



CenturyLink™

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FILED VIA ECFS

August 1, 2011

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
Room TW-A325
445 12th 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*¹ concerning Qwest Corporation's (QC)² Open Network Architecture (ONA) Plans, CenturyLink hereby submits QC's ONA Nondiscrimination Report for the second quarter of 2011.³ 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.

¹ 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).

² Qwest Corporation, the local exchange carrier, is wholly owned by Qwest Communications International Inc. (QCII). On April 1, 2011, QCII and CenturyLink, Inc. consummated a transaction whereby QCII became a wholly owned subsidiary of CenturyLink.

³ On April 1, 2011, CenturyLink filed comments in the Commission's February 8, 2011 Notice of Proposed Rulemaking -- *In the Matter of Review of Wireline Competition Bureau Data Practices; Computer III Further Remand Proceedings: Bell Operating Company Provision of Enhanced Services; 1998 Biennial Regulatory Review – Review of Computer III and ONA Safeguards and Requirements*, WC Docket No. 10-132, CC Docket Nos. 95-20, 98-10, Notice of Proposed Rulemaking, 26 FCC Rcd 1579 (2011) – in which the Commission proposed the removal of the narrowband comparably efficient interconnection (CEI) and ONA reporting requirements that currently apply to the BOCs. CenturyLink advocated that the Commission should not only eliminate the proposed reporting requirements (including this report) but all remaining CEI and ONA obligations as well.

Ms. Marlene H. Dortch
August 1, 2011

Page 2 of 2

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.

CenturyLink 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: Ann Stevens (via e-mail at ann.stevens@fcc.gov)

Attachment

Quarterly ONA Installation Detail Report
Qwest
QTR 2 2011

	AFFILIATE		ALL OTHERS	
A1 - Business				
Total Orders	96,303	Average Interval	62,135	Average Interval
Due Dates Missed	615	(In Days)	500	(In Days)
% Due Dates Missed	0.64%	3	0.80%	3
		0		0
A2 - PBX				
Total Orders	267	Average Interval	1,808	Average Interval
Due Dates Missed	17	(In Days)	40	(In Days)
% Due Dates Missed	6.37%	10	2.21%	9
		5		4
A3 - Centrex				
Total Orders	4,312	Average Interval	3,028	Average Interval
Due Dates Missed	90	(In Days)	31	(In Days)
% Due Dates Missed	2.09%	5	1.02%	7
		2		1
A4 - WATS				
Total Orders	18	Average Interval	578	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	4	0.17%	3
		No Activity		0
A5 - Mobile				
Total Orders	No Activity	Average Interval	3	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
A6 - Feature Group A				
Total Orders	No Activity	Average Interval	13	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	7
		No Activity		5
A7 - Foreign Exchange				
Total Orders	13	Average Interval	74	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	2	0.00%	2
		0		1

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 2011

	AFFILIATE		ALL OTHERS	
B1 - Feature Group B				
Total Orders	No Activity	Average Interval	6	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	33.33%	28
		No Activity		No Activity
B2 - Feature Group D				
Total Orders	No Activity	Average Interval	883	Average Interval
Due Dates Missed	No Activity	(In Days)	61	(In Days)
% Due Dates Missed	No Activity	No Activity	6.91%	19
		No Activity		22
B3 - DID				
Total Orders	75	Average Interval	1,326	Average Interval
Due Dates Missed	21	(In Days)	380	(In Days)
% Due Dates Missed	28.00%	15	28.66%	19
		No Activity		8

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 2011**

	AFFILIATE		ALL OTHERS	
C1 - Packet DDD Line				
Total Orders	No Activity	Average Interval	5	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
C2 - Packet Synchronous Access				
Total Orders	4	Average Interval	1,916	Average Interval
Due Dates Missed	0	(In Days)	242	(In Days)
% Due Dates Missed	0.00%	23	12.63%	14
		No Activity		7
C3 - Packet Asynchronous Access				
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 2011**

	AFFILIATE		ALL OTHERS	
D1 - Protective Alarm				
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%	1
		No Activity		No Activity
D2 - Protective Relay				
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
D3 - Control Circuit				
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 2011**

	AFFILIATE		ALL OTHERS	
E1 - Telegraph 75 Baud				
Total Orders	No Activity	Average Interval	5	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	20.00%	15
		No Activity		No Activity
E2 - Telegraph 150 Baud				
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 2011**

	AFFILIATE		ALL OTHERS	
F1 - Voice, Non-Switched Line				
Total Orders	No Activity	Average Interval	10	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	13
		No Activity		No Activity
F2 - Voice, Switched Line				
Total Orders	10	Average Interval	238	Average Interval
Due Dates Missed	0	(In Days)	31	(In Days)
% Due Dates Missed	0.00%	6	13.03%	12
		No Activity		13
F3 - Voice, Switched Trunk				
Total Orders	No Activity	Average Interval	666	Average Interval
Due Dates Missed	No Activity	(In Days)	66	(In Days)
% Due Dates Missed	No Activity	No Activity	9.91%	15
		No Activity		12
F4 - Voice and Tone, Radio Land Line				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	100.00%	1
		No Activity		No Activity
F5 - Data, Low Speed				
Total Orders	No Activity	Average Interval	10	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	17
		No Activity		3
F6 - Basic Data and Voice				
Total Orders	No Activity	Average Interval	322	Average Interval
Due Dates Missed	No Activity	(In Days)	44	(In Days)
% Due Dates Missed	No Activity	No Activity	13.66%	15
		No Activity		4
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	No Activity	Average Interval	28	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	15
		No Activity		3
F8 - Voice/Data SSN Access				
Total Orders	No Activity	Average Interval	16	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	20
		No Activity		5

