## OP-8 – Number Portability Timeliness

**Purpose:**
Evaluates the timeliness of cutovers of local number portability (LNP).

**Description:**

OP-8B – LNP Timeliness with Loop Coordination (percent): Measures the percentage of coordinated LNP triggers set prior to the scheduled start time for the loop.

- All orders for LNP coordinated with unbundled loops that are completed/closed during the reporting period are measured, subject to exclusions specified below.

OP-8C – LNP Timeliness without Loop Coordination (percent): Measures the percentage of LNP triggers set prior to the Frame Due Time or scheduled start time for the LNP cutover as applicable.

- All orders for LNP for which coordination with a loop was not requested that are completed/closed during the reporting period are measured (including standalone LNP coordinated with other than Qwest-provided Unbundled Loops and non-coordinated, standalone LNP), subject to exclusions specified below.

- For purposes of these measurements (OP-8B and -8C), "trigger" refers to the "10-digit unconditional trigger" or Line Side Attribute (LSA) that is set or translated by Qwest.
- "Scheduled start time" is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated time. In the case of LNP cutovers coordinated with loops, the scheduled time used in this measurement will be no later than the "lay" time for the loop.

| | |
|---|---|
| **Reporting Period:** One month | **Unit of Measure:** Percent of triggers set on time |
| **Reporting Comparisons:** CLEC aggregate and individual CLEC results | **Disaggregation Reporting:** Statewide level. |

**Formula:**

OP-8B = [(Number of LNP triggers set before the scheduled time for the coordinated loop cutover) ÷ (Total Number of LNP activations coordinated with unbundled loops completed)] x 100

OP-8C = [(Number of LNP triggers set before the Frame Due Time or Scheduled Start Time) ÷ (Total Number of LNP activations without loop cutovers completed)] x 100

**Exclusions:**

- CLEC-caused delays in trigger setting.
- LNP requests that do not involve automatic triggers (e.g., DID lines without separate, unique telephone numbers and Centrex 21).
- LNP requests for which the records used as sources of data for these measurements have the following types of errors:
  - Records with no PON (purchase order number) or STATE.
  - Records where triggers cannot be set due to switch capabilities.
  - Records with invalid due dates, application dates, or start dates.
  - Records with invalid completion dates.
  - Records missing data essential to the calculation of the measurement per the PID.
  - Invalid start/stop dates/times or invalid frame due or scheduled date/times.

| | |
|---|---|
| **Product Reporting:** None | **Standard:** 95% |
| **Availability:** Available | **Notes:** |

## OP-13 – Coordinated Cuts On Time – Unbundled Loop

**Purpose:**
Evaluates the percentage of coordinated cuts of unbundled loops that are completed on time, focusing on cuts completed within one hour of the committed order due time and the percent that were started without CLEC approval.

**Description:**

- Includes all LSRs for coordinated cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below.
- OP-13A – Measures the percentage of LSRs (CLEC orders) for all coordinated cuts of unbundled loops that are started and completed on time. For coordinated loop cuts to be counted as "on time" in this measurement, the CLEC must agree to the start time, and Qwest must (1) receive verbal CLEC approval before starting the cut or lifting the loop, (2) complete the physical work and appropriate tests, (3) complete the Qwest portion of any associated LNP orders and (4) call the CLEC with completion information, all within one hour of the time interval defined by the committed order due time.
- OP-13B – Measures the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval.
- "Scheduled start time" is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated appointment time.
- The "committed order due time" is based on the number and type of loops involved in the cut and is calculated by adding the applicable time interval from the following list to the scheduled start time:
  - Analog unbundled loops:

    | | |
    |---|---|
    | 1 to 16 lines: | 1 Hour |
    | 17 to 24 lines: | 2 Hours |
    | 25+ lines: | Project* |

  - All other unbundled loops:

    | | |
    |---|---|
    | 1 to 5 lines: | 1 Hour |
    | 6 to 8 lines: | 2 Hours |
    | 9 to 11 lines: | 3 Hours |
    | 12 to 24 lines: | 4 Hours |
    | 25+ lines: | Project* |

