

but will be available when needed during the line cut activities. We will also contact the entity identified in the Implementation Contact (IMPCON) field of the LSR.

- o We will perform qualifying tests for each line and request that you check it and provide acceptance or feedback to us. We will continue to work with you until you accept the circuit. Once you accept the circuit as complete, you cannot roll back to UNE-P.
- If you encounter any difficulties immediately after the conversion, contact the escalation group and open a ticket. For information regarding escalation, refer to the [Expedites & Escalations Overview](#)

Qwest Port out with UBL Main Number and TER's

After you have obtained the new business and received POA from the end-user, you will need to verify TN(s) are eligible to Port out with TER's then submit LSR's to Qwest using the standard order process for LSNP with the following additions.

The table below identifies the Qwest Port out with UBL Main Number and TER's, reuse facilities LSR specific requirements:

Service Request Field	Must Be Populated With
REQTYP	BB
ACT	V or Z
LNA	V
Ported Number	Must equal the main number of the TER's
Manual Indicator	Y
Remarks	Include in the remarks: <ul style="list-style-type: none"> • "TN associated to TER's, line items on LSNP page matching TER association" Example: TER 1 - Line 1 (typically the main number), TER 2 - Line 16, TER 3 - Line 17, etc.

Valid LSR ACT types are:

- C = Change
- D = Disconnect
- N = New Installation
- M = Inside move
- T = Outside Move
- V = Conversion as specified
- Z = Conversion as specified with no directory listing change is only applicable with Unbundled Local Loop with LNP

Valid REQTYP is AB unless the request involves LNP; then the REQTYP is BB.

Some of the more common information required on Unbundled Local Loop LSR request includes the following information:

- Valid Network Channel (NC) and Network Channel Interface (NCI) codes
- CFA
- Installation Option
- Desired Due Date
- Secondary Location Information
- Contact Information

Some services may require Qwest to condition facilities i.e., Load Coils and Bridged Tap removal, in order to provision the type of service you requested.

You can use the ADSL Loop Qualification Query or the RLD query to determine if conditioning is necessary to provide the service you intend to offer. Qwest will always attempt to assign facilities that do not require conditioning. However, there may be some situations where the only way to fulfill your request requires Qwest to condition the loop. No additional charge is assessed for this conditioning, however Qwest will not condition a loop without you requesting the conditioning. If you request conditioning and the conditioning degrades the voice services on the loop to the point where it is unacceptable to end-users, charges will be assessed to recondition the loop. Qwest will provide removal of load coils and excessive bridged taps on digital capable Unbundled Loops at no charge. Qwest will not require a contract amendment to change the rate for removal of load coils and excessive bridged taps of Unbundled Loops. Qwest reserves the right to revert to the contractual rate for this type of conditioning upon appropriate notice. If any regulatory body issues a ruling related to this change, or upon other applicable event, this change may be subject to the conditions described under Change in Law Provisions of the SGAT (Section 2.2) or the applicable interconnection agreement.)

To simplify the process, you have the option to request conditioning by entering a "Y" in the SCA field of the LSR. If this field carries the "Y", all Load Coils and excessive Bridged Tap will be removed, with the exceptions of stub cable. The pre-approval option provides the following benefit:

- If conditioning is required, the service request will flow through the provisioning process.
- If the pre-approval is not included on your service request and conditioning is required, Qwest will reject your LSR and you will need to submit a new service request.

Following are examples for ordering loop conditioning on a non-loaded loop e.g., 2 Wire or 4 Wire Non-Loaded Loop, ADSL Compatible Loop, ISDN BRI Capable Loop or xDSL-I Capable Loop:

- When your LSR is submitted with a "Y" in the SCA field, Qwest's first attempt will be to assign a facility free of Load Coils and Bridged Tap. If the only available facilities have Load Coils and Bridged Tap, Qwest will dispatch a technician to ensure that the circuit will meet the parameters specified in the service request. If loop conditioning is required, the standard 15 business day loop conditioning interval will apply.
- When your LSR is submitted with a "N" in the SCA field or if the SCA field is blank, you have not authorized the removal of Load Coils or Bridged Tap. Qwest will attempt to assign a facility free of Load Coils and excessive Bridged Tap.
 - If facilities are unavailable free of Load Coils and/or excessive Bridged Tap your service request will be rejected. Qwest will advise you that loop conditioning of the facility is required. You will need to resubmit an LSR with a 'Y' in the SCA field.
 - If such a facility can be found, it will be assigned and the request will be processed. In this situation, the facility assigned can have Bridged Tap on it that does not exceed the limits identified by the NC/NCI code specified in your LSR.
- If Load Coils and/or excessive Bridged Tap are not identified by Qwest as being present on the facility assigned, Qwest should be able to identify Load Coils and/or excessive Bridged Tap during Test and Turn-up. If the test doesn't indicate the presence of Load Coils and /or excessive Bridged Tap, and the loop is subsequently turned over with Load Coils and/or excessive Bridged Tap on it, Qwest will remove the Load Coils and/or excessive Bridged Tap within five business days of order completion. This process will not require you to submit a supplemental service request in the below scenarios:
 - You originally entered a "Y" in the SCA field of the LSR, Qwest will remove any Load Coils and/or excessive Bridged Tap.
 - You originally entered a "N" in the SCA field of the LSR or left the SCA field blank, Qwest will only remove the Load Coils and/or excessive Bridged Tap that impedes the service or is not indicated in the Qwest records. Bridged Tap that doesn't interfere with the services specified in the NC/NCI code combination will not be removed.

