	1	.	Yes			100.00%	1		N/A			100.00%	1		N/A			100.00%	1	
SD	14--05	MR-9	Repair Appoint Met, PBX%	D	P	100.00%	2	100.00%	1	.	Yes			100.00%	4		N/A	100.00%	1	100.00%	3	.	Yes	100.00%	1	100.00%	2	.
SD	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	25.00%	4	58.82%	17	-1.24	N/A			41.67%	12		N/A	50.00%	2	41.67%	12	0.07	N/A	0.00%	2	16.67%	12	-0.59
SD	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	ND	P	100.00%	1				N/A						N/A	100.00%	1				N/A					
SD	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P			100.00%	1		N/A						N/A						N/A			50.00%	2	
SD	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P			92.31%	13		N/A			76.92%	13		N/A			100.00%	18		N/A			83.33%	12	
SD	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	3	1				N/A						N/A	2	1				N/A					
SD	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P			4	1		N/A						N/A						N/A			3.5	2	
SD	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			10	6		N/A			9.67	12		N/A			8.63	16		N/A			10.55	11	
SD	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	100.00%	1	92.86%	14	-0.27	Yes	100.00%	1	93.75%	16	-0.25	Yes	100.00%	1	100.00%	16	.	Yes	100.00%	1	100.00%	13	.
SD	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P						N/A	100.00%	1	93.75%	16	-0.25	N/A	100.00%	1	100.00%	16	.	Yes	100.00%	1	100.00%	13	.
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						N/A			2	1	
SD	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P			9	1		N/A						N/A						N/A					
SD	14--06	OP-6B	Delayed Days for Facility Reasons, Basic Rate ISDN, Avg Days		P						N/A			1.33	3		N/A						N/A			16	2	
SD	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			286.82	11		N/A			292.8	10		N/A			271.8	10		N/A			251.8	10	
SD	14--06	OP-15B	Pending Orders Delayed for Facilities Reasons, Basic Rate ISDN		NS			5			N/A			4			N/A			4			N/A			4		
SD	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P			100.00%	8		N/A			100.00%	5		N/A			100.00%	2		N/A			100.00%	15	
SD	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	D	P			100.00%	2		N/A						N/A			100.00%	2		N/A			100.00%	5	
SD	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	ND	P			100.00%	8		N/A			100.00%	5		N/A			100.00%	2		N/A			100.00%	15	
SD	14--06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN%	D	P			100.00%	2		N/A						N/A			100.00%	2		N/A			100.00%	5	
SD	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			3:31	8		N/A			2:41	5		N/A			0:31	2		N/A			1:03	15	
SD	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			1:48	2		N/A						N/A			11:00	2		N/A			1:03	5	
SD	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P			0.00%	8		N/A			40.00%	5		N/A			50.00%	2		N/A			20.00%	15	
SD	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	D	P			50.00%	2		N/A						N/A			50.00%	2		N/A			40.00%	5	
SD	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P						N/A			50.00%	4		N/A			100.00%	1		N/A			25.00%	8	
SD	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P						N/A						N/A			50.00%	2		N/A			40.00%	5	
SD	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	0.00%	90	0.54%	1863	-0.68	Yes	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
SD	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P						N/A	0.00%	91	0.21%	1868	-0.43	N/A	0.00%	91	0.16%	1879	-0.37	N/A	0.00%	88	0.70%	1868	-0.77
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	100.00%	1	54.55%	22	0.56	N/A			58.33%	12		N/A			75.00%	16		N/A			28.57%	28	
SD	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P			100.00%	111		N/A			100.00%	96		N/A			100.00%	78		N/A			99.16%	119	
SD	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P			85.71%	7		N/A			0.00%	1		N/A			100.00%	7		N/A			87.50%	8	
