

FR-64 LATA LSSGR
GR-334-CORE Switched Access Service
TR-NWT-000335 Voice Grade Special Access Services
TR-TSY-000529 Public LSSGR
TR-NWT-000505 LSSGR Call Processing
FR-NWT-000271 OSSGR
TR-NWT-001156 OSSGR Subsystem
SR-TSY-001171 System Reliability Analysis

21.3.2 Transport

Telcordia FR-440
TR-NWT-000499 (TSGR) Transport Systems Generic Requirements
GR-820-CORE Generic Transmission Surveillance; DS1 and DS3 Performance
GR-253-CORE Synchronous Optical Network Systems (SONET)
TR-NWT-000507 Transmission
TR-NWT-000776 NID for ISDN Subscriber Access
TR-INS-000342 High Capacity Digital Special Access Service
ST-TEC-000051 & 52 Telecommunications Transmission Engineering
Handbooks Volumes 1 & 2
ANSI T1.102-1993 Digital Hierarchy – Electrical Interface, Annex B.

21.3.3 Loops

TR-NWT-000057 Functional Criteria for Digital Loop Carrier Systems Issue 2
TR-NWT-000393 Generic Requirements for ISDN Basic Access Digital
Subscriber Lines
GR-253-CORE SONET Common Generic Criteria
TR-NWT-000303 Integrated Digital Loop Carrier System Generic Requirements
TR-TSY-000673 Operations Interface for an IDLC System
GR-303-CORE Issue 1 Integrated Digital Loop Carrier System Generic
Requirements

TR-NWT-000393 Generic Requirements for ISDN Basic Access Digital Subscriber Lines

TR-TSY-000008 Digital Interface Between the SLC 96 Digital Loop Carrier System and a Local Digital Switch

TR-NWT-008 and 303

TA-TSY-000120 Subscriber Premises or Network Ground Wire

GR-49-CORE Generic Requirements for Outdoor Telephone Network Interface Requirements

TR-NWT-000239 Indoor Telephone Network Interfaces

TR-NWT-000937 Generic Requirements for Outdoor and Indoor Building Entrance

TR-NWT-000133 Generic Requirements for Network Inside Wiring

21.3.4 Local Number Portability

Number Portability Generic Switching and Signaling Requirements for Number Portability, Issue 1.00, February 12, 1996 (Editor – Lucent Technologies, Inc.);

Generic Requirements for SCP Application and GTT Function for Number Portability, Issue 0.95, Final Draft, September 4, 1996 (Editor – Ameritech Inc.);

Generic Operator Services Switching Requirements for Number Portability, Issue 1.00, Final Draft, April 12, 1996 (Editor – Nortel);

ATIS, TRQ No. 1, Technical Requirements for Number Portability Operator Services Switching Systems, April 1999;

ATIS, TRQ No. 2, Technical Requirements for Number Portability Switching Systems, April 1999;

ATIS, TRQ No. 3, Technical Requirements for Number Portability Database and Global Title Translation, April 1999;

FCC First Report and Order and Further Notice of Proposed Rulemaking; FCC 96-286; CC Docket 95-116, RM 8535; Released July 2, 1996;

FCC First Memorandum Opinion and Order on Reconsideration; FCC 97-74; CC Docket 95-116, RM 8535; Released March 11, 1997.

FCC Second Report and Order, FCC 97-298; CC Docket 95-116, RM 8535; Released August 18, 1997.

21.4 The Parties will cooperate in the development of national standards for Interconnection elements as the competitive environment evolves. Recognizing that there are no current national standards for Interconnection network elements, Qwest has developed its

own standards for some network elements, including:

Qwest Interconnection – Unbundled Loop #77384

Expanded Interconnection and Collocation for Private Line Transport and Switched Access Services - #77386

Unbundled Dedicated Interoffice Transport - #77389

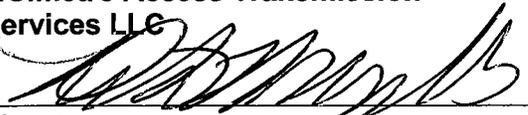
Telecommunications Equipment Installation Guidelines - #77350

21.5 Qwest Technical Publications have been developed to support service offerings, inform End User Customers and suppliers, and promote engineering consistency and deployment of developing technologies. Qwest provides all of its Technical Publications at no charge via website: <http://www.qwest.com/techpub/>.