For additional information on jeopardy notifications refer to the [Provisioning and Installation Overview](#).

The pre-approval inclusion will not have any negative impacts on

your order. Qwest will still attempt to locate facilities that do not require loop conditioning.

Qwest will remove Load Coils and/or excessive Bridged Tap for 2-Wire and 4-Wire Non-Loaded Loops, ADSL Compatible Loops, ISDN BRI Capable Loops and xDSL-I Capable Loops. The interval required to perform loop conditioning is 15 business days. The standard intervals and critical dates are available in the [SIG](#).

The due date interval for Unbundled Local Loops depends on the type of loop that is being installed. If the requested installation interval specified is less than the standard interval, your request will be processed with the intervals found in the SIG. If you requested an installation interval that is greater than or equal to the standard interval, the requested installation interval will be assigned. The standard intervals and critical dates are available in the [SIG](#).

Product specific Unbundled Local Loop ordering information is available by clicking on the appropriate product hyperlink located in the [Product Description](#) section.



Provisioning and Installation

NC/NCI codes for provisioning are available in the [the Technical Publication, Interconnection - Unbundled Loop, 77384](#).

General provisioning and installation activities are described in the [Provisioning and Installation Overview](#).

FOC intervals are found in the [SIG](#).

If no facilities are available to meet the parameters required for your requested service, Qwest will look for an existing engineering job order that could fill your service request in the future. If an engineering job order is identified, Qwest will provide the Ready For Service (RFS) date. You will have the opportunity to wait for the service to be delivered or cancel your service request.

A jeopardy on a service order request results if a condition exists that threatens timely completion of the request. Jeopardy notifications are described in the [Provisioning and Installation Overview](#).

For order status information for Unbundled Local Loops above DS0 signal levels, refer to the Design Service Order Status (DSOS). This tool requires a [digital certificate](#). For additional information about DSOS, access the [Qwest Design Service Order Status Job Aid](#).

Specific Performance Testing is conducted to ensure that a circuit

meets the required parameters and objectives of the requested loop type. Performance tests are conducted based on the Unbundled Local Loop product being converted or installed. Product information is available on each product by selecting the product hyperlinks included in the [Product Description](#) section. Performance information is located in the [Technical, Interconnection - Unbundled Loop, 77384](#).

For Unbundled Local Loop, the migration activities will not exceed forty five (45) minutes. For more information on migrations and conversion, see the [Migrations and Conversions Procedural PCAT](#).

Qwest is responsible for notifying you of any activity associated with your account. This includes transfers of your end-users to other Local Exchange Carriers and order completion on requests you have submitted. Loss and Completion Reports are generated based on loss and gain account activity. Information regarding completion notification, including Loss and Completion Reports, is described in the [Provisioning and Installation Overview](#).

Spectrum Management is the administration of outside loop plant to assure spectral compatibility for services and technologies that use pairs in the same cable. In general, spectrum compatibility refers to the ability of loop technology to operate and reside in the same or adjacent binder groups without causing an unacceptable degradation of service from the end-user's perspective.

Spectrum Management process applies to digital loops, (e.g., xDSL Loops).

- 2-Wire or 4-Wire Non-Loaded Loop
- ADSL Compatible Loop
- DS1 Capable Loop
- ISDN BRI Capable Loop
- xDSL-I Capable Loop

The NC/NCI codes submitted on your LSR describe the type of technology, fitting within a Power Spectral Density (PSD) mask. These codes will provide Qwest with the technical parameters at which the newly deployed or changed technology will operate. Detailed information is available on each product by selecting the product hyperlinks included in the [Product Description](#) section. The NC/NCI codes are specified in the [Technical Publication, Interconnection - Unbundled Loop, 77384](#).

- Qwest will treat NC/NCI code information provided by you as proprietary information. This proprietary information will be used for Spectrum Management administration purposes only. The PSD mask on all loops, within a binder group, will be disclosed only if trouble or interference occurs on the end-

user's xDSL-I loop.