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			4.81	84		N/A			4.93	60		N/A			4.82	61		N/A			4.8	96	
SD	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			6.43	7		N/A			8	2		N/A			5.57	7		N/A			6.25	8	
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%	108		N/A			100.00%	92		N/A			100.00%	106		N/A			100.00%	138	
SD	14--07	OP-5*	New Service Install Quality, Qwest DSL%		P						N/A			100.00%	92		N/A			100.00%	106		N/A			100.00%	138	
SD	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	ND	P						N/A						N/A						N/A			2	1	
SD	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days	D	P			1	1		N/A			4	1		N/A						N/A			5	1	
SD	14--07	OP-6A	Delayed Days for Non-Facility Reasons, Qwest DSL, Avg Days		P						N/A						N/A						N/A					
SD	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P			85.71%	14		N/A			100.00%	5		N/A			75.00%	4		N/A			85.71%	7	
SD	14--07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL%		P			85.71%	14		N/A			100.00%	5		N/A			75.00%	4		N/A			100.00%	7	
SD	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			16:36	14		N/A			6:10	5		N/A			18:33	4		N/A			4:43	7	
SD	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P			21.43%	14		N/A			0.00%	5		N/A			50.00%	4		N/A			42.86%	7	
SD	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P						N/A			0.00%	3		N/A			66.67%	3		N/A			66.67%	3	
SD	14--07	MR-8	Trouble Rate, Qwest DSL%		P	0.00%	2	2.64%	531	-0.23	Yes	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
SD	14--07	MR-8*	Trouble Rate, Qwest DSL%		P						N/A	0.00%	2	0.55%	549	-0.1	N/A	0.00%	2	0.50%	596	-0.1	N/A	0.00%	2	0.48%	626	-0.1
SD	14--07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL%		NS			44.00%	25		N/A			68.75%	16		N/A			60.00%	10		N/A			56.25%	16	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	14--05	OP-4	Install Interv, PBX, Avg Days	ND	P	N/A						N/A			3	2		N/A	0				
SD	14--05	OP-4	Install Interv, PBX, Avg Days	D	P	N/A			2	1		N/A						N/A	0				
SD	14--05	OP-4	Install Interv, PBX, Avg Days		P	Yes			21	1		N/A			10.67	6		N/A	0				
SD	14--05	OP-5	New Service Install Quality, PBX%		P	Yes			100.00%	5		N/A	0.00%	1	92.31%	13	1.55	Yes	0				
SD	14--05	OP-5*	New Service Install Quality, PBX%		P	Yes			100.00%	5		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						N/A	0				
SD	14--05	OP-6A	Delayed Days for Non-Facility Reasons, PBX, Avg Days		P	N/A			9	1		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						N/A	0				
SD	14--05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS	N/A	0	1	245.5	4	-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	0		0		.	N/A			0			N/A	0				
SD	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	ND	P	Yes	100.00%	1	100.00%	6	.	Yes			100.00%	5		N/A	0				
SD	14--05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX%	D	P	Yes	100.00%	1				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%	8	.	Yes	100.00%	1	100.00%	5	.	Yes	0				
SD	14--05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX%	D	P	Yes	100.00%	1	0.00%	1	.	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	Yes	3:05	1	1:38	8	0.7	Yes	0:09	1	1:25	5	-0.63	Yes	0				
SD	14--05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P	Yes	5:13	1	22:19	1	.	N/A	15:02	6	0:37	10	-0.66	Yes	0				
SD	14--05	MR-7	Repair Repeat Report Rate, PBX%	ND	P	Yes	0.00%	1	12.50%	8	-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%	1	0.00%	1	.	Yes	0.00%	6	0.00%	10	.	Yes	0				
SD	14--05	MR-7*	Repair Repeat Report Rate, PBX%	ND	P	N/A	0.00%	1	25.00%	4	-0.52	N/A	0.00%	1	0.00%	3	.	Yes	0				
SD	14--05	MR-7*	Repair Repeat Report Rate, PBX%	D	P	N/A	0.00%	1	0.00%	1	.	Yes	0.00%	6	0.00%	9	.	Yes	0				