  *For Projects scheduled due dates and scheduled start times will be negotiated between CLEC and Qwest, but no committed order due time is established. Therefore, projects are not included in OP-13A (see exclusion below).
- "Stop" time is defined as when Qwest notifies the CLEC that the Qwest physical work and the appropriate tests have been successfully accomplished, including the Qwest portion of any coordinated LNP orders.
- Time intervals following the scheduled start time or during the cutover process associated with customer-caused delays are subtracted from the actual cutover duration.
- Where Qwest's records of completed coordinated cut transactions are missing evidence of CLEC approval of the cutover, the cut will be counted as a miss under both OP-13A and OP-13B.

| **Reporting Period:** One month | **Unit of Measure:** Percent |
|---|---|
| **Reporting Comparisons:** CLEC aggregate and individual CLEC results | **Disaggregation Reporting:** Statewide level.<br>Results for this measurement will be reported according to:<br>OP-13A Cuts Completed On Time<br>OP-13B Cuts Started Without CLEC Approval |

## OP-13 – Coordinated Cuts On Time – Unbundled Loop (continued)

**Formula:**

OP-13A = [(Count of LSRs for Coordinated Unbundled Loop cuts completed "On Time") ÷ (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period)] x 100

OP-13B = [(Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval) ÷ (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period)] x 100

**Exclusions:**

Applicable to OP-13A:

- Loop cuts that involve CLEC-requested non-standard methodologies, processes, or timelines.

OP-13A & OP-13B:

- Records with invalid completion dates.
- Records missing data essential to the calculation of the measurement per the PID which are not otherwise designated to be "counted as a miss".
- Invalid start/stop dates/times or invalid scheduled date/times.
- Projects involving 25 or more lines.

| **Product Reporting:** Coordinated Unbundled Loops – Reported separately for:<br>• Analog Loops<br>• All Other Loops | **Standards:**<br>**OP-13A**:<br>**AZ:** 90 Percent or more<br>**All Other States:** 95 Percent or more<br><br>**OP-13B**: Diagnostic |
|---|---|
| **Availability:**<br>Available | **Notes:** |

## OP-15 – Interval for Pending Orders Delayed Past Due Date

**Purpose:**
Evaluates the extent to which Qwest's pending orders are late, focusing on the average number of days the pending orders are delayed past the Applicable Due Date, as of the end of the reporting period.

**Description:**
OP-15A – Measures the average number of business days that pending orders are delayed beyond the Applicable Due Date for reasons attributed to Qwest.

- Includes all pending inward orders (Change, New, and Transfer order types) for which the Applicable Due Date recorded by Qwest has been missed, subject to exclusions specified below. Change order types included in this measurement consist of all "C" orders representing inward activity.
- The Applicable Due Date is the original due date or, if changed or delayed by the customer, the most recently revised due date, subject to the following: If Qwest changes a due date for Qwest reasons, the Applicable Due Date is the customer-initiated due date, if any, that is (a) subsequent to the original due date and (b) prior to a Qwest-initiated, changed due date, if any. NOTE 1
- Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date, as applied in the formula below, are calculated by subtracting the latest Qwest-initiated due date, if any, following the Applicable Due Date, from the subsequent customer-initiated due date, if any. NOTE 1

OP-15B – Reports the number of pending orders measured in the numerator of OP-15A that were delayed for Qwest facility reasons.

| **Reporting Period**: One month | **Unit of Measure:**<br>OP-15A – Average Business Days NOTE 2<br>OP-15B – Number of orders pending facilities |
|---|---|
| **Reporting Comparisons:**<br>CLEC aggregate, individual CLEC, Qwest retail | **Disaggregation Reporting:**<br>Statewide |

**Formula:**

OP-15A = $\sum$[(Last Day of Reporting Period) – (Applicable Due Date of Late Pending Order) - (Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date)] ÷ (Total Number of Pending Orders Delayed for Qwest reasons as of the last day of Reporting Period)

OP-15B = Count of pending orders measured in numerator of OP-15A that were delayed for Qwest facility reasons

**Exclusions:**

- Disconnect, From (another form of disconnect) and Record order types.
- Records involving official company services.
- Records with invalid due dates or application dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