- If trouble or interference, found by either you or Qwest, is degrading the performance of other advanced services or traditional voice band services, the carrier experiencing the interference will notify the causing carrier. When notified of the problem, the causing carrier, given reasonable opportunity to correct the problem, shall promptly take action to bring its facilities/technology into compliance with industry standards.
- If a carrier's end-user experiences interference problems, Qwest will provide binder group information to you within 48 hours, after receiving a trouble resolution request. In the trouble isolation process, you will need to test the pairs in the binder group and identify the spectrum class causing the problem. Once isolated, Qwest will then provide you with names of the carriers and the spectrum classes in the affected binder group.
- If you are unable to isolate trouble to a specific pair within the binder group, Qwest, upon receipt of a trouble resolution request, will perform a main frame pair by pair analysis and provide results within five business days. Contact your Qwest Service Manager regarding your request.
- Qwest will not have the authority to unilaterally resolve any dispute over spectral interference among carriers.
- Qwest shall not disconnect carrier services to resolve a spectral interference dispute, except when voluntarily undertaken by the interfering carrier or Qwest is ordered to do so by a state commission or other authorized dispute resolution body.
- The Federal Communications Commission (FCC) has designated that within the Qwest network there are "known disturbers," such as T1 Transport, and Qwest will spectrum manage "disturber" technology as required by FCC rules.



Maintenance and Repair

General maintenance and repair activities are described in the [Maintenance and Repair Overview](#).

You retain the right to request reconciliation of trouble reports in order to minimize repeat reports. You can initiate the reconciliation process through your Qwest Service Manager.

Trouble isolation and testing is a joint process. You are responsible for testing and providing trouble isolation results prior to submitting a trouble report to Qwest. As part of this trouble isolation, testing from the far end of the loop (NID) is your responsibility (this includes assurance that the end-user Customer Provided Equipment (CPE) and inside wiring is free of trouble). If you elect not to perform trouble isolation testing, Qwest will offer you the option of performing CO based testing on your behalf. If you request the testing, Qwest will perform the optional testing for you and include the test results in the

trouble report. The test results will be provided to you either verbally or electronically. You will be billed for the optional testing.

If you do not provide test results when attempting to submit a trouble report and elect not to have Qwest perform the optional testing on your behalf, Qwest will not have enough information to open a valid ticket and therefore will not open a ticket. You will need to obtain testing information prior to Qwest accepting and issuing a valid trouble report.

The following examples of trouble reporting and charge assessment could result:

- You have performed trouble testing and provided the test results to Qwest. Qwest will assess the test results that you provided and dispatch a technician to conduct the repair work. If the trouble is found to be in the Qwest network, Qwest will repair and close the ticket with you, no charges will apply for the work activity. If the trouble was found to be in your network, Qwest will notify you and, if authorized by you, dispatch and repair. A Maintenance of Service charge will be assessed.
- You have not performed trouble testing on the end-user's circuit. Qwest will offer you the option of having Qwest conduct the testing on your behalf at a charge. If you choose to have Qwest conduct the testing, Qwest will conduct the test and assess the results. Qwest will contact you with results stating that the trouble is in your network or in the Qwest network. If the trouble is found to be in your network and you authorize a dispatch, a charge will apply for both the optional testing and for any Maintenance of Service charges resulting from Qwest trouble resolution activity. However, if the circuit is on Pair Gain you should advise Qwest that the circuit is on Pair Gain and Qwest will not assess optional testing charges. If the trouble is found to be in the Qwest network, Qwest will dispatch a technician to conduct the repair work and close the ticket with you. No Maintenance of Service charges will apply for repair of the trouble on Qwest's side of the network, however a charge will be assessed for the optional testing.
- You have not performed trouble testing on the end-user's circuit. Qwest will offer to test the circuit for you. If you decline this option, Qwest will not have enough testing information to warrant the issuance of a valid repair ticket. You will need to perform trouble testing on your end-user's circuit and call Qwest with the testing information.

When reporting a trouble report, you will need to provide test results, analysis of the testing and trouble isolation performed. The information must reasonably demonstrate that the trouble is not in your network.

At a minimum the information contained in a trouble report must define:

- Information reflecting the results of testing and isolation
- Test results
- Analysis of your fact-finding (Is the trouble isolated to the Qwest network?).
- *If the circuit is on Pair Gain*

Examples of acceptable test results:

- You report: "Line is testing hard short tip-ring."
- Circuit is on Pair Gain.
- You report: "End-user has no dial tone, tested at CLEC and Qwest Point of Interface (POI), have 15v of foreign battery on Qwest side."
- You report: "Open out, no voltage, tip to ground = 0."

Examples of unacceptable test results:

- You report: "No dial tone."
- You report: "Not Working."

Charges could also apply if, at your request, Qwest performs the optional additional testing which results in a dispatch of a Qwest technician and isolates the trouble within your network. In this instance the applicable charge will be assessed.

Your representative, who authorized Qwest to perform the optional testing, will be documented and upon billing inquiry, the representative's name and telephone number will be provided to you by Qwest.



Billing

Customer Records and Information Systems (CRIS) billing is described in [Billing Information - Customer Records and Information Systems \(CRIS\)](#).