Section 22.0 - SIGNATURE PAGE

By signing below, and in consideration of the mutual promises set forth herein, and other good and valuable consideration, the Parties agree to abide by the terms and conditions set forth in this Interconnection Agreement.

**MCImetro Access Transmission
Services LLC**



Signature

Peter H. Reynolds

Name Printed/Typed

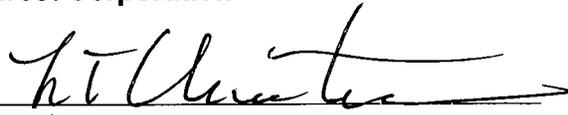
Director – National Carrier Contracts and
Initiatives

Title

Oct 6, 2006

Date

Qwest Corporation



Signature

L.T. Christensen

Name Printed/Typed

Director–Interconnection Agreements

Title

10/12/06

Date

**Exhibit A
Idaho***

New					Notes		
		Recurring	Recurring, per Mile	Non-recurring	REC	REC per Mile	NRC
		Wholesale Discount Percentage Recurring Charges		Wholesale Discount Percentage Nonrecurring Charges			
6.0	Resale						
6.1	Wholesale Discount Rates						
6.1.1	Southern Idaho						
6.1.1.1	Basic Exchange Residential Line Service	18.25%		18.25%	B		B
6.1.1.2	Basic Exchange Business Line Service	18.25%		18.25%	B		B
6.1.1.3	IntraLATA Toll	18.25%		18.25%	B		B
6.1.1.4	Package/Special Services (e.g., Centrex, Discounted Line/Feature Packages, ISDN, PBX-Trunks, DSS & UAS, Frame Relay Service, LAN, MegaBit and other ACS)	18.25%		18.25%	B		B
6.1.1.5	Listings, CO Features & Information Services	18.25%		18.25%	B		B
6.1.1.6	Private Line	18.25%		18.25%	B		B
6.1.1.7	Operator Services / Directory Assistance (OS/DA)	18.25%		18.25%	B		B
6.1.1.8	Volume Packaged Services - High Volume Customers	6.65%		6.65%	B		B
6.1.1.9	Public Access Line (PAL) Service	0.00%		0.00%	B		B
6.1.2	Northern Idaho						
6.1.2.1	Basic Exchange Residential Line Service	19.37%		19.37%	B		B
6.1.2.2	Basic Exchange Business Line Service / PBX	19.37%		19.37%	B		B
6.1.2.3	IntraLATA Toll	19.37%		19.37%	B		B
6.1.2.4	Package/Special Services (e.g., Centrex, Discounted Line/Feature Packages, ISDN, PBX-Trunks, DSS & UAS, Frame Relay Service, LAN, MegaBit and other ACS)	19.37%		19.37%	B		B
6.1.2.5	Listings, CO Features & Information Services	19.37%		19.37%	B		B
6.1.2.6	Private Line	19.37%		19.37%	B		B
6.1.2.7	Operator Services / Directory Assistance (OS/DA)	19.37%		19.37%	B		B
6.1.2.8	Volume Packaged Services - High Volume Customers	6.87%		6.87%	B		B
6.1.2.9	Public Access Line (PAL) Service	0.00%		0.00%	B		B
6.2	Customer Transfer Charge (CTC)						
6.2.1	CTC for POTS Service						
6.2.1.1	Manual						
6.2.1.1.1	First Line			\$16.22			B
6.2.1.1.2	Each Additional Line			\$2.27			B
6.2.1.2	Mechanized						
6.2.1.2.1	First Line			\$0.63			B
6.2.1.2.2	Each Additional Line			\$0.12			B
6.2.2	CTC for Private Line Transport Services						
6.2.2.1	First Circuit			\$38.84			B
6.2.2.2	Additional Circuit, per circuit, same CSR			\$33.50			B
6.2.3	CTC for Advanced Communications Services, per Circuit			\$46.81			B
7.0	Interconnection						
7.1	Entrance Facilities						
7.1.1	Intentionally Left Blank						
7.1.2	DS1	\$103.61		\$208.34	B		B
7.1.3	DS3	\$524.42		\$277.73	B		B
7.2	LIS EICT						
7.2.1	Per DS1	\$0.00		\$0.00	B		B
7.2.2	Per DS3	\$0.00		\$0.00	B		B
7.3	Direct Trunked Transport						
7.3.1	Intentionally Left Blank						
7.3.2	DS1 (Recurring Fixed & per Mile)						
7.3.2.1	Over 0 to 8 Miles	\$37.35	\$1.25		B		B
7.3.2.2	Over 8 to 25 Miles	\$37.35	\$1.82		B		B
7.3.2.3	Over 25 to 50 Miles	\$37.35	\$1.89		B		B
7.3.2.4	Over 50 Miles	\$37.35	\$1.90		B		B
7.3.3	DS3 (Recurring Fixed & per Mile)						
7.3.3.1	Over 0 to 8 Miles	\$257.18	\$19.48		B		B
7.3.3.2	Over 8 to 25 Miles	\$260.49	\$24.24		B		B