## OP-15 – Interval for Pending Orders Delayed Past Due Date (continued)

| **Product Reporting:** | **Standards:** OP-15B = diagnostic only<br>For OP-15A: |
|---|---|
| • Resale | |
| Residential single line service | Diagnostic (Expectation: Parity with retail service) |
| Business single line service | Diagnostic (Expectation: Parity with retail service) |
| Centrex | Diagnostic (Expectation: Parity with retail service) |
| Centex 21 | Diagnostic (Expectation: Parity with retail service) |
| | |
| PBX Trunk | Diagnostic (Expectation: Parity with retail service) |
| Basic ISDN | Diagnostic (Expectation: Parity with retail service |
| Qwest DSL | Diagnostic (Expectation: Parity with retail service) |
| Primary ISDN | Diagnostic (Expectation: Parity with retail service) |
| DS0 | Diagnostic (Expectation: Parity with retail service) |
| DS1 | Diagnostic (Expectation: Parity with retail service) |
| DS3 and higher bit-rate services (aggregate) | Diagnostic (Expectation: Parity with retail service) |
| Frame Relay | Diagnostic (Expectation: Parity with retail service) |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | Diagnostic (Expectation: Parity with retail service) |
| • Unbundled Network Element – Platform (UNE-P) (Centrex 21 ) | Diagnostic (Expectation: Parity with retail Centrex 21) |
| • Unbundled Network Element – Platform (UNE-P) (Centrex ) | Diagnostic (Expectation: Parity with retail Centrex) |
| • Line Splitting | Diagnostic (Expectation: Parity with retail Qwest DSL) |
| • Loop Splitting [NOTE 3] | Diagnostic |
| • Line Sharing | Diagnostic (Expectation: Parity with retail Qwest DSL) |
| • Sub-Loop Unbundling | Diagnostic |
| • LIS Trunks | Diagnostic (Expectation: Parity with Feature Group D (aggregate)) (separately reported) |
| • Unbundled Dedicated Interoffice Transport (UDIT) | |
| UDIT – DS1 level | Diagnostic (Expectation: Parity with DS1 Private Line- Service) |
| UDIT – Above DS1 level | Diagnostic (Expectation: Parity with Private Line-Services above DS1 level) |
| Dark Fiber – IOF | Diagnostic |
| • Unbundled Loops: | |
| Analog Loop | Diagnostic (Expectation: Parity with retail Res and Bus POTS with dispatch) |
| Non-loaded Loop (2-wire) | Diagnostic (Expectation: Parity with retail ISDN BRI) |
| Non-loaded Loop (4-wire) | Diagnostic (Expectation: Parity with retail DS1) |
| DS1-capable Loop | Diagnostic (Expectation: Parity with retail DS1) |
| ISDN-capable Loop | Diagnostic (Expectation: Parity with ISDN-BRI) |
| ADSL-qualified Loop | Diagnostic (Expectation: Parity with retail Qwest DSL with dispatch) |
| Loop types of DS3 or higher bit rate (aggregate) | Diagnostic (Expectation: Parity with retail DS3 and higher bit-rate services (aggregate) |
| Dark Fiber – Loop | Diagnostic |
| • E911/911 Trunks | Diagnostic (Expectation: Parity with retail E911/911 Trunks) |
| • Enhanced Extended Loops (EELs) | Diagnostic |

## OP-15 – Interval for Pending Orders Delayed Past Due Date (continued)

| **Availability:** | **Notes:** |
|---|---|
| Available | 1. According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest-initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.<br>2. For OP-15A, Saturday is counted as a business day for all non-dispatched orders for Resale Residence, Resale Business, and UNE-P (POTS), as well as for non-dispatched orders in the retail analogues specified above as standards. For all other non-dispatched products and for all dispatched products under OP-15A, Saturday is not counted as a business day.<br>3. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months. |

## OP-17 – Timeliness of Disconnects associated with LNP Orders

**Purpose:**
Evaluates the quality of Qwest completing LNP telephone number porting, focusing on the degree to which porting occurs without implementing associated disconnects before the scheduled time/date.

**Description:**

**OP-17A**

- Measures the percentage of all LNP telephone numbers (TNs), both stand alone and associated with loops, that are ported without the incidence of disconnects being made by Qwest before the scheduled time/date, as identified by associated qualifying trouble reports.
  - Focuses on disconnects associated with timely CLEC requests for delaying the disconnects or no requests for delays.
  - The scheduled time/date is defined as 11:59 p.m. on (1) the due date of the LNP order recorded by Qwest or (2) the delayed disconnect date requested by the CLEC, where the CLEC submits a timely request for delay of disconnection.
  - A CLEC request for delay of disconnection is considered timely if received by Qwest before 8:00 p.m. MT on the current due date of the LNP order recorded by Qwest.

