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***FILED VIA ECFS***

August 3, 2009

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report  
CC Docket No. 88-2, Phase 1, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's ("Commission") *Orders*<sup>1</sup> concerning Qwest Corporation's ("Qwest") Open Network Architecture ("ONA") Plans, Qwest hereby submits its ONA Nondiscrimination Report for the second quarter of 2009. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the Commission in its *MO&O on Reconsideration*, Appendix B.

This report also includes the categories of Public Access Lines in accordance with the *Report and Order* implementing Section 276 of the Telecommunications Act of 1996.

Qwest is filing this report via the Commission's Electronic Comment Filing System in the above-mentioned proceedings.

Please contact me if you have any questions.

Sincerely,

/s/ Glenda Weibel

Copy to: Christina Parker (via e-mail at [christina.parker@fcc.gov](mailto:christina.parker@fcc.gov))

Attachment

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<sup>1</sup> See *In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order*, 5 FCC Rcd. 3103 (1990) and *Memorandum Opinion and Order on Reconsideration*, 5 FCC Rcd. 3084 (1990) ("*MO&O on Reconsideration*"). Also see, *In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, Report and Order*, 11 FCC Rcd. 20541 (1996) ("*Report and Order*"), vacated in part, *Illinois Pub. Telecom Assoc. v. FCC*, 123 F.3d 693 (D.C. Cir. 1997).

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
<b>A1 - Business</b>				
Total Orders	128,728	Average Interval	89,501	Average Interval
Due Dates Missed	805	(In Days)	788	(In Days)
% Due Dates Missed	0.63%	3	0.88%	4
		0		0
<b>A2 - PBX</b>				
Total Orders	366	Average Interval	2,747	Average Interval
Due Dates Missed	26	(In Days)	103	(In Days)
% Due Dates Missed	7.10%	6	3.75%	13
		3		4
<b>A3 - Centrex</b>				
Total Orders	4,896	Average Interval	3,790	Average Interval
Due Dates Missed	133	(In Days)	49	(In Days)
% Due Dates Missed	2.72%	4	1.29%	6
		3		7
<b>A4 - WATS</b>				
Total Orders	114	Average Interval	1,281	Average Interval
Due Dates Missed	2	(In Days)	1	(In Days)
% Due Dates Missed	1.75%	1	0.08%	1
		No Activity		0
<b>A5 - Mobile</b>				
Total Orders	No Activity	Average Interval	2	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	4
		No Activity		No Activity
<b>A6 - Feature Group A</b>				
Total Orders	4	Average Interval	22	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	2	9.09%	7
		No Activity		9
<b>A7 - Foreign Exchange</b>				
Total Orders	36	Average Interval	110	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	0.00%	3	5.45%	2
		0		0

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>			<b>ALL OTHERS</b>	
<b>B1 - Feature Group B</b>					
Total Orders	No Activity	Average Interval	7	Average Interval	
Due Dates Missed	No Activity	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	No Activity	14.29%	12	
		No Activity		No Activity	
<b>B2 - Feature Group D</b>					
Total Orders	No Activity	Average Interval	962	Average Interval	
Due Dates Missed	No Activity	(In Days)	79	(In Days)	
% Due Dates Missed	No Activity	No Activity	8.21%	18	
		No Activity		13	
<b>B3 - DID</b>					
Total Orders	117	Average Interval	1,972	Average Interval	
Due Dates Missed	32	(In Days)	428	(In Days)	
% Due Dates Missed	27.35%	19	21.70%	43	
		No Activity		8	

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>			<b>ALL OTHERS</b>	
<b>C1 - Packet DDD Line</b>					
Total Orders	No Activity	Average Interval	4	Average Interval	
Due Dates Missed	No Activity	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	No Activity	0.00%	20	
		No Activity		No Activity	
<b>C2 - Packet Synchronous Access</b>					
Total Orders	5	Average Interval	3,009	Average Interval	
Due Dates Missed	1	(In Days)	326	(In Days)	
% Due Dates Missed	20.00%	28	10.83%	16	
		No Activity		6	
<b>C3 - Packet Asynchronous Access</b>					
Total Orders	No Activity	Average Interval	No Activity	Average Interval	
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)	
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity	
		No Activity		No Activity	

