

Mary S. Hobson (ISB #2142)  
Stoel Rives LLP  
101 South Capitol Boulevard – Suite 1900  
Boise, ID 83702  
Telephone: (208) 389-9000  
Facsimile: (208) 389-9040  
[mshobson@stoel.com](mailto:mshobson@stoel.com)

Idaho Public Utilities Commission  
Office of the Secretary  
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Boise, Idaho

Adam L. Sherr (WSBA #25291)  
Qwest  
1600 7<sup>th</sup> Avenue - Room 3206  
Seattle, WA 98191  
Telephone: (206) 723-6263  
Facsimile: (206) 343-4040  
[adam.sherr@qwest.com](mailto:adam.sherr@qwest.com)

*Attorneys for Qwest Corporation*

**BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

**IN THE MATTER OF QWEST CORPORATION'S FILING OF A STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS PURSUANT TO 47 U.S.C. § 252(F)**

**Docket No. QWE-T-03-24**

**NOTICE OF MODIFICATION TO EXHIBIT B TO QWEST CORPORATION'S STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS**

**MODIFICATIONS TO THE PERFORMANCE INDICATOR DEFINITIONS CONTAINED IN EXHIBIT B (PO-2 and PO-20)**

**Docket No. QWE-T-03-23**

**NOTICE OF CHANGES TO QPAP AND MOTION FOR TIER DESIGNATION, VOLUME DIFFERENTIATED BENCHMARK AND MEASUREMENT STABILIZATION PERIOD FOR THE REVISED PID PO-20**

**IN THE MATTER OF QWEST CORPORATION'S REVISIONS TO THE IDAHO QWEST PERFORMANCE ASSURANCE PLAN (QPAP)**

NOTICE OF MODIFICATION TO EXHIBIT B TO QWEST CORPORATION'S STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS and NOTICE OF CHANGES TO QPAP AND MOTION FOR TIER DESIGNATION, VOLUME DIFFERENTIATED BENCHMARK AND MEASUREMENT STABILIZATION PERIOD FOR THE REVISED PID PO-20 –

Qwest Corporation (“Qwest”) submits an updated Exhibit B (Version 7.1) to the Statement of Generally Available Terms and Conditions (“SGAT”) containing the Performance Indicator Definitions (“PIDs”). Copies of updated Exhibit B are attached.<sup>1</sup> Qwest also submits its revised Qwest Performance Plan (“QPAP”) for Idaho. This revision modifies the QPAP to reflect changes from Long Term PID Administration (“LTPA”) discussions. With this submission Qwest requests a determination regarding the tier designation, volume-differentiated benchmark, and measurement stabilization period related to the revised and expanded PO-20, which relates to Manual Service Order Entry. Qwest’s revised Idaho QPAP is also attached.<sup>2</sup>

These submissions result from work completed during LTPA sessions in which participants identified and agreed upon a number of modifications to the PIDs. Some of those modifications impact the QPAP. The agreements were reached between Qwest and the CLECs in the LTPA meetings from December 18, 2003 through March 25, 2004, and during the subsequent impasse process.

In support of these notices and motion Qwest states as follows:

**A. Changes to Exhibit B appearing in Version 7.1**

1. Version 7.1 of Exhibit B contains changes to PO-2, “Electronic Flow-Through” and PO-20, “(Expanded) Manual Service Order Accuracy.”

2. In the LTPA, Qwest offered to begin reporting flow-through performance of UNE-P Centrex 21 on a combined basis with UNE-P POTs, which is an existing product category in PO-2. The issue was disputed by one CLEC and the issue went to impasse.

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<sup>1</sup> Qwest is submitting “clean” and “red-lined” versions of Exhibit B, as modified.

<sup>2</sup> The QPAP can also be found as Exhibit K to the SGAT. Qwest submits a “clean” and redline version of the QPAP, as modified.

Recently, Qwest reached agreement with that CLEC and now submits this change as an agreed-upon change. Accordingly, Exhibit B has been updated to reflect that UNE-P POTs and UNE-P Centrex 21 will be reported in PO-2 on a combined basis.

3. The current version of PO-20 is contained in Exhibit B-1, filed with this Commission on March 12, 2003, and describes a manual review of 11 fields on a sample of orders (approximately 900 orders per month) for four products. The expanded PO-20 includes: an electronic evaluation of the universe of eligible orders as well as an increase in the number of additional products and fields and a "safety net" that encompasses both pre-completion and post-completion activities. A phased implementation schedule of fields reviewed has been agreed to by the participants of LTPA.