SD	14--05	MR-8	Trouble Rate, PBX%		P	Yes	0.14%	1482	0.11%	8348	0.29	Yes	0.48%	1461	0.18%	8413	2.52	No	1	8849	0.17%	0.11%	0.06%
SD	14--05	MR-8*	Trouble Rate, PBX%		P	N/A	0.14%	1482	0.06%	8348	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%	3		N/A	100.00%	1	100.00%	1	.	Yes	0				
SD	14--05	MR-9	Repair Appoint Met, PBX%	D	P	Yes	100.00%	1	100.00%	1	.	Yes	100.00%	6	77.78%	9	-1.01	Yes	0				
SD	14--05	MR-10	Customer and Non-Qwest Related Troubles, PBX%		NS	N/A	60.00%	5	43.75%	16	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	N/A	100.00%	1	100.00%	1	.	Yes			100.00%	1		N/A	0				
SD	14--06	OP-3	Install Commit Met, Basic Rate ISDN%	D	P	N/A						N/A						N/A	0				
SD	14--06	OP-3	Install Commit Met, Basic Rate ISDN%		P	N/A			90.00%	10		N/A			100.00%	7		N/A	0				
SD	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P	N/A	2	1	0	1	.	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						N/A	0				
SD	14--06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P	N/A			12.7	10		N/A			6.14	7		N/A	0				
SD	14--06	OP-5	New Service Install Quality, Basic Rate ISDN%		P	Yes	100.00%	1	70.00%	10	-0.62	Yes			77.78%	9		N/A	0				
SD	14--06	OP-5*	New Service Install Quality, Basic Rate ISDN%		P	Yes	100.00%	1	80.00%	10	-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						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						N/A	0				
SD	14--06	OP-6A	Delayed Days for Non-Facility Reasons, Basic Rate ISDN, Avg Days		P	N/A			37	1		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						N/A	0				
SD	14--06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS	N/A			208	11		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			5			N/A			4			N/A	0				
SD	14--06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN%	ND	P	N/A	100.00%	1	100.00%	9	.	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			100.00%	4		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	N/A	100.00%	1	100.00%	9	.	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%	4		N/A			100.00%	6		N/A	0				
SD	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P	N/A	0:34	1	2:27	9	-0.78	Yes			2:20	10		N/A	0				
SD	14--06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P	N/A			2:51	4		N/A			9:10	6		N/A	0				
SD	14--06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A	0.00%	1	11.11%	9	-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			50.00%	4		N/A			0.00%	6		N/A	0				
SD	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	ND	P	N/A			20.00%	5		N/A			40.00%	5		N/A	0				
SD	14--06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN%	D	P	N/A			50.00%	4		N/A			0.00%	5		N/A	0				
SD	14--06	MR-8	Trouble Rate, Basic Rate ISDN%		P	Yes	1.28%	78	0.69%	1872	0.59	Yes	0.00%	79	0.85%	1879	-0.81	Yes	0				
SD	14--06	MR-8*	Trouble Rate, Basic Rate ISDN%		P	N/A	0.00%	78	0.48%	1872	-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						N/A	0				
SD	14--06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN%		NS	N/A	0.00%	1	38.10%	21	-0.77	N/A			11.11%	18		N/A	0				
SD	14--07	OP-3	Install Commit Met, Qwest DSL%	ND	P	N/A			99.30%	142		N/A			96.40%	139		N/A	0				
SD	14--07	OP-3	Install Commit Met, Qwest DSL%	D	P	N/A			100.00%	6		N/A			75.00%	4		N/A	0				
SD	14--07	OP-3	Install Commit Met, Qwest DSL%		P	N/A						N/A			0.00%	1		N/A	0				
SD	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P	N/A			4.88	110		N/A			4.86	106		N/A	0				
SD	14--07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P	N/A			5.5	6		N/A			7.8	5		N/A	0				
SD	14--07	OP-4	Install Interv, Qwest DSL, Avg Days		P	N/A						N/A			4	1		N/A	0				