Qwest is responsible for notifying you of any activity associated with your account. This includes transfers of your end-users to other Local Exchange Carriers and order completion on service requests you have submitted. Loss and Completion Reports are generated based on loss and gain account activity. Information regarding completion notification, including Loss and Completion Reports, is described in the [Provisioning and Installation Overview](#).



Training

Qwest 101 "Doing Business With Qwest"

- This introductory, instructor led, training course is designed to teach the CLEC and Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes submitting service requests, reports, and web resource access information. [Click here to learn more about this course and to register.](#)

Unbundled Loop

- This instructor-led process and systems training course is designed to introduce and teach the Unbundled Loop (UBL) products, instructing CLEC's on how to request service for Unbundled Loops. This course will provide an overview of the current UBL products, and address the Pre-Order, Order, Post-Order, Provisioning, Billing and CMER Maintenance and Repair. [Click here to learn more about this course and to register.](#)

Unbundled Network Element - Switching

- This is a self-directed, web-based training course that provides you with an overview of the Unbundled Network Element - Switching product and its features. [Click here to learn more about this course and register.](#)

Unbundled Loop Elements (ULE)

- This is a self-directed, web-based training course that provides you with an overview of the Unbundled Loop Elements (ULE) product and its features. [Click here to learn more about this course and register.](#)

Unbundled Dedicated Interoffice Transport (UDIT)

- This is a self-directed, web-based training course that provides you with an overview of the Unbundled Dedicated Interoffice Transport (UDIT) product and its features. [Click here to learn more about this course and for registration information.](#)

IMA Classic

- This introductory instructor-led training course provides the participant with an overview of Qwest's Interconnection Mediated Access (IMA) Graphical User Interface (GUI) to order wholesale products. This class provides a comprehensive look at IMA via software demonstrations used to familiarize

you with the IMA GUI system. [Click here to learn more about this course and register.](#)

IMA "Hands On"

- This introductory instructor-led training course teaches you how to use Qwest's IMA Graphical User Interface (GUI) to order wholesale products. You will experience interactive software demonstrations and participate in hands-on practice sessions to familiarize your self with the IMA GUI system. [Please click here to learn more about this course and to register](#)

Introduction to Service Requests & Billing for CLEC's

- This multimedia self-directed process and systems training course is designed to provide you with information to identify the required Access Service Request (ASR) and Local Service Request (LSR) forms, and how to complete the forms to request various services from Qwest. The training is based upon case study scenarios and provided three modes of learning:
 - Tutorial
 - Practice
 - On Line Support

[Click here to learn more about this course and to register.](#)

Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document

- The Qwest Facility-Based Competitive Local Exchange Carriers (CLECs) and Reseller/Unbundled Network CLECs Directory Listings User Document describes Qwest processes and business rules for working with you to establish and maintain directory listing information throughout Qwest's 14-state local service territory. You provide end-user directory listing information to Qwest to ensure that the end-user listings in Qwest's listing database are current and accurate. This makes your listings available to Qwest's Directory Assistance (DA) and for publication in published directories based on contractual agreements. Maintaining a comprehensive listing database, regardless of each end-user's Local Service Provider, ensures that end-users have access to complete DA Information and the option to appear in a published White Page Directory. [Please click here to learn more about this course and to register](#)

Interconnect Mediated Access (IMA) Directory Listing Training

- This course introduces the participant to the IMA functionality as well as the processes that need to be followed to establish,

change and/or delete directory listing information. The participant will review the resources available to assist with Directory Listing questions and processes. A significant amount of time will be spent reviewing Qwest listing business rules and how to complete an Ordering and Billing Forum (OBF) Directory Form via IMA. [Please click here to learn more about this course and to register.](#)

Private Line to Unbundled Loop Pricing Conversion - CLEC Job Aid

- The purpose of this job aid is to provide guidance in performing LSR Order Form entries for the Private Line to Unbundled Loop Price Conversion. [Click here to learn more about this course and to register.](#)

View additional Qwest courses by clicking on [Course Catalog](#).



Contacts

Qwest contact information is located in the [Wholesale Customer Contacts](#)



Frequently Asked Questions (FAQs)

This section is currently being compiled based on your feedback.



Last Update: December 15, 2003

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Qwest DSL™ is a trademark of Qwest Communication International, Inc.



EXHIBIT DP-4

QCCC Warranty Process

Definition

The customer of record will have 30 calendar days to call the implementor in the four Designed Services Centers when they experience problems with their circuit. The QCCC warranty process will expand from 48 hours to 30 calendar days and will include all products and installation options.

Goals

Our goal is to reduce the future number of 'I' reports that each center receives monthly and to also improve the service that we provide the customer of record.

An 'I' report is recorded when a new service is turned up and the customer of record reports a trouble ticket on the service within 30 calendar days.

In the QCCC the warranty work will be routed to the appropriate maintenance group.