4. Qwest is implementing the new version of PO-20 in four phases beginning with Phase 1 in May of 2004. These phases are described in more detail below. With the implementation of Phase 1, Qwest will begin reporting results for this enhanced PO-20 with the May results on the July report. Qwest proposes that Phase 1 be subject to the QPAP beginning with August results that are reported in October and paid in November or what equates to three months later for the reasons contained below. Further, Qwest proposes that the existing PO-20 contained in Exhibit B-1 remain in effect in the QPAP until the enhanced PO-20 becomes subject to QPAP.

5. In Phase 1, Qwest will review and measure all service orders within the defined scope of PO-20, increasing the orders reviewed by approximately 1800% to more than 18,000 orders per month. During this phase, Qwest will move from a manual review to an automated review for specific fields. In addition, this phase will include in the measure certain escalation

tickets related to service order errors that are opened by the CLEC with Qwest. Beginning with Phase 1, the enhanced PO-20 measures Resale POTS, UNE-P POTS, Resale Centrex 21, UNE-P Centrex 21, and eight unbundled loop types (Analog, non-loaded 2-wire, non-loaded 4-wire, DS1 Capable, DS3 Capable and higher, ADSL Compatible, XDSL-I Capable, and ISDN-BRI Capable).<sup>3</sup> In terms of the number of fields reviewed, each phase adds new fields and field entry combinations. Phase 1 increases the number of fields that are reviewed by 164% over the current measurement. Additionally in this phase, Qwest begins reviewing the accuracy of 205 possible feature codes (universal service order codes – “USOCs”) in the service and equipment (“S&E”) section of the service order for the first time.

6. Phase 2 adds four additional fields and the evaluation of the accuracy of 29 floated<sup>4</sup> fields after specified USOCs.

7. In Phase 3, Qwest adds the BLOCK field to the PO-20 review. This field establishes various blocking options on a line, such as long distance blocking or 976 blocking. Although it is a single field on the LSR, it can equate to multiple entries on the service order.

8. Qwest will complete the expansion of the automated portion of PO-20 in Phase 4 by adding four more fields to the review and completing the second stage of implementation for the BLOCK field. With implementation of this phase, the automated field-to-field comparison will evaluate 39 potential fields, 205 feature codes (USOCs), 29 feature detail codes and a

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<sup>3</sup> The current PO-20 measures Resale POTS, UNE-P POTS, and two unbundled loops types, analog and non-loaded 2-wire.

<sup>4</sup> On the service order USOCs are entered to request specific products or services from Qwest. Floated fields (FIDs or Field Identifiers) are entered after these USOCs to provide additional information needed for the product. For example a TN (Telephone Number ) or HTG (hunting) might be floated after a USOC requesting an inward line.

multitude of combinations of these entries on all electronically-submitted manually-processed LSRs for the products and activity types specified in the definition.

**B. Brief explanation of certain Exhibit B modifications from Versions 6.0 and 7.0 that do not require changes in the QPAP**

9. On January 29, 2004, the LTPA agreed to add two preorder transactions to PO-1, Pre-Order/Order Response Times: Connecting Facility Assignment and Meet Point Inquiry. These two transactions are identified as the 9<sup>th</sup> and 10<sup>th</sup> pre-order transactions. Benchmarks of 25 seconds and 30 seconds, respectively, were also agreed upon for these transactions.<sup>5</sup> The QPAP does not require changes because PO-1 in Idaho does not delineate each transaction.

10. The parties agreed on January 15, 2004, to add DS-1 level Enhanced Extended Loops (EELs-DS1) as a product group to PO-5, Firm Order Confirmations (FOCs) On Time.<sup>6</sup> Therefore, activity for EELs-DS1 will be included in the reporting of PO-5B(b) and PO-5C(b). No QPAP changes are required since the product categories are not delineated separately.

11. Further, although several modifications were made to Exhibit B as a result of the parties' agreement to begin reporting EELs on a disaggregated basis, no changes to the QPAP are required.<sup>7</sup> The aggregate category for EELs was removed from OP-3, OP-4, OP-6, MR-5, MR-6, MR-7, & MR-8. This aggregate category was replaced with the disaggregations of DS-0, DS-1 and DS-3. Agreement was reached to apply the EEL standards from the Colorado PAP in the fourteen state PIDs; consequently, the standards that are applied to EELs DS-1 in the

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<sup>5</sup> See LTPA Meeting Minutes for January 29, 2004, filed herewith as Attachment 3.

<sup>6</sup> See LTPA Meeting Minutes for January 15, 2004, filed herewith as Attachment 2.