**OP-17B**

- Measures the percentage of all LNP telephone numbers (TNs), both stand alone and associated with loops, that are ported without the incidence of disconnects being made by Qwest before the scheduled time/date, as identified by associated qualifying trouble reports.
  - Includes only disconnects associated with untimely CLEC requests for delaying the disconnects.
  - A CLEC request for delay of disconnection is considered "untimely" if received by Qwest after 8:00 p.m. MT on the current due date of the LNP order recorded by Qwest and before 12:00 p.m. MT (noon) on the day after the current due date.
- Disconnects are defined as the removal of switch translations, including the 10-digit trigger.
- Disconnects that are implemented early, and thus counted as a "miss" under this measurement, are those that the CLEC identifies as such to Qwest via trouble reports, within four calendar days of the actual disconnect date, that are confirmed to be caused by disconnects being made before the scheduled time.
- Includes all CLEC orders for LNP TNs completed in the reporting period, subject to exclusions specified below.

| | |
|---|---|
| **Reporting Period:** One month | **Unit of Measure:** Percent |
| **Reporting Comparisons:** CLEC Aggregate and Individual CLEC | **Disaggregation Reporting:** Statewide |

**Formula:**
[(Total number of LNP TNs ported pursuant to orders completed in the reporting period – Number of TNs with qualifying trouble reports notifying Qwest that disconnection before the scheduled time has occurred) ÷ Total Number of LNP TNs ported pursuant to orders completed in the reporting period] x 100

## OP-17 – Timeliness of Disconnects associated with LNP Orders (continued)

**Exclusions:**

**OP-17A only**

- Trouble reports notifying Qwest of early disconnects associated with situations for which the CLEC has failed to submit timely requests to have disconnects held for later implementation.

**OP-17A & B**

- Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects.
- LNP requests that do not involve automatic triggers (e.g., DID lines without separate, unique TNs, and Centrex 21).
- Records with invalid trouble receipt dates.
- Records with invalid cleared, closed or due dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

**OP-17B only**

- Trouble reports notifying Qwest of early disconnects associated with situations for which the CLEC did not submit its untimely requests by 12:00 p.m. MT (noon) on the day after the LNP due date to have disconnects held for later implementation.

| **Product Reporting:** LNP | **Standards:**<br>OP-17A – 98.25%<br>OP-17B – Diagnostic only, in light of its measuring only requests for delay of disconnect that are defined as untimely. |
|---|---|
| **Availability:**<br>Available | **Notes:** |

# Maintenance and Repair

## MR-2 – Calls Answered within 20 Seconds – Interconnect Repair Center

<table>
<tr><td colspan="2">Purpose:<br>Evaluates Customer access to Qwest's Interconnection and/or Retail Repair Center(s), focusing on the number of calls answered within 20 seconds.</td></tr>
<tr><td colspan="2">Description:<br>Measures the percentage of Interconnection and/or Retail Repair Center calls answered within 20 seconds of the first ring.<br>• Includes all calls to the Interconnect Repair Center during the reporting period, subject to exclusions specified below.<br>• First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor).<br>• Answer is defined as when the call is first picked up by the Qwest agent.<br>• Abandoned calls and busy calls are counted as calls which are not answered within 20 seconds.</td></tr>
<tr><td>Reporting Period: One month</td><td>Unit of Measure: Percent</td></tr>
<tr><td>Reporting Comparisons: CLEC aggregate and Qwest Retail levels.</td><td>Disaggregation Reporting: Region-wide level.</td></tr>
<tr><td colspan="2">Formula:<br>[(Total Calls Answered by Center within 20 seconds) ÷ (Total Calls received by Center)] x 100</td></tr>
<tr><td colspan="2">Exclusions: Time spent in the VRU (Voice Response Unit) is not counted.</td></tr>
<tr><td>Product Reporting: None</td><td>Standard: Parity</td></tr>
<tr><td>Availability:<br>Available</td><td>Notes:</td></tr>
</table>

## MR-3 – Out of Service Cleared within 24 Hours

**Purpose:**
Evaluates timeliness of repair for specified services, focusing on trouble reports where the out-of-service trouble reports were cleared within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions).