Hours of Operation

Hours of operation in the four Designed Services Center and the QCCC will be Monday through Friday from 8am to 5pm

The QCC will be open 24 X 7 beginning June 10th.

Each Provisioning Department will have a 30-calendar days warranty on all installs.

Each DSC Provisioning CCT/ SR will provide to the customer of record their name and direct call back number The QCCC will provide the Warranty number, which will be answered in the new maintenance group. Staffed 24X 7

Information to be Given

Information to be given to Customer of Record on Completion

The following information will need to be given to the customer of record upon completion of the order:

Step	Action
1	Circuit I.D.
2	Type of service installed
3	Date of install
4	Location of DMARC
5	DMARC extension (if applicable)
6	Name and number of Center C/I to call if trouble happens when they install their equipment or if any other trouble happens within the next 30-calendar days.
7	DSC personnel will have to give hours of operation for provisioning C/I availability

Handling The Call

The following steps must be followed when the customer of record calls in with a trouble report

Step	Action
1	When QCCC maintenance C/I receives a call back on a recent install. The tester will verify with the customer of record the problem that they are reporting.
2	A trouble ticket must be created, AT, (Assist Test) in the RPTCAT field. See Report Categories Job Aid at: http://emedia.uswc.uswest.com/ned/Network_Services/designsrv/jobaids/01026/.CE_0-3443957/
3	Technician shall determine the nature of the call. If Dmarc info is requested by the customer of record, pass the information to them and close the ticket with INFO If a trouble ticket is already open on this circuit give the ticket number to the customer of record, access the ticket and give the most current status information.
4	If the customer of record is reporting that service is either down or they can't get service up then the following actions will be taken by QCCC maintenance C/I : Access the circuit reported Perform tests that ensure that the service is still ok. If tests indicate that a network problem exist and can be resolved without a dispatch, then QCCC maintenance C/I needs to resolve the issue. The C/I will need to retest the service and close the AT ticket with the appropriate analysis and disposition codes. A CR ticket will then need to be created. See Analysis Code/Trouble Code Cross Reference Job Aid at: http://emedia.uswc.uswest.com/ned/Network_Services/designsrv/jobaids/01019/.CE_0-3443913/
5	If a network problem exist and a dispatch is needed to resolve the problem then a QCCC maintenance C/I will need to close the AT ticket, and create new ticket with CR (Customer Report) in the RPTCAT field. Detailed notes of what transpired during the AT ticket are required. The QCCC C/I would follow through on entire transaction.
6	QCCC maintenance C/I will provide all test results performed. They will also note where the dispatch is needed to resolve network issue
7	If the QCCC maintenance C/I has a TOK on the circuit and the customer of record is requesting a dispatch to retest to the DMARC, the QCCC maintenance C/I will inform the customer of record that billing charges may apply. Again the AT ticket must be closed and CR ticket opened.
8	(This refers to future group only) On service that was turned up for billing, C02 Process from Customer Not Ready Process, and no cooperative testing has been performed. The maintenance C/I will follow the process and do conformance testing. <u>Per the process on starting of billing an AT ticket is to be opened and tracked.</u>
9	Disconnects in error should be handled in the following manner: QCCC maintenance C/I received call from customer of record QCCC maintenance C/I will call the SNR and request an order to reinstall service. Expedite process outlines criteria to determine if reconnect would qualify as expedite.

EXHIBIT DP-5



Performance Results

Regional September 2003 - August 2004

Qwest's Performance Assurance Plans (PAPs)

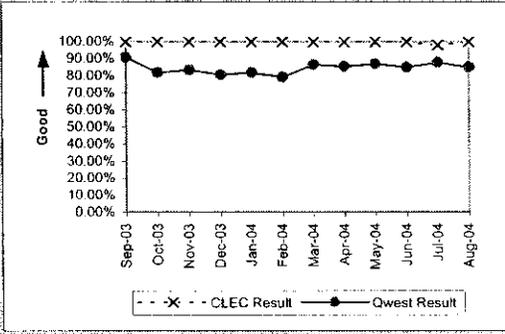
PAP specific statistical parameters are unique in some cases. For example, some PAPs apply a range of critical values dependent on the type of product and volume of orders. Accordingly, the critical z-values and resulting parity scores reflected in this report may differ from critical z-values and resulting parity values used to calculate PAP payments. For CLECs who have opted into a QPAP, the critical z-values and parity values applicable under the PAP will be applied and reflected in the CLEC payment summaries provided with any payments made.

The numerator and denominator of each performance result will be the same in both instances.