<sup>7</sup> Please note that the same changes for EELs were made to MR-6, Mean Time to Restore as the other PIDs; however, MR-6D, -6E which contain the EEL disaggregations are not in the PAP.

Colorado PAP are applied to the PIDs OP-3, OP-4, OP-6A<sup>8</sup>, MR-5, MR-6, MR-7 and MR-8. A diagnostic standard was applied to EELs DS-0 and EELs DS-3 in the PIDs OP-3, OP-4, OP-6, MR-5, MR-6, MR-7 and MR-8.

12. Unlike EELs reporting, with regard to line splitting, the parties were able to reach agreement in several instances but remain at impasse in other instances. In the PID OP-3, "Installation Commitments Met," LTPA agreed on March 25, 2004, that line splitting would be reported on a disaggregated basis with a 95% benchmark.<sup>9</sup> Similarly, in OP-4, "Installation Interval," LTPA agreed on March 25, 2004, that line splitting would be reported on a disaggregated basis with a benchmark of 3.3 days<sup>10</sup> and in OP-6, "Delayed Days," it was agreed that line splitting be reported on a disaggregated basis with a standard of parity with retail Qwest DSL.<sup>11</sup>

13. With respect to MR-7 and line splitting, the parties agreed to report line splitting on a disaggregation basis and apply a standard of parity with Qwest DSL.<sup>12</sup>

14. LTPA agreed on January 15, 2004, to change the standard for line sharing in the OP-6 PID, "Delayed Days," from diagnostic to parity with retail Qwest DSL.<sup>13</sup>

15. On February 19, 2004, the parties agreed to change the methodology by which results for MR-7, "Repair Repeat Report Rate," was to more closely tie a repeated trouble report

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<sup>8</sup> OP-6B is diagnostic. OP-6B measures the average number of business days that service is delayed beyond the applicable due date for facility reasons attributed to Qwest.

<sup>9</sup> See LTPA Meeting Minutes for March 25, 2004, filed herewith as Attachment 6.

<sup>10</sup> *Id.*

<sup>11</sup> See LTPA Meeting Minutes March 11-12, 2004, filed herewith as Attachment 5.

<sup>12</sup> *Id.*

<sup>13</sup> See LTPA Meeting Minutes for January 15, 2004 (Attachment 2).

with the initial trouble report.<sup>14</sup> Thus, to provide time to identify a repeat trouble report within 30 days of the initial trouble report, this PID will be reported one month in arrears (i.e., July's results would be reported in September).

**C. QPAP changes resulting from Version 6.0 of Exhibit B**

16. On February 13, 2004, Qwest filed Version 6.0 of the PIDs in Exhibit B, which took effect 60 days later on April 13, 2004. Although there were various changes, only two items in Version 6.0 require QPAP modifications.

17. The administrative changes and substantive change to GA-1 were negotiated with participating CLECs and state commission staffs in the LTPA collaborative forum in the last quarter of 2003 and final agreement was reached on December 18, 2003.<sup>15</sup> Because the administrative changes are not of a substantive nature, they do not alter any provisions in the QPAP or have any impact on Qwest's obligations under the QPAP. Therefore, the administrative changes filed in Version 6.0 require no changes be made to the QPAP.

18. However, the change to GA-1, "Gateway Availability – IMA-GUI," does require a modification to the QPAP. The LTPA agreed to remove two subparts to GA-1 and replace them with another. Specifically, subparts GA-1B, (Fetch-N-Stuff) and GA-1C (Data Arbiter) were replaced with GA-1D (SIA). Fetch-N-Stuff and Data Arbiter were two components of the electronic gateways through which CLECs interact electronically with Qwest's Operational Support Systems (OSS). These components were retired in December, 2002 and replaced with the new component called "SIA." During the conversion from Fetch-N-Stuff and Data Arbiter to SIA, Qwest reported gateway availability performance for all three components; however, after

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<sup>14</sup> See LTPA Meeting Minutes, February 19, 2004, filed herewith as Attachment 4.

<sup>15</sup> See LTPA Meeting Minutes for December 18, 2003, filed herewith as Attachment 1.

the retirement of the former two components, Qwest stopped reporting their performance, but continued reporting performance for SIA; Qwest continues to report on SIA today. During the conversion, GA-1D was monitored with respect to provisions under the QPAP and because SIA has never missed its standard, no QPAP payments arose. However, the QPAP requires that GA-1 be accordingly modified.

**D. Additional QPAP administrative changes**

19. In previous versions of the QPAP, the footnote “c” table reference for OP-3 referred to a non-existent footnote and has accordingly been deleted from the version of the QPAP which is attached.