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
<b>D1 - Protective Alarm</b>				
Total Orders	1	Average Interval	33	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	2	0.00%	3
		No Activity		No Activity
<b>D2 - Protective Relay</b>				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
<b>D3 - Control Circuit</b>				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
<b>E1 - Telegraph 75 Baud</b>				
Total Orders	No Activity	Average Interval	2	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	3
		No Activity		No Activity
<b>E2 - Telegraph 150 Baud</b>				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

\*\*\*\*\*

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
<b>F1 - Voice, Non-Switched Line</b>				
Total Orders	No Activity	Average Interval	7	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	14.29%	7
		No Activity		3
<b>F2 - Voice, Switched Line</b>				
Total Orders	5	Average Interval	247	Average Interval
Due Dates Missed	0	(In Days)	33	(In Days)
% Due Dates Missed	0.00%	8	13.36%	17
		No Activity		4
<b>F3 - Voice, Switched Trunk</b>				
Total Orders	No Activity	Average Interval	468	Average Interval
Due Dates Missed	No Activity	(In Days)	41	(In Days)
% Due Dates Missed	No Activity	No Activity	8.76%	14
		No Activity		11
<b>F4 - Voice and Tone, Radio Land Line</b>				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
<b>F5 - Data, Low Speed</b>				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	11
		No Activity		No Activity
<b>F6 - Basic Data and Voice</b>				
Total Orders	No Activity	Average Interval	405	Average Interval
Due Dates Missed	No Activity	(In Days)	49	(In Days)
% Due Dates Missed	No Activity	No Activity	12.10%	13
		No Activity		3
<b>F7 - Voice/Data PSN Access Tie Trunk</b>				
Total Orders	No Activity	Average Interval	17	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	5.88%	12
		No Activity		No Activity
<b>F8 - Voice/Data SSN Access</b>				
Total Orders	No Activity	Average Interval	171	Average Interval
Due Dates Missed	No Activity	(In Days)	21	(In Days)
% Due Dates Missed	No Activity	No Activity	12.28%	15
		No Activity		7
<b>F9 - Voice/Data SSN Intermachine Trunk</b>				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F10 - Data Extension, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F11 - Voice Grade Telephoto and Facsimile

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F12 - Protective Relay, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 2 2009**

		<b>AFFILIATE</b>		<b>ALL OTHERS</b>
<b>G1 - Program Audio, 200-3500 Hz</b>				
Total Orders	No Activity	Average Interval	2	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	100.00%	4
		No Activity		No Activity
<b>G2 - Program Audio, 100-5000 Hz</b>				
Total Orders	No Activity	Average Interval	2	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	2
		No Activity		No Activity
<b>G3 - Program Audio, 50-8000 Hz</b>				
Total Orders	No Activity	Average Interval	6	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	4
		No Activity		No Activity
<b>G4 - Program Audio, 50-15000 Hz</b>				
Total Orders	No Activity	Average Interval	7	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	14.29%	11
		No Activity		No Activity

\*\*\*\*\*  
The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 2 2009**

		<b>AFFILIATE</b>		<b>ALL OTHERS</b>
<b>H1 - TV Channel 1 Way 15 kHz Audio</b>				
Total Orders	1	Average Interval	41	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	0.00%	3	14.63%	11
		No Activity		No Activity
<b>H2 - TV Channel 1 Way 5 kHz Audio</b>				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

\*\*\*\*\*  
The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
<b>I1 - Digital Voice Circuit</b>				
Total Orders	2	Average Interval	37	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	5	0.00%	4
		No Activity		No Activity
<b>I2 - Digital Data, 2.4 kbps</b>				
Total Orders	No Activity	Average Interval	2	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	3
		No Activity		No Activity
<b>I3 - Digital Data, 4.8 kbps</b>				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
<b>I4 - Digital Data, 9.6 kbps</b>				
Total Orders	No Activity	Average Interval	42	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	2.38%	7
		No Activity		3
<b>I5 - Digital Data, 56 kbps</b>				
Total Orders	No Activity	Average Interval	5	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	40.00%	15
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report  
Qwest  
QTR 2 2009**