**Description:**
Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from CLECs or from retail customers.

- Includes all trouble reports, closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below.
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared.

| **Reporting Period:** One month | **Unit of Measure:** Percent |
|---|---|

| **Reporting Comparisons:** CLEC aggregate, individual CLEC and Qwest Retail results | **Disaggregation Reporting:** Statewide level.<br>• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving:<br>MR-3A Dispatches within MSAs;<br>MR-3B Dispatches outside MSAs; and<br>MR-3C No dispatches.<br>• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:<br>MR-3D In Interval Zone 1 areas; and<br>MR-3E In Interval Zone 2 areas. |
|---|---|

**Formula:**
[(Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours) ÷ (Total Number of Out of Service Trouble Reports closed in the reporting period)] x 100

**Exclusions:**

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider).
  - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

## MR-3 – Out of Service Cleared within 24 Hours (Continued)

| **Product Reporting:** | **Standards:** |
|---|---|
| **MSA-Type Disaggregation -** | |
| • Resale | |
| Residential single line service | Parity with retail service |
| Business single line service | Parity with retail service |
| Centrex | Parity with retail service |
| Centrex 21 | Parity with retail service |
| PBX Trunks | Parity with retail service |
| Basic ISDN | Parity with retail service |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | Parity with appropriate retail service |
| • Unbundled Network Element – Platform (UNE-P) (Centrex 21 ) | Parity with retail Centrex 21 |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | Parity with retail Centrex |
| • Line Splitting | Parity with retail Qwest DSL |
| • Loop Splitting NOTE 1 | Diagnostic |
| • Line Sharing | **CO:** Parity with Qwest DSL |
| | **All Other States:** Parity with RES and BUS POTS |
| • Sub-Loop Unbundling | **CO:** Parity with retail ISDN-BRI |
| | **All Other States:** Diagnostic |
| **Zone-type Disaggregation -** | |
| • Resale | |
| Qwest DSL | Parity with retail service |
| • Unbundled Loops | |
| Analog Loop | Parity with retail Res and Bus POTS |
| Non-loaded Loop (2 wire) | Parity with retail ISDN-BRI |
| xDSL-I capable Loop | Parity with retail Qwest IDSL |
| ISDN-capable Loop | Parity with ISDN-BRI |
| ADSL-qualified Loop | Parity with retail Qwest DSL |
| **Availability:**<br>Available | **Notes:**<br>1. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months. |

## MR-4 – All Troubles Cleared within 48 hours

**Purpose:**
Evaluates timeliness of repair for specified services, focusing on trouble reports of all types (both out of service and service affecting) and on the number of such trouble reports cleared within the standard estimate for specified services (i.e., 48 hours for service-affecting conditions).

**Description:**
Measures the percentage of trouble reports, for specified services, that are cleared within 48 hours of receipt of trouble reports from CLECs or from retail customers.

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below.
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared.

| **Reporting Period:** One month | **Unit of Measure:** Percent |
|---|---|

| **Reporting Comparisons:** | **Disaggregation Reporting:** Statewide level. |
|---|---|
| CLEC aggregate, individual CLEC and Qwest Retail results | • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving:<br>MR-4A Dispatches within MSAs;<br>MR-4B Dispatches outside MSAs; and<br>MR-4C No dispatches.<br>• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:<br>MR-4D In Interval Zone 1 areas; and<br>MR-4E In Interval Zone 2 areas |

**Formula:**
[(Total Trouble Reports closed in the reporting period that are cleared within 48 hours) ÷ (Total Trouble Reports closed in the reporting period)] x 100

**Exclusions:**

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider).
  - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