**Exhibit A
Idaho***

		Recurring	Recurring, per Mile	Non-recurring	REC	REG. per Mile	NRC
7.3.3.3	Over 25 to 50 Miles	\$260.77	\$26.43		B	B	
7.3.3.4	Over 50 Miles	\$259.32	\$26.35		B	B	
7.4	Multiplexing						
7.4.1	DS1 to DS0	\$263.86		\$193.30	B		B
7.4.2	DS3 to DS1	\$304.22		\$193.30	B		B
7.5	Trunk Nonrecurring Charges						
7.5.1	Intentionally Left Blank						
7.5.2	DS1 Interface						
7.5.2.1	First Trunk			\$229.40			B
7.5.2.2	Each Additional Trunk			\$5.46			B
7.5.3	DS3 Interface						
7.5.3.1	First Trunk			\$235.71			B
7.5.3.2	Each Additional Trunk			\$11.78			B
7.6	Exchange Service (EAS/Local) Traffic						
7.6.1	End Office Call Termination, per Minute of Use	\$0.001343			###		
7.6.2	Tandem Switched Transport, Per Minute of Use	\$0.000690			#		
7.6.3	Tandem Transmission, per Minute of Use (Recurring Fixed & per Mile)						
7.6.3.1	Over 0 to 8 Miles	\$0.0004564	\$0.0000367		B	B	
7.6.3.2	Over 8 to 25 Miles	\$0.0004564	\$0.0000367		B	B	
7.6.3.3	Over 25 to 50 Miles	\$0.0004564	\$0.0000367		B	B	
7.6.3.4	Over 50 Miles	\$0.0004260	\$0.0000144		B	B	
7.7	Local Traffic-FCC-ISP Rate Caps						
7.7.1	MOU as of June 14, 2003, rate in effect until further FCC action	\$0.0007			5		
7.8	Miscellaneous Charges						
7.8.1	Expedite Charge (LIS Trunks)			Qwest's Idaho Access Service Catalog			
7.8.2	Cancellation Charge (LIS Trunks)			Qwest's Idaho Access Service Catalog			
7.8.3	Additional Testing (LIS Trunks)			Qwest's Idaho Access Service Catalog			
7.9	Transit Traffic						
7.9.1	Local Transit (Local Transit Assumed Mileage = 7 Miles)	See Tandem Switching and Tandem Transmission Rates Above.	See Tandem Switching and Tandem Transmission Rates Above.				
7.9.2	IntraLATA Transit Toll (IntraLATA Transit Toll Assumed Mileage = 7 Miles)	Qwest's Idaho Access Service Catalog	Qwest's Idaho Access Service Catalog				
7.9.3	Jointly Provided Switched Access	Qwest's Idaho Access Service Catalog	Qwest's Idaho Access Service Catalog				
7.9.4	Category 11 Mechanized Record Charge, per Record	\$0.0014877			B		
8.0	Collocation						
8.1	All Collocation						
8.1.1	Planning and Engineering						
8.1.1.1	Intentionally Left Blank						
8.1.1.2	Cable Augment Quote Preparation Fee			\$1,284.30			B
8.1.2	Entrance Facility						
8.1.2.1	Standard Shared, per Fiber	\$5.44		\$616.32	B		B
8.1.2.2	Cross Connect, per Fiber	\$5.56		\$722.65	B		B
8.1.2.3	Express, per Cable	\$88.19		\$9,009.73	B		B
8.1.3	Cable Splicing						