		<b>AFFILIATE</b>		<b>ALL OTHERS</b>
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	66	Average Interval	41,668	Average Interval
Due Dates Missed	21	(In Days)	3,381	(In Days)
% Due Dates Missed	31.82%	17	8.11%	13
		6		5

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report  
Qwest  
QTR 2 2009**

		<b>AFFILIATE</b>		<b>ALL OTHERS</b>
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	No Activity	Average Interval	24	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	12.50%	13
		No Activity		20
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	No Activity	Average Interval	6	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	5
		No Activity		6
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	3	Average Interval	2,479	Average Interval
Due Dates Missed	2	(In Days)	460	(In Days)
% Due Dates Missed	66.67%	56	18.56%	19
		No Activity		5
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	1	Average Interval	319	Average Interval
Due Dates Missed	0	(In Days)	64	(In Days)
% Due Dates Missed	0.00%	4	20.06%	29
		4		11

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
<b>L1 - Smart PAL</b>				
Total Orders	No Activity	Average Interval	27	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	5
		No Activity		4
<b>L2 - Basic PAL</b>				
Total Orders	No Activity	Average Interval	1,953	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	0.10%	7
		No Activity		4

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
<b>A1 - Business</b>		
Total Tickets	4	14
Average Interval in Hrs/Mns	4:56	6:50
<b>A2 - PBX</b>		
Total Tickets	6	217
Average Interval in Hrs/Mns	1:19	2:57
<b>A3 - Centrex</b>		
Total Tickets	15	35
Average Interval in Hrs/Mns	4:40	3:02
<b>A4 - WATS</b>		
Total Tickets	No Activity	2
Average Interval in Hrs/Mns	No Activity	1:24
<b>A5 - Mobile</b>		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
<b>A6 - Feature Group A</b>		
Total Tickets	No Activity	4
Average Interval in Hrs/Mns	No Activity	1:44
<b>A7 - Foreign Exchange</b>		
Total Tickets	11	46
Average Interval in Hrs/Mns	9:07	3:10

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**Quarterly ONA Maintenance Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
B1 - Feature Group B		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	1:21
B2 - Feature Group D		
Total Tickets	No Activity	37
Average Interval in Hrs/Mns	No Activity	14:00
B3 - DID		
Total Tickets	11	185
Average Interval in Hrs/Mns	2:16	3:34

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**Quarterly ONA Maintenance Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
C1 - Packet DDD Line		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
C2 - Packet Synchronous Access		
Total Tickets	2	59
Average Interval in Hrs/Mns	0:33	2:12
C3 - Packet Asynchronous Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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**Quarterly ONA Maintenance Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
D1 - Protective Alarm		
Total Tickets	No Activity	8
Average Interval in Hrs/Mns	No Activity	4:05
D2 - Protective Relay		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
D3 - Control Circuit		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	No Activity	4
Average Interval in Hrs/Mns	No Activity	14:37

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
F1 - Voice, Non-Switched Line		
Total Tickets	No Activity	26
Average Interval in Hrs/Mns	No Activity	4:28
F2 - Voice, Switched Line		
Total Tickets	96	579
Average Interval in Hrs/Mns	3:51	5:06
F3 - Voice, Switched Trunk		
Total Tickets	12	357
Average Interval in Hrs/Mns	1:37	3:43
F4 - Voice and Tone, Radio Land Line		
Total Tickets	1	40
Average Interval in Hrs/Mns	6:29	3:29
F5 - Data, Low Speed		
Total Tickets	No Activity	35
Average Interval in Hrs/Mns	No Activity	5:18
F6 - Basic Data and Voice		
Total Tickets	9	1,133
Average Interval in Hrs/Mns	1:21	3:36
F7 - Voice/Data PSN Access Tie Trunk		
Total Tickets	No Activity	11
Average Interval in Hrs/Mns	No Activity	0:51
F8 - Voice/Data SSN Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F9 - Voice/Data SSN Intermachine Trunk		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F10 - Data Extension, Voice Grade		
Total Tickets	No Activity	8
Average Interval in Hrs/Mns	No Activity	4:26