SD	14--07	OP-5	New Service Install Quality, Qwest DSL%		P	N/A			100.00%	147		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%	147		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						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						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						N/A			1	1		N/A	0				
SD	14--07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL%		P	N/A			87.50%	8		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			100.00%	8		N/A			85.71%	7		N/A	0				
SD	14--07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P	N/A			7:38	8		N/A			11:23	7		N/A	0				
SD	14--07	MR-7	Repair Repeat Report Rate, Qwest DSL%		P	N/A			25.00%	8		N/A			42.86%	7		N/A	0				
SD	14--07	MR-7*	Repair Repeat Report Rate, Qwest DSL%		P	N/A			33.33%	6		N/A			50.00%	4		N/A	0				
SD	14--07	MR-8	Trouble Rate, Qwest DSL%		P	Yes	0.00%	2	1.22%	656	-0.16	Yes	0.00%	2	1.04%	671	-0.14	Yes	0				
SD	14--07	MR-8*	Trouble Rate, Qwest DSL%		P	N/A	0.00%	2	0.91%	656	-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			42.86%	14		N/A			70.83%	24		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ND	B/NS/P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P			100.00%	1		N/A			100.00%	3		N/A			100.00%	3		N/A					
SD	14--08	OP-3	Install Commit Met, ISDN Primary%		P			95.35%	43		N/A			87.80%	41		N/A			87.88%	66		N/A			100.00%	3	
SD	14--08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			3	1		N/A			3	3		N/A			3	3		N/A					
SD	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P			11.63	46		N/A			10.3	43		N/A			11.68	69		N/A			10	4	
SD	14--08	OP-5	New Service Install Quality, ISDN Primary%		P			100.00%	47		N/A			100.00%	59		N/A			100.00%	38		N/A			100.00%	12	
SD	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P						N/A			100.00%	59		N/A			100.00%	38		N/A			100.00%	12	
SD	14--08	OP-6A	Delayed Days for Non-Facility Reasons, ISDN Primary, Avg Days		P			13.75	4		N/A			8.43	7		N/A			18.38	8		N/A					
SD	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P			17	1		N/A						N/A			17	1		N/A					
SD	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS						N/A			12.5	2		N/A						N/A					
SD	14--08	OP-15B	Pending Orders Delayed for Facilities Reasons, ISDN Primary		NS						N/A			0			N/A						N/A					
SD	14--08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary%		P			100.00%	4		N/A						N/A			100.00%	2		N/A					
SD	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P			0:48	4		N/A						N/A			1:42	2		N/A					
SD	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P			0.00%	4		N/A						N/A			0.00%	2		N/A					
SD	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P						N/A						N/A			0.00%	1		N/A					
SD	14--08	MR-8	Trouble Rate, ISDN Primary%		P	0.00%	157	0.03%	14638	-0.21	Yes	0.00%	157	0.00%	14136	.	Yes	0.00%	157	0.01%	14260	-0.15	Yes	0.00%	157	0.00%	13518	.
SD	14--08	MR-8*	Trouble Rate, ISDN Primary%		P						N/A	0.00%	157	0.00%	14136	.	Yes	0.00%	157	0.01%	14260	-0.1	N/A	0.00%	157	0.00%	13518	.
SD	14--08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary%		NS			42.86%	7		N/A			100.00%	1		N/A			33.33%	3		N/A					
SD	14--09	OP-3	Install Commit Met, DS0%	ND	P	100.00%	2				N/A	100.00%	4				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		N/A	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
SD	14--09	OP-4	Install Interv, DS0, Avg Days	ND	P	5	2				N/A	3	4				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			4.5	2		N/A	7.67	3	8.08	12	-0.15	Yes	6.5	2	10.25	4	-0.51	Yes	4.67	3	14	1	.
SD	14--09	OP-5	New Service Install Quality, DS0%		P	100.00%	5	100.00%	25	.	Yes	100.00%	5	96.15%	26	-0.41	Yes	100.00%	3	100.00%	3	.	Yes	100.00%	2	100.00%	3	.
SD	14--09	OP-5*	New Service Install Quality, DS0%		P						N/A	100.00%	5	96.15%	26	-0.41	N/A	100.00%	3	100.00%	3	.	Yes	100.00%	2	100.00%	3	.