## MR-4 – All Troubles Cleared within 48 Hours (Continued)

| **Product Reporting:** | **Standards:** |
|---|---|
| **MSA-Type Disaggregation -** | |
| • Resale | |
| Residential single line service | Parity with retail service |
| Business single line service | Parity with retail service |
| Centrex | Parity with retail service |
| Centrex 21 | Parity with retail service |
| PBX Trunks | Parity with retail service |
| Basic ISDN | Parity with retail service |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | Parity with appropriate retail service |
| • Unbundled Network Element – Platform (UNE-P) (Centrex 21 ) | Parity with retail Centrex 21 |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | Parity with retail Centrex |
| • Line Splitting | Parity with retail Qwest DSL |
| • Loop Splitting NOTE 1 | Diagnostic |
| • Line Sharing | Parity with RES and BUS POTS |
| • Sub-Loop Unbundling | Diagnostic |
| **Zone-Type Disaggregation -** | |
| • Resale | |
| Qwest DSL | Parity with retail service |
| • Unbundled Loops: | |
| Analog Loop | Parity with retail Res and Bus POTS |
| Non-loaded Loop (2 wire) | Parity with retail ISDN-BRI |
| xDSL-I capable Loop | Parity with retail Qwest IDSL |
| ISDN-capable Loop | Parity with retail ISDN-BRI |
| ADSL-qualified Loop | Parity with retail Qwest DSL |
| **Availability:**<br>Available | **Notes:**<br>1. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months. |

## MR-5 – All Troubles Cleared within 4 hours

**Purpose:**
Evaluates timeliness of repair for specified services, focusing on all trouble reports of all types (including out of service and service affecting troubles) and on the number of such trouble reports cleared within the standard estimate for specified services (i.e., 4 hours).

**Description:**
Measures the percentage of trouble reports for specified services that are cleared within 4 hours of receipt of trouble reports from CLECs or from retail customers.

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below.
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared.

| **Reporting Period:** One month | **Unit of Measure**: Percent |
|---|---|
| **Reporting Comparisons:**<br>CLEC aggregate, individual CLEC and Qwest Retail results | **Disaggregation Reporting:** Statewide level.<br>Results for listed products will be disaggregated according to trouble reports:<br>MR-5A In Interval Zone 1 areas; and<br>MR-5B In Interval Zone 2 areas. |

**Formula:**
[(Number of Trouble Reports closed in the reporting period that are cleared within 4 hours) ÷ (Total Trouble Reports closed in the reporting period)] x 100

**Exclusions:**

- Trouble reports coded as follows:
  - For products measured using WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

## MR-5 – All Troubles Cleared within 4 hours (continued)

| **Product Reporting:** | **Standards:** |
|---|---|
| **Zone-Type Disaggregation -** | |
| • Resale | |
| Primary ISDN | Parity with retail service |
| DS0 | Parity with retail service |
| DS1 | Parity with retail service |
| DS3 and higher bit-rate services (aggregate) | Parity with retail service |
| Frame Relay | Parity with retail service |
| • LIS Trunks | Parity with Feature Group D (aggregate) |
| • Unbundled Dedicated Interoffice Transport (UDIT) | |
| UDIT – DS1 level | Parity with DS1 Private Line Service |
| UDIT – Above DS1 level | Parity with Private Line Services above DS1 level |
| • Unbundled Loops: | |
| Non-loaded Loop (4-wire) | Parity with retail DS1 |
| DS1-capable Loop | Parity with retail DS1 |
| Loop types of DS3 and higher bit-rates (aggregate) | Parity with retail DS3 and higher bit-rate services (aggregate) |
| • E911/911 Trunks | Parity with retail E911/911 Trunks |
| • Enhanced Extended Loops (EELs) – (DS0 level) | Diagnostic |
| • Enhanced Extended Loops (EELs) – (DS1 level) | Parity with retail DS1 Private Line |
| • Enhanced Extended Loops (EELs) – (DS3 level) | Diagnostic |
| **Availability:** Available | **Notes:** . |

## MR-6 – Mean Time to Restore

**Purpose:**
Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation.

**Description:**
Measures the time actually taken to clear trouble reports.

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below.
- Includes customer direct reports, customer-relayed reports, and test assist reports that result in a trouble report.
- Time measured is from date and time that Qwest is first notified of the trouble by CLEC to date and time trouble is cleared.

| **Reporting Period:** One month | **Unit of Measure:** Hours and Minutes |
|---|---|

| **Reporting Comparisons:** CLEC aggregate, individual CLEC and Qwest Retail results | **Disaggregation Reporting:** Statewide level.<br>• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving:<br>MR-6A Dispatches within MSAs;<br>MR-6B Dispatches outside MSAs; and<br>MR-6C No dispatches.<br>• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:<br>MR-6D In Interval Zone 1 areas; and<br>MR-6E In Interval Zone 2 areas. |
|---|---|