F9 - Voice/Data SSN Intermachine Trunk

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

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 2011**

		AFFILIATE		ALL OTHERS
G1 - Program Audio, 200-3500 Hz				
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
G2 - Program Audio, 100-5000 Hz				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	100.00%	12
		No Activity		No Activity
G3 - Program Audio, 50-8000 Hz				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	50.00%	11
		No Activity		No Activity
G4 - Program Audio, 50-15000 Hz				
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%	8
		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 2011

		AFFILIATE		ALL OTHERS
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	No Activity	Average Interval	33	Average Interval
Due Dates Missed	No Activity	(In Days)	9	(In Days)
% Due Dates Missed	No Activity	No Activity	27.27%	12
		No Activity		7
H2 - TV Channel 1 Way 5 kHz Audio				
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 2011**

	AFFILIATE		ALL OTHERS	
I1 - Digital Voice Circuit				
Total Orders	3	Average Interval	6	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	3	0.00%	5
		No Activity		No Activity
I2 - Digital Data, 2.4 kbps				
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
I3 - Digital Data, 4.8 kbps				
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
I4 - Digital Data, 9.6 kbps				
Total Orders	No Activity	Average Interval	100	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	7
		No Activity		3
I5 - Digital Data, 56 kbps				
Total Orders	No Activity	Average Interval	25	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	4
		No Activity		4

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 2011

AFFILIATE			ALL OTHERS	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	56	Average Interval	51,429	Average Interval
Due Dates Missed	21	(In Days)	4,714	(In Days)
% Due Dates Missed	37.50%	25	9.17%	14
		12		5

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 2011

AFFILIATE			ALL OTHERS	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	No Activity	Average Interval	22	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	13.64%	16
		No Activity		10
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	50.00%	9
		No Activity		8
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	4	Average Interval	2,583	Average Interval
Due Dates Missed	2	(In Days)	578	(In Days)
% Due Dates Missed	50.00%	45	22.38%	21
		No Activity		5
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	2	Average Interval	255	Average Interval
Due Dates Missed	2	(In Days)	71	(In Days)
% Due Dates Missed	100.00%	53	27.84%	19
		No Activity		18

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 2011

	AFFILIATE			ALL OTHERS	
L1 - Smart PAL					
Total Orders	No Activity	Average Interval	39	Average Interval	
Due Dates Missed	No Activity	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	No Activity	2.56%	1	
		No Activity		3	
L2 - Basic PAL					
Total Orders	No Activity	Average Interval	917	Average Interval	
Due Dates Missed	No Activity	(In Days)	4	(In Days)	
% Due Dates Missed	No Activity	No Activity	0.44%	3	
		No Activity		2	

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 2011**

	AFFILIATE	ALL OTHERS
A1 - Business		
Total Tickets	1	16
Average Interval in Hrs/Mns	3:50	11:47
A2 - PBX		
Total Tickets	4	124
Average Interval in Hrs/Mns	3:38	3:57
A3 - Centrex		
Total Tickets	4	10
Average Interval in Hrs/Mns	1:42	1:02
A4 - WATS		
Total Tickets	No Activity	2
Average Interval in Hrs/Mns	No Activity	2:16
A5 - Mobile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
A6 - Feature Group A		
Total Tickets	No Activity	10
Average Interval in Hrs/Mns	No Activity	5:01
A7 - Foreign Exchange		
Total Tickets	3	36
Average Interval in Hrs/Mns	0:35	3:14

Quarterly ONA Maintenance Report

**Qwest
QTR 2 2011**

	AFFILIATE	ALL OTHERS
B1 - Feature Group B		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	1:58
B2 - Feature Group D		
Total Tickets	No Activity	35
Average Interval in Hrs/Mns	No Activity	2:14
B3 - DID		
Total Tickets	12	109
Average Interval in Hrs/Mns	18:45	3:59

Quarterly ONA Maintenance Report

**Qwest
QTR 2 2011**

	AFFILIATE	ALL OTHERS
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	No Activity	55
Average Interval in Hrs/Mns	No Activity	4:08
C3 - Packet Asynchronous Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report

**Qwest
QTR 2 2011**

	AFFILIATE	ALL OTHERS
D1 - Protective Alarm		
Total Tickets	No Activity	20
Average Interval in Hrs/Mns	No Activity	3:28
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

Quarterly ONA Maintenance Report

Qwest

QTR 2 2011

	AFFILIATE	ALL OTHERS
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	3
Average Interval in Hrs/Mns	No Activity	4:30