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						N/A			8	1		N/A			10	2		N/A			20	1	
SD	14--09	OP-6B	Delayed Days for Facility Reasons, DS0, Avg Days		P						N/A						N/A						N/A					
SD	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS			257	5		N/A			235	5		N/A			272	4		N/A			252	4	
SD	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS			0			N/A			0			N/A			0			N/A			0		
SD	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	100.00%	1	88.24%	34	-0.36	Yes	71.43%	7	90.70%	43	1.25	Yes			89.47%	38		N/A	100.00%	2	75.86%	58	-0.78
SD	14--09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P	3:56	1	1:50	34	1.11	Yes	2:56	7	1:40	43	1.55	Yes			1:52	38		N/A	1:57	2	3:05	58	-0.36
SD	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	0.00%	1	5.88%	34	-0.25	Yes	28.57%	7	18.60%	43	0.57	Yes			15.79%	38		N/A	0.00%	2	18.97%	58	-0.67
SD	14--09	MR-7*	Repair Repeat Report Rate, DS0%		P						N/A	33.33%	6	16.67%	30	0.84	N/A			22.22%	27		N/A	0.00%	1	20.00%	40	-0.49
SD	14--09	MR-8	Trouble Rate, DS0%		P	0.53%	187	0.33%	10461	0.53	Yes	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
SD	14--09	MR-8*	Trouble Rate, DS0%		P						N/A	3.19%	188	0.29%	10481	4.19	N/A	0.00%	184	0.26%	10431	-0.69	N/A	0.52%	192	0.39%	10294	0.36
SD	14--09	MR-10	Customer and Non-Qwest Related Troubles, DS0%		NS	0.00%	1	37.04%	54	-0.76	N/A	12.50%	8	38.57%	70	-1.44	N/A			40.63%	64		N/A	0.00%	2	29.27%	82	-0.9
SD	14--10	OP-3	Install Commit Met, DS1%		P			85.56%	90		N/A			77.33%	75		N/A			82.39%	142		N/A			83.08%	130	
SD	14--10	OP-4	Install Interv, DS1, Avg Days		P			13.32	102		N/A			16.23	73		N/A			14.21	151		N/A			12.75	129	
SD	14--10	OP-5	New Service Install Quality, DS1%		P			92.22%	90		N/A			98.26%	115		N/A			97.18%	142		N/A			96.33%	109	
SD	14--10	OP-5*	New Service Install Quality, DS1%		P						N/A			99.13%	115		N/A			97.89%	142		N/A			97.25%	109	
SD	14--10	OP-6A	Delayed Days for Non-Facility Reasons, DS1, Avg Days		P			21.6	5		N/A			13.6	5		N/A			20.83	12		N/A			4.8	5	
SD	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P			8.55	11		N/A			16.08	13		N/A			9.25	16		N/A			12.59	17	
SD	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			78.83	6		N/A			39.09	11		N/A			27.24	17		N/A			23.05	21	
SD	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS			4			N/A			6			N/A			10			N/A			12		
SD	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	100.00%	3	94.55%	55	-0.41	Yes			82.35%	51		N/A			87.50%	40		N/A			84.51%	71	
SD	14--10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	0:52	3	1:43	55	-0.9	Yes			2:25	51		N/A			2:03	40		N/A			3:09	71	
SD	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	0.00%	3	20.00%	55	-0.84	Yes			15.69%	51		N/A			22.50%	40		N/A			33.80%	71	
SD	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P						N/A			16.22%	37		N/A			23.53%	34		N/A			38.18%	55	
SD	14--10	MR-8	Trouble Rate, DS1%		P	7.69%	39	1.00%	5509	2.69	No	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
SD	14--10	MR-8*	Trouble Rate, DS1%		P						N/A	0.00%	39	0.67%	5507	-0.51	N/A	0.00%	41	0.62%	5519	-0.5	N/A	0.00%	42	1.02%	5408	-0.65
SD	14--10	MR-10	Customer and Non-Qwest Related Troubles, DS1%		NS	25.00%	4	32.93%	82	-0.33	N/A			35.44%	79		N/A			31.03%	58		N/A			27.55%	98	
SD	14--11	OP-3	Install Commit Met, DS3%		P			50.00%	2		N/A						N/A			75.00%	4		N/A			100.00%	5	
SD	14--11	OP-4	Install Interv, DS3, Avg Days		P			15.33	3		N/A			13.2	5		N/A			21	4		N/A			19	6	
SD	14--11	OP-5	New Service Install Quality, DS3%		P			100.00%	4		N/A			100.00%	5		N/A			100.00%	5		N/A			100.00%	5	
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%	5	
SD	14--11	OP-6A	Delayed Days for Non-Facility Reasons, DS3, Avg Days		P			2	1		N/A						N/A						N/A					
SD	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P						N/A						N/A			50	1		N/A					
SD	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			2.5	2		N/A			100	2		N/A			93.67	3		N/A			73.67	3	