**Formula:**
$\Sigma$[(Date & Time Trouble Report Cleared) – (Date & Time Trouble Report Opened)] ÷ (Total number of Trouble Reports closed in the reporting period)

**Exclusions:**

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider).
  - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation".
- For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

## MR-6 – Mean Time to Restore (Continued)

| Product Reporting: | Standards: |
|---|---|
| **MSA-Type Disaggregation -** | |
| • Resale | |
| Residential single line service | Parity with retail service |
| Business single line service | Parity with retail service |
| Centrex | Parity with retail service |
| Centrex 21 | Parity with retail service |
| PBX Trunks | Parity with retail service |
| Basic ISDN | Parity with retail service |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | Parity with like retail service |
| • Unbundled Network Element – Platform (UNE-P) (Centrex 21 ) | Parity with retail Centrex 21 |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | Parity with retail Centrex |
| • Line Splitting | Parity with retail Qwest DSL |
| • Loop Splitting NOTE 1 | Diagnostic |
| • Line Sharing | **CO:** Parity with Qwest DSL |
| | **All Other States:** Parity with RES and BUS POTS |
| • Sub-Loop Unbundling | **CO:** Parity with retail ISDN-BRI |
| | **All Other States:** Diagnostic |
| **Zone-Type Disaggregation -** | |
| • Resale | |
| Qwest DSL | Parity with retail service |
| Primary ISDN | Parity with retail service |
| DS0 | Parity with retail service |
| DS1 | Parity with retail service |
| DS3 and higher bit-rate services (aggregate) | Parity with retail service |
| Frame Relay | Parity with retail service |
| • LIS Trunks | Parity with Feature Group D (aggregate) |
| • Unbundled Dedicated Interoffice Transport (UDIT) | |
| UDIT – DS1 level | Parity with retail DS1 Private Line |
| UDIT – Above DS1 level | Parity with retail Private Lines above DS1 level |
| Dark Fiber – IOF | Diagnostic |
| • Unbundled Loops: | |
| Analog Loop | Parity with retail Res and Bus POTS |
| Non-loaded Loop (2-wire) | Parity with retail ISDN BRI |
| Non-loaded Loop (4-wire) | Parity with retail DS1 Private Line |
| DS1-capable Loop | Parity with retail DS1 Private Line |
| xDSL-I capable Loop | Parity with retail Qwest IDSL |
| ISDN-capable Loop | Parity with retail ISDN BRI |
| ADSL-qualified Loop | Parity with retail Qwest DSL |
| Loop types of DS3 and higher bit-rates (aggregate) | Parity with retail DS3 and higher bit-rate Private Line services (aggregate) |
| Dark Fiber – Loop | Diagnostic |
| • E911/911 Trunks | Parity with retail E911/911 Trunks |
| • Enhanced Extended Loops (EELs) – (DS0 level) | Diagnostic |
| • Enhanced Extended Loops (EELs) – (DS1 level) | Parity with retail DS1 Private Line |
| • Enhanced Extended Loops (EELs) – (DS3 level) | Diagnostic |

## MR-6 – Mean Time to Restore (Continued)

| **Availability:** | **Notes:** |
|---|---|
| Available | 1. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months. |

## MR-7 – Repair Repeat Report Rate

**Purpose:**
Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same line/circuit within a specified period (30 calendar days).

**Description:**
Measures the percentage of trouble reports that are repeated within 30 days on end user lines and circuits.

- Includes all trouble reports closed during the reporting period that have a repeated trouble report received within thirty (30) days of the initial trouble report for the same service (regardless of whether the report is about the same type of trouble for that service), subject to exclusions specified below.
- In determining same service Qwest will compare the end user telephone number or circuit access code of the initial trouble reports closed during the reporting period with reports received within 30 days of when the initial trouble report closed.
- Includes reports due to Qwest network or system causes, customer-direct and customer-relayed reports.
- The 30-day period applied in the numerator of the formula below is from the date and time that the initial trouble report is closed to the date and time that the next, or "repeat" trouble report is received (i.e., opened).