**Exhibit A
Idaho***

		Recurring	Recurring, per Mile	Non-recurring	REC	REC, per Mile	NRC
8.1.3.1	Fiber - Per Set-Up			\$399.93			B
8.1.3.2	Per Fiber Spliced			\$37.15			B
8.1.4	Power Usage						
8.1.4.1	-48 Volt DC Power Usage, per Ampere, per Month						
8.1.4.1.1	Power Plant						
	8.1.4.1.1.1 Power Plant - Less than 60 Amps	\$10.64			B		
	8.1.4.1.1.2 Power Plant - Equal to or Greater Than 60 Amps	\$8.42			B		
8.1.4.1.2	Power Usage						
	8.1.4.1.2.1 Power Usage 60 Amps or Less, per Amp	\$2.47			B		
	8.1.4.1.2.2 Power Usage More Than 60 Amps, per Amp	\$4.93			B		
8.1.5	AC Power Feed						
8.1.5.1	AC Power Feed, per Amp, per Month						
8.1.5.1.1	120 V	\$16.09			B		
8.1.5.1.2	208 V, Single Phase	\$27.89			B		
8.1.5.1.3	208 V, Three Phase	\$48.25			B		
8.1.5.1.4	240 V, Single Phase	\$32.19			B		
8.1.5.1.5	240 V, Three Phase	\$55.68			B		
8.1.5.1.6	480 V, Three Phase	\$111.35			B		
8.1.5.2	AC Power Feed, per Foot, per Month						
8.1.5.2.1	20 Amp, Single Phase	\$0.0084		\$7.43	B		B
8.1.5.2.2	20 Amp, Three Phase	\$0.0105		\$9.22	B		B
8.1.5.2.3	30 Amp, Single Phase	\$0.0091		\$8.02	B		B
8.1.5.2.4	30 Amp, Three Phase	\$0.0125		\$11.01	B		B
8.1.5.2.5	40 Amp, Single Phase	\$0.0107		\$9.43	B		B
8.1.5.2.6	40 Amp, Three Phase	\$0.0147		\$12.97	B		B
8.1.5.2.7	50 Amp, Single Phase	\$0.0127		\$11.18	B		B
8.1.5.2.8	50 Amp, Three Phase	\$0.0177		\$15.61	B		B
8.1.5.2.9	60 Amp, Single Phase	\$0.0144		\$12.64	B		B
8.1.5.2.10	60 Amp, Three Phase	\$0.0204		\$17.97	B		B
8.1.5.2.11	100 Amp, Single Phase	\$0.0178		\$15.66	B		B
8.1.5.2.12	100 Amp, Three Phase	\$0.0277		\$24.44	B		B
8.1.6	Inspector Labor, per Half Hour						
8.1.6.1	Regular Hours Rate			\$28.25			B