SD	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS			1			N/A			1			N/A			2			N/A			2		
SD	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P			100.00%	1		N/A						N/A						N/A			100.00%	1	
SD	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			0:16	1		N/A						N/A						N/A			0:06	1	
SD	14--11	MR-7	Repair Repeat Report Rate, DS3%		P			0.00%	1		N/A						N/A						N/A			0.00%	1	
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			0.27%	372		N/A			0.00%	372		N/A			0.00%	369		N/A			0.27%	365	
SD	14--11	MR-8*	Trouble Rate, DS3%		P						N/A			0.00%	372		N/A			0.00%	369		N/A			0.00%	365	
SD	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS			0.00%	1		N/A			100.00%	4		N/A						N/A			66.67%	3	
SD	14--12	OP-3	Install Commit Met, Frame Relay%		P			85.71%	21		N/A			76.92%	13		N/A			93.33%	30		N/A			87.50%	16	
SD	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A						N/A						N/A			15.33	3	
SD	14--12	OP-5	New Service Install Quality, Frame Relay%		P			100.00%	17		N/A			95.45%	22		N/A			91.67%	24		N/A			97.06%	34	
SD	14--12	OP-5*	New Service Install Quality, Frame Relay%		P						N/A			95.45%	22		N/A			100.00%	24		N/A			100.00%	34	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

								SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	14--08	OP-3	Install Commit Met, ISDN Primary%	ND	P	N/A						N/A						N/A	0				
SD	14--08	OP-3	Install Commit Met, ISDN Primary%		P	N/A			89.47%	19		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						N/A	0				
SD	14--08	OP-4	Install Interv, ISDN Primary, Avg Days		P	N/A			12.89	19		N/A			9.71	7		N/A	0				
SD	14--08	OP-5	New Service Install Quality, ISDN Primary%		P	N/A			100.00%	14		N/A			100.00%	28		N/A	0				
SD	14--08	OP-5*	New Service Install Quality, ISDN Primary%		P	N/A			100.00%	14		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			3	2		N/A						N/A	0				
SD	14--08	OP-6B	Delayed Days for Facility Reasons, ISDN Primary, Avg Days		P	N/A						N/A						N/A	0				
SD	14--08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS	N/A						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			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			100.00%	1		N/A	0				
SD	14--08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	N/A	0:42	1				N/A			2:03	1		N/A	0				
SD	14--08	MR-7	Repair Repeat Report Rate, ISDN Primary%		P	N/A	0.00%	1				N/A			0.00%	1		N/A	0				
SD	14--08	MR-7*	Repair Repeat Report Rate, ISDN Primary%		P	N/A						N/A						N/A	0				
SD	14--08	MR-8	Trouble Rate, ISDN Primary%		P	Yes	0.64%	157	0.00%	13695	2.63	No	0.00%	157	0.01%	13766	-0.11	Yes	1	942	0.11%	0.01%	0.10%
SD	14--08	MR-8*	Trouble Rate, ISDN Primary%		P	Yes	0.00%	157	0.00%	13695	.	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	0.00%	1				N/A			66.67%	3		N/A	0				
SD	14--09	OP-3	Install Commit Met, DS0%	ND	P	N/A						N/A	100.00%	1				N/A	0				
SD	14--09	OP-3	Install Commit Met, DS0%	D	P	N/A						N/A						N/A	0				
SD	14--09	OP-3	Install Commit Met, DS0%		P	Yes	100.00%	1	25.00%	4	-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						N/A	6	1				N/A	0				
SD	14--09	OP-4	Install Interv, DS0, Avg Days	D	P	N/A						N/A						N/A	0				
SD	14--09	OP-4	Install Interv, DS0, Avg Days		P	N/A	7	1	15.25	4	-0.72	Yes	5	1	11.5	4	-0.53	Yes	0				
SD	14--09	OP-5	New Service Install Quality, DS0%		P	Yes	100.00%	3	0.00%	5	.	N/A	100.00%	2	0.00%	4	.	N/A	0				
SD	14--09	OP-5*	New Service Install Quality, DS0%		P	Yes	100.00%	3	60.00%	5	-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						N/A	0				
SD	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days	D	P	N/A						N/A						N/A	0				
SD	14--09	OP-6A	Delayed Days for Non-Facility Reasons, DS0, Avg Days		P	N/A			21	1		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			8.5	2		N/A						N/A	0				
SD	14--09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS	N/A			194.2	5		N/A			179	5		N/A	0				