| **Reporting Period:** One month, reported in arrears (i.e., results first appear in reports one month later than results for measurements that are not reported in arrears), in order to cover the 30-day period following the initial trouble report. | **Unit of Measure:** Percent |
|---|---|

| **Reporting Comparisons:** CLEC aggregate, individual CLEC and Qwest Retail results | **Disaggregation Reporting:** Statewide level.<br>• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving:<br>MR-7A Dispatches within MSAs;<br>MR-7B Dispatches outside MSAs; and<br>MR-7C No dispatches.<br>• Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving:<br>MR-7D In Interval Zone 1 areas; and<br>MR-7E In Interval Zone 2 areas. |
|---|---|

**Formula:**
[(Total trouble reports closed within the reporting period that had a repeated trouble report received within 30 calendar days of when the initial trouble report closed) ÷ (Total number of Trouble Reports Closed in the reporting period)] x 100

**Exclusions:**

- Trouble reports coded as follows:
  - For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider).
  - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Records involving official company services.
- Records with invalid trouble receipt dates.

## MR-7 – Repair Repeat Report Rate (Continued)

| | |
|---|---|
| • Records with invalid cleared or closed dates.<br>• Records with invalid product codes.<br>• Records missing data essential to the calculation of the measurement per the PID. | |
| **Product Reporting:** | **Standards:** |
| **MSA-Type Disaggregation -** | |
| • Resale | |
| Residential single line service | Parity with retail service |
| Business single line service | Parity with retail service |
| Centrex | Parity with retail service |
| Centrex 21 | Parity with retail service |
| PBX Trunks | Parity with retail service |
| Basic ISDN | Parity with retail service |
| • Unbundled Network Element – Platform (UNE-P) (POTS) | Parity with like retail service |
| • Unbundled Network Element – Platform (UNE-P) (Centrex 21 ) | Parity with retail Centrex 21 |
| • Unbundled Network Element – Platform (UNE-P) (Centrex) | Parity with retail Centrex |
| • Line Splitting | Parity with Qwest Retail DSL |
| • Loop Splitting NOTE 1 | Diagnostic |
| • Line Sharing | **AZ & CO:** Parity with Qwest Retail DSL |
| | **All Other States:** Diagnostic Comparison with Qwest Retail DSL |
| • Sub-Loop Unbundling | **CO:** Parity with Retail ISDN-BRI |
| | **All Other States:** Diagnostic |
| **Zone-Type Disaggregation -** | |
| • Resale | |
| Qwest DSL | Parity with retail service |
| Primary ISDN | Parity with retail service |
| DS0 | Parity with retail service |
| DS1 | Parity with retail service |
| DS3 and higher bit-rate services (aggregate) | Parity with retail service |
| Frame Relay | Parity with retail service |
| • LIS Trunks | Parity with Feature Group D (aggregate) |
| • Unbundled Dedicated Interoffice Transport (UDIT) | |
| UDIT – DS1 level | Parity with retail DS1 Private Line |
| UDIT – Above DS1 level | Parity with retail Private Lines above DS1 level |
| Dark Fiber – IOF | Diagnostic |
| • Unbundled Loops: | |
| Analog Loop | Parity with retail Res and Bus POTS |
| Non-loaded Loop (2-wire) | Parity with retail ISDN BRI |
| Non-loaded Loop (4-wire) | Parity with retail DS1 Private Line |
| DS1-capable Loop | Parity with retail DS1 Private Line |
| xDSL-I capable Loop | Parity with retail Qwest IDSL |
| ISDN-capable Loop | Parity with retail ISDN BRI |
| ADSL-qualified Loop | Parity with retail Qwest DSL |
| Loop types of DS3 and higher bit-rates (aggregate) | Parity with retail DS3 and higher bit-rate Private Line services (aggregate) |
| Dark Fiber – Loop | Diagnostic |
| • E911/911 Trunks | Parity with retail E911/911 Trunks |

## MR-7 – Repair Repeat Report Rate (Continued)

| | |
|---|---|
| • Enhanced Extended Loops (EELs) – (DS0 level) | Diagnostic |
| • Enhanced Extended Loops (EELs) – (DS1 level) | Parity with retail DS1 Private Line |
| • Enhanced Extended Loops (EELs) – (DS3 level) | Diagnostic |
| **Availability:**<br>Targeted availability with July 2004 results reported in September 2004 | **Notes:**<br>1. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months. |