**E. QPAP changes resulting from Version 7.1 of Exhibit B**

Since PO-2 does not appear in the QPAP, no changes are required or included relating to that PID change in Version 7.1. However, as to PO-20, Qwest requests that the Commission determine the appropriate tier designation, apply a low-volume-differentiated benchmark (to avoid requiring 100% perfect performance in any reporting period), and allow a maximum of a 3-month measurement stabilization period prior to each implementation phase. As support for these requests, Qwest states as follows:

20. The PO-20 modifications presented here were discussed by the LTPA in one or more of the weekly LTPA sessions and numerous ad hoc meetings. A number of staff members from various state commissions attended those discussions as well. The parties agreed that these substantive changes would be submitted together after completion of the negotiation sessions, rather than individually as agreement was reached. The version of PO-20 included in the attached Exhibit B (Version 7.1) was circulated to the LTPA collaborative via email on June 8,



2004 with comments requested by June 16, 2004.<sup>16</sup> This email contained the following language: “If comments are not received on or before June 16, 2004, the attached version will be included in Qwest’s anticipated Exhibit B filings as the agreed upon PO-20.” One CLEC responded indicating they had no concern with the language. Qwest now submits the attached Exhibit B.

21. However, it should be noted that while the parties reached agreement in LTPA on the PID definition and implementation of the enhanced PO-20, the parties only briefly addressed its treatment in the QPAP during ad hoc meetings in March 2004. Therefore, Qwest requests that the enhanced PO-20 be assigned a tier designation of Tier 1 Low, no Tier 2; a low volume differentiated benchmark for a specific number of orders be applied and that a maximum 3-month measurement stabilization period apply for each phase of implementation before the phase is subject to the QPAP.

22. Given the types of errors captured by PO-20 and the fact that customer impact may or may not result, the designation of Tier 1 low, and no Tier 2, appropriately reflects the importance of these types of errors. The majority of errors that PO-20 will capture are associated with feature-only activity. Feature-only activity orders do not involve interconnection, switching of customers, collocation, or access to unbundled loops. Even though PO-20 measures orders for inward line activity as well as feature only activity, most of the errors on the competitively sensitive inward activity (and conversion activity) can be detected and corrected before the due date and thus, result in no end user impact. Appropriately, these types of activities have not risen to anything above a Tier 1 Low designation in any other measure.

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<sup>16</sup> See the Qwest’s email to the LTPA, dated June 8, 2004 at 4:42 PM (Denver time) attached as Attachment 7.

23. Additionally, simply because a PO-20 error is identified does not mean that an end user customer will be impacted, or that the impact will necessarily translate to end user customer harm. In fact, PO-20 does not have the capacity to quantify the harm, if any, to an end user customer; it can only quantify the existence of error.

24. Finally, it must be noted that several of the errors that PO-20 is designed to capture will be captured in other PIDs. For example, if a service order error results in an installation problem on an inward-line order, either OP-5A -- which measures the percentage of inward line service orders that are free of repair trouble reports -- could capture that condition or OP-5B -- which measures the percentage of inward line service orders that are free of provisioning trouble reports -- could report the error. If the PO-20 error results in incorrect billing, that error will be reflected in BI-3A, billing accuracy results. In the preceding examples, in the case of OP-5A and BI-3A, Qwest is already subject to payments to CLECs for the perceived error.

25. *Volume-Differentiated Benchmark:* A different benchmark for low volumes of orders received is appropriate because Qwest would be held to a standard of perfection if a single order error would otherwise cause the benchmark to be missed. In this case, where the benchmark is otherwise 95%, when a CLEC's order volumes in a particular month are 20 orders or below, the standard should be, "no greater than one order in error." Failure to make this volume differentiation will mean that, for order volumes of 20 or fewer orders, Qwest could only satisfy the 95% benchmark if its performance were perfect on every order, which is not reasonable.

26. *Measurement Stabilization Period:* A “burn in” or measurement stabilization period is appropriate because past experience with respect to implementation of new measures demonstrates that Qwest will need time to test and make adjustments to its systems to ensure that the systems accurately report the measure. There are some elements of the reporting system that simply cannot be evaluated without being in active production. The enhancements and expansion of PO-20 require systems changes that are not simple, and essentially result in two performance measurements during the overlapping reporting timeframe. As a result, the second “new” PO-20 is appropriate for measurement stabilization consistent with Section 16.1 the QPAP, which states in pertinent part that:

...No new performance measurements shall be added to this QPAP that have not been subject to observation as diagnostic measurement for a period of 6 months....