SD	14--09	OP-15B	Pending Orders Delayed for Facilities Reasons, DS0		NS	N/A			0			N/A			0			N/A	0				
SD	14--09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0%		P	Yes			85.00%	60		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	Yes			2:57	60		N/A	1:50	2	2:43	146	-0.38	Yes	0				
SD	14--09	MR-7	Repair Repeat Report Rate, DS0%		P	Yes			31.67%	60		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			31.11%	45		N/A	0.00%	1	13.00%	100	-0.38	N/A	0				
SD	14--09	MR-8	Trouble Rate, DS0%		P	Yes	0.00%	196	0.59%	10135	-1.07	Yes	1.04%	193	1.43%	10200	-0.46	Yes	1	1140	1.05%	0.61%	0.44%
SD	14--09	MR-8*	Trouble Rate, DS0%		P	N/A	0.00%	196	0.44%	10135	-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			25.93%	81		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			87.84%	74		N/A			82.50%	120		N/A	0				
SD	14--10	OP-4	Install Interv, DS1, Avg Days		P	N/A			14.38	82		N/A			16.61	123		N/A	0				
SD	14--10	OP-5	New Service Install Quality, DS1%		P	N/A			94.39%	107		N/A			94.07%	118		N/A	0				
SD	14--10	OP-5*	New Service Install Quality, DS1%		P	N/A			96.26%	107		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			16	4		N/A			12.59	22		N/A	0				
SD	14--10	OP-6B	Delayed Days for Facility Reasons, DS1, Avg Days		P	N/A			23.8	5		N/A			48	2		N/A	0				
SD	14--10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS	N/A			37.64	14		N/A			34.91	11		N/A	0				
SD	14--10	OP-15B	Pending Orders Delayed for Facilities Reasons, DS1		NS	N/A			9			N/A			7			N/A	0				
SD	14--10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1%		P	N/A	100.00%	2	81.25%	48	-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	N/A	2:03	2	2:46	48	-0.39	Yes	0:37	1	2:04	96	-0.39	Yes	0				
SD	14--10	MR-7	Repair Repeat Report Rate, DS1%		P	N/A	50.00%	2	27.08%	48	0.56	Yes	0.00%	1	25.00%	96	-0.57	Yes	0				
SD	14--10	MR-7*	Repair Repeat Report Rate, DS1%		P	N/A	100.00%	1	26.32%	38	1.1	N/A	0.00%	1	25.35%	71	-0.58	N/A	0				
SD	14--10	MR-8	Trouble Rate, DS1%		P	Yes	4.65%	43	0.89%	5375	1.87	No	2.38%	42	1.78%	5379	0.36	Yes	2	246	2.44%	1.10%	1.34%
SD	14--10	MR-8*	Trouble Rate, DS1%		P	N/A	2.33%	43	0.71%	5375	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	N/A	0.00%	2	31.43%	70	-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			100.00%	2		N/A	0				
SD	14--11	OP-4	Install Interv, DS3, Avg Days		P	N/A			15.67	3		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			100.00%	3		N/A	0				
SD	14--11	OP-5*	New Service Install Quality, DS3%		P	N/A			100.00%	3		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						N/A	0				
SD	14--11	OP-6B	Delayed Days for Facility Reasons, DS3, Avg Days		P	N/A						N/A						N/A	0				
SD	14--11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS	N/A			48.25	4		N/A			42.33	3		N/A	0				
SD	14--11	OP-15B	Pending Orders Delayed for Facilities Reasons, DS3		NS	N/A			4			N/A			2			N/A	0				
SD	14--11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3%		P	N/A						N/A			100.00%	4		N/A	0				
SD	14--11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P	N/A						N/A			0:53	4		N/A	0				
SD	14--11	MR-7	Repair Repeat Report Rate, DS3%		P	N/A						N/A			0.00%	4		N/A	0				
SD	14--11	MR-7*	Repair Repeat Report Rate, DS3%		P	N/A						N/A			0.00%	3		N/A	0				
SD	14--11	MR-8	Trouble Rate, DS3%		P	N/A			0.00%	363		N/A			1.11%	359		N/A	0				
SD	14--11	MR-8*	Trouble Rate, DS3%		P	N/A			0.00%	363		N/A			0.84%	359		N/A	0				
SD	14--11	MR-10	Customer and Non-Qwest Related Troubles, DS3%		NS	N/A						N/A			33.33%	6		N/A	0				
SD	14--12	OP-3	Install Commit Met, Frame Relay%		P	N/A			88.00%	50		N/A			89.29%	56		N/A	0				
SD	14--12	OP-4	Install Interv, Frame Relay, Avg Days		P	N/A			9	1		N/A						N/A	0				
SD	14--12	OP-5	New Service Install Quality, Frame Relay%		P	N/A			98.11%	53		N/A			97.14%	70		N/A	0				
SD	14--12	OP-5*	New Service Install Quality, Frame Relay%		P	N/A			98.11%	53		N/A			97.14%	70		N/A	0				