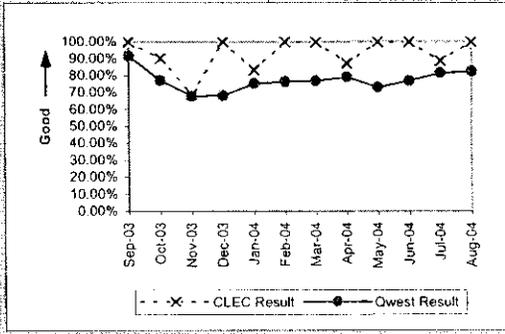
September 21, 2004

OP-3D - Installation Commitments Met (Percent) - Interval Zone One

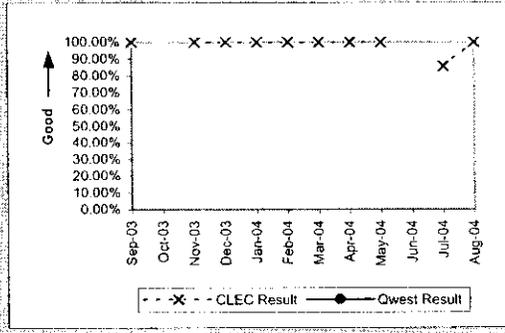
UDIT DS1 (Parity)									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-03	30	30	100.00%	0.00%	3876	4259	91.01%	-1.72	-2.04
Oct-03	16	16	100.00%	0.00%	863	1053	81.96%	-1.86	-2.13
Nov-03	44	44	100.00%	0.00%	591	708	83.47%	-2.86	-2.74
Dec-03	62	62	100.00%	0.00%	662	820	80.73%	-3.71	-3.25
Jan-04	45	45	100.00%	0.00%	701	856	81.89%	-3.07	-2.87
Feb-04	64	64	100.00%	0.00%	606	764	79.32%	-3.92	-3.39
Mar-04	29	29	100.00%	0.00%	828	955	86.70%	-2.08	-2.26
Apr-04	27	27	100.00%	0.00%	850	995	85.43%	-2.12	-2.29
May-04	54	54	100.00%	0.00%	681	782	87.08%	-2.74	-2.66
Jun-04	28	28	100.00%	0.00%	989	1163	85.04%	-2.19	-2.33
Jul-04	51	52	98.08%	13.73%	1058	1202	88.02%	-2.19	-2.33
Aug-04	110	110	100.00%	0.00%	893	1049	85.13%	-4.17	-3.54



UDIT Above DS1 Level (Parity)									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-03	7	7	100.00%	0.00%	210	229	91.70%	-0.78	-1.48
Oct-03	9	10	90.00%	30.00%	148	192	77.08%	-0.95	-1.58
Nov-03	9	13	69.23%	46.15%	110	162	67.90%	-0.1	-1.06
Dec-03	31	31	100.00%	0.00%	137	201	68.16%	-3.54	-3.15
Jan-04	15	18	83.33%	37.27%	119	158	75.32%	-0.75	-1.45
Feb-04	6	6	100.00%	0.00%	107	140	76.43%	-1.33	-1.81
Mar-04	10	10	100.00%	0.00%	127	165	76.97%	-1.68	-2.02
Apr-04	7	8	87.50%	33.07%	136	172	79.07%	-0.57	-1.35
May-04	11	11	100.00%	0.00%	87	119	73.11%	-1.92	-2.17
Jun-04	37	37	100.00%	0.00%	113	147	76.87%	-2.98	-2.81
Jul-04	8	9	88.89%	31.43%	133	163	81.60%	-0.55	-1.33
Aug-04	8	8	100.00%	0.00%	85	103	82.52%	-1.25	-1.76



Dark Fiber - IOF (Diagnostic)									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-03	4	4	100.00%	0.00%					
Oct-03									
Nov-03	2	2	100.00%	0.00%					
Dec-03	3	3	100.00%	0.00%					
Jan-04	3	3	100.00%	0.00%					
Feb-04	5	5	100.00%	0.00%					
Mar-04	8	8	100.00%	0.00%					
Apr-04	2	2	100.00%	0.00%					
May-04	2	2	100.00%	0.00%					
Jun-04									
Jul-04	12	14	85.71%	34.99%					
Aug-04	6	6	100.00%	0.00%					



Unbundled Loop Analog (Benchmark)									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-03	13174	13328	98.84%	10.69%	65760	67636	97.23%	-10.4	-7.32
Oct-03	12738	12852	99.11%	9.38%	66507	68278	97.41%	-11.17	-7.79
Nov-03	10260	10337	99.26%	8.60%	57931	59580	97.23%	-11.57	-8.04
Dec-03	11373	11510	98.81%	10.84%	74887	76773	97.54%	-8.18	-5.98
Jan-04	10113	10216	98.99%	9.99%	62784	64650	97.11%	-10.54	-7.41
Feb-04	10171	10289	98.85%	10.65%	63103	64770	97.43%	-8.49	-6.16
Mar-04	11822	11919	99.19%	8.98%	70699	72564	97.43%	-11.23	-7.83
Apr-04	9427	9561	98.60%	11.76%	64461	66274	97.26%	-7.48	-5.55
May-04	7952	8076	98.46%	12.30%	60746	62606	97.03%	-7.15	-5.35
Jun-04	8098	8268	97.94%	14.19%	67154	69501	96.62%	-6.29	-4.82
Jul-04	7848	8030	97.73%	14.88%	68037	70668	96.28%	-6.53	-4.97
Aug-04	8181	8343	98.06%	13.80%	69755	72763	95.87%	-9.53	-6.79