With this filing, and pursuant to section 16 of the QPAP, Qwest has modified the QPAP to reflect certain changes. The new PO-20 measurement reporting will begin with May results reported in July. During implementation of Phase 1, reporting will occur on the existing Exhibit B-1 and on the new PO-20 in Exhibit B, Version 7.1. Any required payments will be made under the existing Exhibit B-1 until such time as the measurement stabilization for Phase 1 on the new Exhibit B, Version 7.1 version of PO-20 has expired. Qwest will then make a compliance filing deleting Exhibit B-1 from its SGAT. Qwest requests that it be granted a maximum three-month measurement stabilization for each phase to adequately assess the measurement’s reliability and validate results.

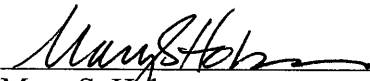
## **F. Conclusion**

By making this filing in Docket No. QWE-T-03-24 Qwest requests that the Commission permit the amended Exhibit B (Version 7.1) to go into effect no later than 60 days after submission in accordance with 47 U.S.C. § 252(f)(3). Further, upon determination of the issues outlined above, and upon a compliance filing by Qwest removing Exhibit B-1, Qwest requests that Version 7.1 of Exhibit B supercede Exhibit B-1. In the interim, Qwest will report on the expanded PO-20 contained within Exhibit B Version 7.1; Qwest will also report and make payments on the existing PO-20 contained in Exhibit B-1 until such time as the Commission determines the appropriate tier designation, measurement stabilization period and whether a low volume differentiated benchmark should apply.

By making this filing in Docket No. QWE-T-03-23, Qwest requests that the Commission accept the QPAP, as revised and modified, designate a tier for PO-20, establish a low-volume-differentiated benchmark for PO-20, and allow PO-20 a measurement stabilization for no more than three months with the implementation of each phase, meaning that Qwest will make any required payments for PO-20 on the prior phase, but under Exhibit B-1 for Phase 1 implementation, until the expiration of the measurement stabilization period.

Finally, Qwest requests that pursuant to Section 16 of the QPAP, the changes shall automatically apply to all existing interconnection agreements that currently contain Exhibit B and the QPAP, Exhibit K as exhibits.

Respectfully submitted this 29<sup>th</sup> day of June, 2004.

  
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Mary S. Hobson  
Stoel Rives, LLP

Adam Sherr  
Qwest Service Corporation

**CERTIFICATE OF SERVICE**


I hereby certify that on this 29<sup>th</sup> day of June, 2004, I served the foregoing **NOTICE OF MODIFICATION TO EXHIBIT B TO QWEST CORPORATION'S STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS and NOTICE OF CHANGES TO QPAP AND MOTION FOR TIER DESIGNATION, VOLUME DIFFERENTIATED BENCHMARK AND MEASUREMENT STABILIZATION PERIOD FOR THE REVISED PID PO-20** as follows:

Jean Jewell, Secretary  
Idaho Public Utilities Commission  
472 West Washington Street  
P.O. Box 83720  
Boise, ID 83720-0074  
Phone: (208) 334-0300  
Fax: (208) 334-3762  
[jjewell@puc.state.id.us](mailto:jjewell@puc.state.id.us)

Hand Delivery  
 U. S. Mail  
 Overnight Delivery  
 Facsimile  
 Email

Weldon Stutzman  
Deputy Attorney General  
Idaho Public Utilities Commission  
472 West Washington Street  
P.O. Box 83720  
Boise, ID 83702  
Phone: (208) 334-0300  
Fax: (208) 334-3762

Hand Delivery  
 U. S. Mail  
 Overnight Delivery  
 Facsimile  
 Email

  
Brandi L. Gearhart, PLS  
Legal Secretary to Mary S. Hobson  
Stoel Rives LLP



**Service Performance Indicator Definitions (PID)**

**14-State 271 PID Version 7.1**

# **QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)**

## **14-State 271 PID Version 7.1**

### **Introduction**

Qwest will report performance results for the service performance indicators defined herein. Qwest will report separate performance results associated with the services it provides to Competitive Local Exchange Carriers (CLECs) in aggregate (except as noted herein), to CLECs individually and, as applicable, to Qwest's retail customers in aggregate. Within these categories, performance results related to service provisioning and repair will be reported for the products listed in each definition. Reports for CLECs individually will be subject to agreements of confidentiality and/or nondisclosure.

The definitions in this version of the PID apply in the 14 states of Qwest's local service region: Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington and Wyoming. Individual state Performance Assurance Plans may specify and apply state specific variations from the Performance Measure definitions and/or standards contained herein.



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