F11 - Voice Grade Telephoto and Facsimile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F12 - Protective Relay, Voice Grade		
Total Tickets	No Activity	2
Average Interval in Hrs/Mns	No Activity	1:40

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
G1 - Program Audio, 200-3500 Hz		
Total Tickets	No Activity	4
Average Interval in Hrs/Mns	No Activity	4:53
G2 - Program Audio, 100-5000 Hz		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	8:22
G3 - Program Audio, 50-8000 Hz		
Total Tickets	3	24
Average Interval in Hrs/Mns	4:52	9:48
G4 - Program Audio, 50-15000 Hz		
Total Tickets	6	35
Average Interval in Hrs/Mns	6:06	10:35

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
H1 - TV Channel 1 Way 15 kHz Audio		
Total Tickets	1	3
Average Interval in Hrs/Mns	4:48	1:16
H2 - TV Channel 1 Way 5 kHz Audio		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
I1 - Digital Voice Circuit		
Total Tickets	2	15
Average Interval in Hrs/Mns	3:07	2:10
I2 - Digital Data, 2.4 kbps		
Total Tickets	No Activity	8
Average Interval in Hrs/Mns	No Activity	1:08
I3 - Digital Data, 4.8 kbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
I4 - Digital Data, 9.6 kbps		
Total Tickets	No Activity	33
Average Interval in Hrs/Mns	No Activity	5:34
I5 - Digital Data, 56 kbps		
Total Tickets	4	882
Average Interval in Hrs/Mns	1:13	2:40

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
J1 - Dedicated Hicap Digital, 1.544 mbps		
Total Tickets	201	15,862
Average Interval in Hrs/Mns	4:01	3:10

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**Quarterly ONA Maintenance Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
K1 - Dedicated Hicap Digital, 3.152 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K2 - Dedicated Hicap Digital, 6.312 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps		
Total Tickets	4	397
Average Interval in Hrs/Mns	1:16	1:47
K4 - Dedicated Hicap Digital, >45 mbps		
Total Tickets	1	61
Average Interval in Hrs/Mns	0:01	7:30

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**Quarterly ONA Maintenance Report  
Qwest  
QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
L1 - Smart PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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**Quarterly ONA Maintenance Report - Tickets with Due Dates**  
**Qwest**  
**QTR 2 2009**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
<b>A1 - Business</b>		
Total Tickets	24,675	21,472
Average Interval in Hrs/Mns	13:16	14:00
Due Dates Missed	2,877	2,566
% Due Dates Missed	11.66%	11.95%
<b>A2 - PBX</b>		
Total Tickets	67	330
Average Interval in Hrs/Mns	11:34	15:35
Due Dates Missed	7	39
% Due Dates Missed	10.45%	11.82%
<b>A3 - Centrex</b>		
Total Tickets	1,121	1,017
Average Interval in Hrs/Mns	15:51	14:08
Due Dates Missed	163	135
% Due Dates Missed	14.54%	13.27%
<b>A4 - WATS</b>		
Total Tickets	No Activity	4
Average Interval in Hrs/Mns	No Activity	0:57
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	0.00%
<b>A5 - Mobile</b>		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
<b>A6 - Feature Group A</b>		
Total Tickets	4	8
Average Interval in Hrs/Mns	11:57	16:53
Due Dates Missed	1	2
% Due Dates Missed	25.00%	25.00%
<b>A7 - Foreign Exchange</b>		
Total Tickets	52	100
Average Interval in Hrs/Mns	11:11	15:05
Due Dates Missed	4	8
% Due Dates Missed	7.69%	8.00%

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Quarterly ONA Maintenance Report - Tickets with Due Dates  
Qwest  
QTR 2 2009

	AFFILIATE	ALL OTHERS
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	No Activity	23
Average Interval in Hrs/Mns	No Activity	47:19:00
Due Dates Missed	No Activity	7
% Due Dates Missed	No Activity	30.43%

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