Quarterly ONA Maintenance Report

Qwest

QTR 2 2011

	AFFILIATE	ALL OTHERS
F1 - Voice, Non-Switched Line		
Total Tickets	No Activity	12
Average Interval in Hrs/Mns	No Activity	3:59
F2 - Voice, Switched Line		
Total Tickets	47	490
Average Interval in Hrs/Mns	4:02	4:00
F3 - Voice, Switched Trunk		
Total Tickets	7	236
Average Interval in Hrs/Mns	0:51	3:59
F4 - Voice and Tone, Radio Land Line		
Total Tickets	No Activity	14
Average Interval in Hrs/Mns	No Activity	2:11
F5 - Data, Low Speed		
Total Tickets	1	26
Average Interval in Hrs/Mns	2:09	2:17
F6 - Basic Data and Voice		
Total Tickets	7	821
Average Interval in Hrs/Mns	0:57	3:17
F7 - Voice/Data PSN Access Tie Trunk		
Total Tickets	No Activity	10
Average Interval in Hrs/Mns	No Activity	2:03
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	2
Average Interval in Hrs/Mns	No Activity	0:26
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	5
Average Interval in Hrs/Mns	No Activity	4:09

Quarterly ONA Maintenance Report
Qwest
QTR 2 2011

	AFFILIATE	ALL OTHERS
G1 - Program Audio, 200-3500 Hz		
Total Tickets	No Activity	7
Average Interval in Hrs/Mns	No Activity	3:09
G2 - Program Audio, 100-5000 Hz		
Total Tickets	No Activity	5
Average Interval in Hrs/Mns	No Activity	3:46
G3 - Program Audio, 50-8000 Hz		
Total Tickets	3	17
Average Interval in Hrs/Mns	1:53	5:28
G4 - Program Audio, 50-15000 Hz		
Total Tickets	2	19
Average Interval in Hrs/Mns	3:34	6:45

Quarterly ONA Maintenance Report

Qwest
QTR 2 2011

	AFFILIATE	ALL OTHERS
H1 - TV Channel 1 Way 15 kHz Audio		
Total Tickets	1	1
Average Interval in Hrs/Mns	1:29	0:09
H2 - TV Channel 1 Way 5 kHz Audio		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report

Qwest
QTR 2 2011

	AFFILIATE	ALL OTHERS
I1 - Digital Voice Circuit		
Total Tickets	No Activity	5
Average Interval in Hrs/Mns	No Activity	2:04
I2 - Digital Data, 2.4 kbps		
Total Tickets	No Activity	3
Average Interval in Hrs/Mns	No Activity	0:52
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	16
Average Interval in Hrs/Mns	No Activity	3:12
I5 - Digital Data, 56 kbps		
Total Tickets	No Activity	644
Average Interval in Hrs/Mns	No Activity	2:35

Quarterly ONA Maintenance Report

Qwest

QTR 2 2011

	AFFILIATE	ALL OTHERS
J1 - Dedicated Hicap Digital, 1.544 mbps		
Total Tickets	127	13,877
Average Interval in Hrs/Mns	3:48	2:58

Quarterly ONA Maintenance Report

Qwest

QTR 2 2011

	AFFILIATE	ALL OTHERS
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	1	450
Average Interval in Hrs/Mns	8:00	2:14
K4 - Dedicated Hicap Digital, >45 mbps		
Total Tickets	No Activity	36
Average Interval in Hrs/Mns	No Activity	6:33

Quarterly ONA Maintenance Report

Qwest

QTR 2 2011

	AFFILIATE	ALL OTHERS
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

Quarterly ONA Maintenance Report - Tickets with Due Dates

**Qwest
QTR 2 2011**

	AFFILIATE	ALL OTHERS
A1 - Business		
Total Tickets	19,951	16,305
Average Interval in Hrs/Mns	14:33	15:54
Due Dates Missed	1,886	1,746
% Due Dates Missed	9.45%	10.71%
A2 - PBX		
Total Tickets	51	269
Average Interval in Hrs/Mns	12:29	13:47
Due Dates Missed	6	29
% Due Dates Missed	11.76%	10.78%
A3 - Centrex		
Total Tickets	777	567
Average Interval in Hrs/Mns	15:25	14:53
Due Dates Missed	89	46
% Due Dates Missed	11.45%	8.11%
A4 - WATS		
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
A5 - Mobile		
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
A6 - Feature Group A		
Total Tickets	No Activity	9
Average Interval in Hrs/Mns	No Activity	20:08
Due Dates Missed	No Activity	2
% Due Dates Missed	No Activity	22.22%
A7 - Foreign Exchange		
Total Tickets	18	59
Average Interval in Hrs/Mns	17:17	12:27
Due Dates Missed	2	7
% Due Dates Missed	11.11%	11.86%

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest
QTR 2 2011

	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	31
Average Interval in Hrs/Mns	No Activity	24:18
Due Dates Missed	No Activity	10
% Due Dates Missed	No Activity	32.26%