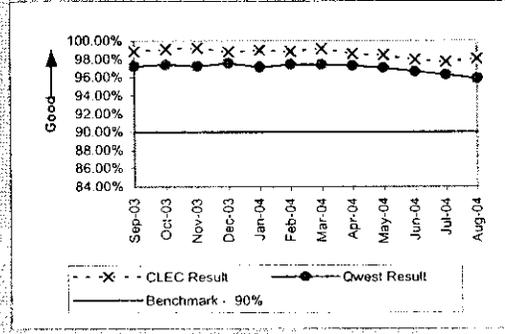
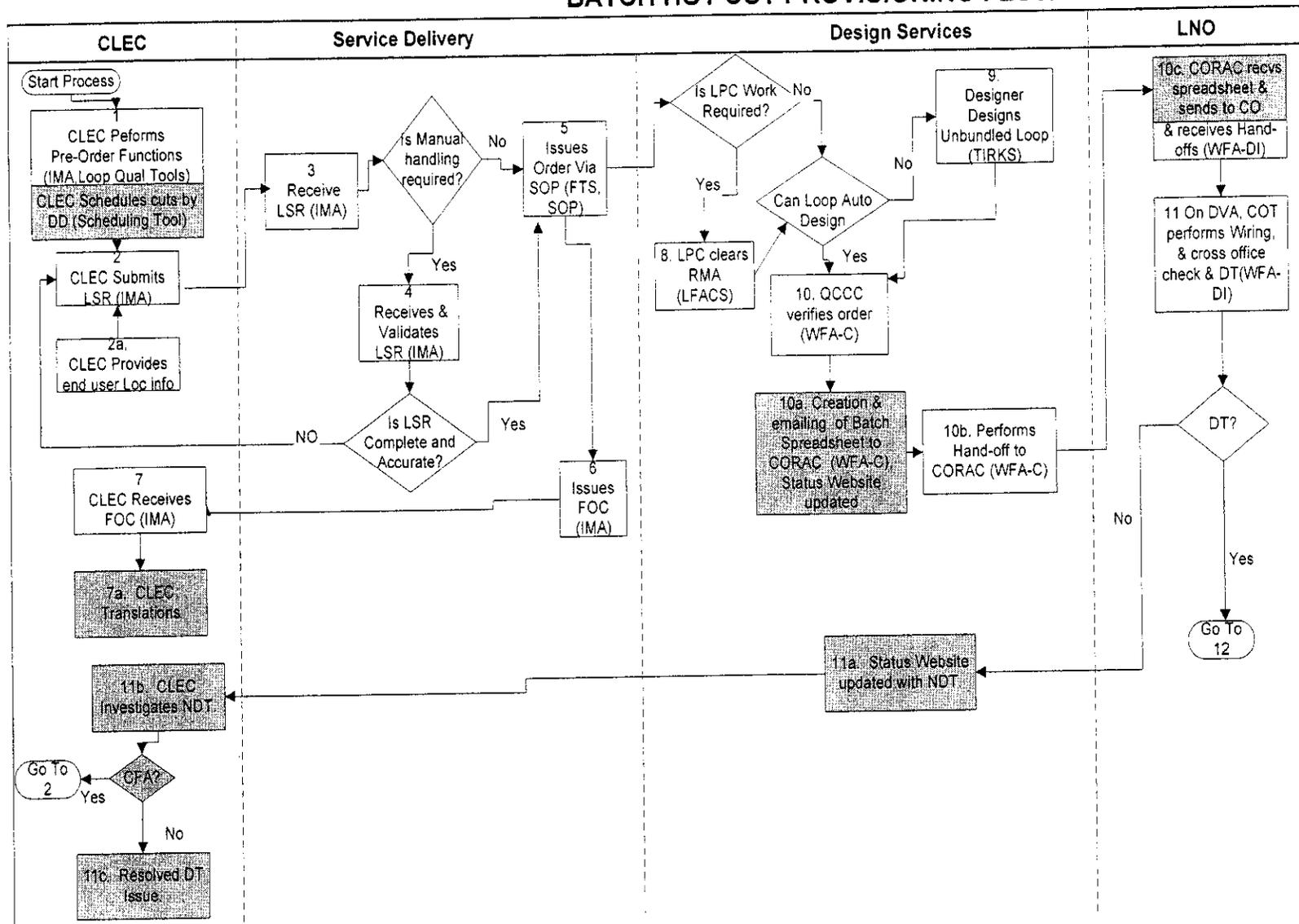


EXHIBIT DP-6

BATCH HOT CUT PROVISIONING FLOW



Batch Hot Cut Process Task List

Note: Transition Planning is expected to take place between Qwest and the CLECs prior to implementation of the Batch Hot Cut Process. Following a Commission ruling of non-impairment in those markets where Qwest brings a case and succeeds, Qwest along with the CLECs will establish a schedule to transition the embedded base in accordance with the TRO requirements and agreements from the State Commissions. The transition schedule will establish a central office time line to convert the embedded base within 21 month transition schedule put forth by the FCC in the TRO.