8.1.6.2	After Hours Rate, minimum 3 hours			\$37.88			B
8.1.7	Channel Regeneration						
8.1.7.1	DS1 Regeneration	\$0.00		\$0.00	6		6
8.1.7.2	DS3 Regeneration	\$0.00		\$0.00	6		6
8.1.8	Collocation Terminations						
8.1.8.1	Shared Access						
8.1.8.1.1	DS0						
	8.1.8.1.1.1 Cable Placement, per 100 Pair Block	\$0.2262		\$208.61	B		B
	8.1.8.1.1.2 Cable Placement, per Termination	\$0.0090		\$4.12	B		B
	8.1.8.1.1.3 Cable, per 100 Pair Block	\$0.3304		\$304.71	B		B
	8.1.8.1.1.4 Cable, per Termination	\$0.0066		\$4.50	B		B
	8.1.8.1.1.5 Blocks, per 100 Pair Block	\$0.5730		\$528.42	B		B
	8.1.8.1.1.6 Blocks, per Termination	\$0.0115		\$8.62	B		B
	8.1.8.1.1.7 Block Placement, per 100 Pair Block	\$0.2381		\$219.55	B		B
	8.1.8.1.1.8 Block Placement, per Termination	\$0.0048		\$3.69	B		B
8.1.8.1.2	DS1						
	8.1.8.1.2.1 Cable Placement, per 28 DS1s	\$0.4111		\$362.14	B		B
	8.1.8.1.2.2 Cable Placement, per Termination	\$0.0442		\$38.94	B		B
	8.1.8.1.2.3 Cable, per 28 DS1s	\$0.3993		\$351.74	B		B
	8.1.8.1.2.4 Cable, per Termination	\$0.0429		\$37.82	B		B
	8.1.8.1.2.5 Panel, per 28 DS1s	\$0.2742		\$241.59	B		B
	8.1.8.1.2.6 Panel, per Termination	\$0.0330		\$29.04	B		B
	8.1.8.1.2.7 Panel Placement, per 28 DS1s	\$0.0847		\$74.58	B		B
	8.1.8.1.2.8 Panel Placement, per Termination	\$0.0091		\$8.02	B		B
8.1.8.1.3	DS3						
	8.1.8.1.3.1 Cable Placement, per Termination	\$0.1521		\$134.00	B		B
	8.1.8.1.3.2 Cable, per Termination	\$0.2578		\$227.14	B		B
	8.1.8.1.3.3 Panel / Connector, per Termination	\$0.2625		\$231.21	B		B
	8.1.8.1.3.4 Panel / Connector Placement, per Termination	\$0.0204		\$18.01	B		B
8.1.8.1.4	Fiber Termination						