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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	
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	

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

						JAN 2003						DEC 2002						NOV 2002						OCT 2002				
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score	Met Std	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod. Z Score
SD	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P			1	1		N/A			10	1		N/A			3	1		N/A					
SD	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P			16.5	2		N/A			7.5	2		N/A			50	1		N/A			21.5	2	
SD	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			72.6	5		N/A			62	6		N/A			137	2		N/A			69.25	4	
SD	14--12	OP-15B	Pending Orders Delayed for Facilities Reasons, Frame Relay		NS			1			N/A			4			N/A			1			N/A			2		
SD	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P			87.50%	8		N/A			100.00%	16		N/A			86.67%	30		N/A			82.76%	29	
SD	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			2:06	8		N/A			1:21	16		N/A			1:46	30		N/A			2:00	29	
SD	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P			25.00%	8		N/A			6.25%	16		N/A			16.67%	30		N/A			20.69%	29	
SD	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P						N/A			6.67%	15		N/A			9.09%	22		N/A			26.09%	23	
SD	14--12	MR-8	Trouble Rate, Frame Relay%		P			0.48%	1660		N/A			0.90%	1785		N/A			1.67%	1797		N/A			1.61%	1803	
SD	14--12	MR-8*	Trouble Rate, Frame Relay%		P						N/A			0.84%	1785		N/A			1.22%	1797		N/A			1.28%	1803	
SD	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS			38.46%	13		N/A			27.27%	22		N/A			18.92%	37		N/A			23.68%	38	
			NUMBER OF METRICS MET			**945**						**988**						**1,009**						**1,039**				
			NUMBER OF METRICS MISSED			**91**						**72**						**72**						**80**				
			PERCENT OF METRICS MET			**91.22%**						**93.21%**						**93.34%**						**92.85%**				
			6-MONTH PERCENT OF METRICS MET			**92.67%**																						

STATEWIDE AVERAGE PERFORMANCE SUMMARY

CO, NM, OR, SD

AUG 02-JAN 03

							SEP 2002						AUG 2002										
State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	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	Months Missed	6-month CLEC Vol.	6-month CLEC Avg.	6--month Qwest Avg.	Difference
SD	14--12	OP-6A	Delayed Days for Non-Facility Reasons, Frame Relay, Avg Days		P	N/A			12	4		N/A			8	6		N/A	0				
SD	14--12	OP-6B	Delayed Days for Facility Reasons, Frame Relay, Avg Days		P	N/A			15.5	2		N/A						N/A	0				
SD	14--12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS	N/A			45	5		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			4			N/A	0				
SD	14--12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay%		P	N/A			73.91%	23		N/A			84.38%	64		N/A	0				
SD	14--12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P	N/A			5:26	23		N/A			2:35	64		N/A	0				
SD	14--12	MR-7	Repair Repeat Report Rate, Frame Relay%		P	N/A			13.04%	23		N/A			23.44%	64		N/A	0				
SD	14--12	MR-7*	Repair Repeat Report Rate, Frame Relay%		P	N/A			9.52%	21		N/A			23.08%	39		N/A	0				
SD	14--12	MR-8	Trouble Rate, Frame Relay%		P	N/A			1.26%	1829		N/A			3.50%	1828		N/A	0				
SD	14--12	MR-8*	Trouble Rate, Frame Relay%		P	N/A			1.15%	1829		N/A			2.13%	1828		N/A	0				
SD	14--12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay%		NS	N/A			20.69%	29		N/A			17.95%	78		N/A	0				
			NUMBER OF METRICS MET						**1,005**						**1,015**								
			NUMBER OF METRICS MISSED						**89**						**86**								
			PERCENT OF METRICS MET						**91.86%**														
			6-MONTH PERCENT OF METRICS MET																				

STATEWIDE AVERAGE PERFORMANCE SUMMARY
CO, NM, OR, SD
AUG 02-JAN 03

State	Prod. ID	PID	Description	D/ ND	B/NS/ P/PBD	Comments
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			
			6-MONTH PERCENT OF METRICS MET			