Batch Hot Cut Process Task List

1. Batch Hot Cut requires automation efficiencies through IMA. CLEC performs pre-order loop functions, such as check for IDLC, Line Splitting, address validation. CLEC uses the electronic scheduling tool to designate the DD of the cut. Scheduling tool is accessed via IMA.
2. CLEC submits LSR to Qwest for an analog Unbundled Loop. The only acceptable activity codes for BHC are "V"(conversion as specified with relationship to listing activities) and "Z" (conversion as specified, no directory listing changes). In the "CHC" field on the LSR a "B" identifies a request for BHC. Additionally, the appointment confirmation number (from the scheduling tool) must be included on the LSR.
- 2a. CLEC provides accurate end user service address information to Qwest via LSR.
3. Qwest electronically receives LSR from CLEC.
4. If LSR does not flow through, Qwest manually validates LSR for completeness and accuracy.
5. If LSR is flow through the Qwest service orders are electronically created by the Qwest SOP. A separate service order will be created for each line on the LSR. If a disconnect order is required, then all lines will be combined on one disconnect order. If LSR does not flow through, the SDC issues the service order into the SOP upon completion of Step 4. If the LSR is not accurate and complete the SDC issues a reject or jeopardy notice to the CLEC via IMA.
6. Qwest issues the FOC via IMA to the CLEC.
7. CLEC receives FOC.
- 7a. CLEC does translations on day 1 (see Exhibit 10 for Batch Hot Cut Timeline).
8. If necessary, the LPC must clear the RMA and manually assist with the facility assignments.
9. Circuit design is created based on the service request. A Word Document is generated and is electronically sent to the QCCC, central office (CO) and LNO. This document contains information necessary to wire the circuit.

Batch Hot Cut Process Task List

10. QCCC verifies the order for completeness and accuracy.
- 10a. QCCC will create and email the Batch Hot Cut spreadsheet to the CORAC. The Status Website is updated with the orders.
- 10b. QCCC performs hand-offs to the CORAC for due date activities.
- 10c. CORAC receives work DD hand-offs and the spreadsheet via email. CORAC electronically sends spreadsheet to the Central Office. CORAC loads appropriate LNO personnel.
11. On DVA, COT performs pre-wiring and cross office continuity and DT test.
- 11a. The Status Website is updated with the NDT status.
- 11b. CLEC investigates the NDT status. If the NDT is due to a CFA issue, CLEC supplements the LSR with new CFA information (Go to Step 2).
- 11c. CLEC resolves NDT by performing translations activity or applicable activity. CLEC does need to notify Qwest of resolution action taken.
12. On DD, the COT performs DT/ANI at the CFA. If DT, Go to Step 16. If NDT, the COT will notify the QCCC.
- 12a. CLEC has the option to trap the ANI test to get immediate notification that the 'lift and lay' is beginning.
13. Status Website is updated with the NDT notification to the CLEC to advise of NDT.
- 13a. The Order is put in a jeopardy status and follows the standard jeopardy process and is removed from the Batch.

Batch Hot Cut Process Task List

14. Service Delivery follows standard jeopardy process and issues a jeopardy notice back to CLEC.
15. CLEC receives and reviews jeopardy notice, go to Step 2 to reissue the LSR with new DD.
16. COT performs 'lift and lay', DT/ANI and completes WFA-DI.
- 16a. At the CLEC's option, CLEC can trap the ANI test to get immediate notification that the 'lift and lay' is complete and the CLEC can port the number.
17. QCCC receives notification from the COT that Batch has begun. Status Website is updated. Upon COT completion of the Batch, Status Website is updated with a 2 hour time frame stated for the CLEC to accept the order.
- 17a. CLEC reviews the order for completeness.
- 17b. A non-response from the CLEC is an acceptance of the order. After the 2 hour time frame has elapsed, QCCC completes the order in WFA-C.
- 17c. CLEC detects an issue on the order and emails the QCCC with the information.
- 17d. At CLEC's request, QCCC starts the cutback process.
18. COT does FOMS disconnect work.
- 18a. LNP and switched translation work is performed.
19. The service order is completed in the SOP and distributed to other downstream systems such as billing, E911.
20. CLEC receives the order completion status via IMA, and Loss/Completions report data via the avenue provided in the information from the CLEC questionnaire.

EXHIBIT DP-7