**Exhibit A
Idaho***

			Recurring	Recurring, per Mile	Non-recurring	REC Mile	REC per Mile	NRC
8.1.8.1.4.1	Terminations, per 12 Fibers		\$26.24		\$1,513.88	B		B
8.1.8.1.4.2	Additional Connector (if applicable)		\$0.47		\$411.65	B		B
8.1.8.1.4.3	Cable Racking - Shared, per 12 Fibers		\$26.47			B		
8.1.8.1.4.4	Cable Racking - Dedicated		\$1.63		\$1,433.96	B		B
8.1.9	Security Charge							
8.1.9.1	Per Employee, per Card		\$0.86			B		
8.1.9.2	Card Access, per Employee, per Office		\$7.00			B		
8.1.9.3	Central Office Security Infrastructure		ICB		ICB	3		3
8.1.10	Composite Clock / Central Office Synchronization							
8.1.10.1	Synchronization – Composite Clock, per Port		\$7.44			B		
8.1.11	Intentionally Left Blank							
8.1.12	Space Availability Charge				\$313.63			B
8.1.13	Collocation Space Reservation Fee				The charge will be 25% of the Nonrecurring Fee			
8.1.14	Collocation Space Option Administration Fee				\$1,107.35			B
8.1.15	Collocation Space Option Fee, per Square Foot		\$2.00			B		
8.2	Virtual Collocation							
8.2.1	Planning and Engineering Fees							
8.2.1.1	Quote Preparation Fee				\$3,146.41			B, 7
8.2.2	Maintenance Labor, per Half Hour							
8.2.2.1	Regular Hours Rate				\$29.01			B
8.2.2.2	After Hours Rate				\$39.00			B
8.2.3	Training Labor, per Half Hour							
8.2.3.1	Regular Hours Rate				\$29.01			B
8.2.4	Bay Space							
8.2.4.1	Equipment Bay, per Shelf		\$4.17			B		
8.2.4.2	Virtual Space Construction, Initial Bay Provided		\$20.15		\$17,749.07	B		B
8.2.4.3	Each Additional Bay Space		\$3.24		\$2,854.33	B		B
8.2.4.4	Virtual Cable Racking, per Shelf		\$0.44		\$384.59	B		B
8.2.5	Engineering Labor, per Half Hour							
8.2.5.1	Regular Hours Rate				\$32.94			B
8.2.5.2	After Hours Rate				\$43.31			B
8.2.6	Installation Labor, per Half Hour							
8.2.6.1	Regular Hours Rate				\$31.77			B
8.2.6.2	After Hours Rate				\$41.32			B
8.2.7	Rent							
8.2.7.1	Floor Space Lease, per Square Foot		\$2.70			B		
8.2.7.2	Rent, per Shelf		\$4.05			B		
8.2.8	Intentionally Left Blank							
8.2.9	Power Plant							
8.2.9.1	-48 DC Power Cable							
8.2.9.1.1	20 Amp Power Feed		\$4.52		\$3,985.41	B		B
8.2.9.1.2	30 Amp Power Feed		\$5.15		\$4,537.67	B		B
8.2.9.1.3	40 Amp Power Feed		\$6.22		\$5,480.42	B		B
8.2.9.1.4	60 Amp Power Feed		\$11.02		\$9,706.03	B		B
8.2.9.1.5	100 Amp Power Feed		\$18.58		\$16,370.51	B		B
8.2.9.1.6	200 Amp Power Feed		\$34.59		\$30,473.53	B		B
8.2.9.1.7	300 Amp Power Feed		\$54.39		\$47,917.87	B		B
8.2.9.1.8	400 Amp Power Feed		\$77.23		\$68,037.02	B		B
8.3	Cageless Physical Collocation							
8.3.1	Planning and Engineering Fee							
8.3.1.1	Quote Preparation Fee				\$3,146.41			B, 7
8.3.2	Space Construction and Site Preparation							
8.3.2.1	Site Preparation Fee				ICB			3
8.3.2.2	2 Bays		\$23.39		\$20,603.40	B		B

**Exhibit A
Idaho***

		Recurring	Recurring per Mile	Non-recurring	REC	REC per Mile	NRC
8.3.2.3	Intentionally Left Blank						
8.3.2.4	Intentionally Left Blank						
8.3.2.5	Space Construction for Each Additional Bay	\$3.24		\$2,854.33	B		B
8.3.2.6	Adjustment for Single Bay - Change to Standard Design	(\$3.24)		(\$2,854.33)	B		B
8.3.2.7	DC Power Cable						
8.3.2.7.1	20 Amp Power Feed	\$4.52		\$3,985.41	B		B
8.3.2.7.2	30 Amp Power Feed	\$5.15		\$4,537.67	B		B
8.3.2.7.3	40 Amp Power Feed	\$6.22		\$5,480.42	B		B
8.3.2.7.4	60 Amp Power Feed	\$11.02		\$9,706.03	B		B
8.3.2.7.5	100 Amp Power Feed	\$18.58		\$16,370.51	B		B
8.3.2.7.6	200 Amp Power Feed	\$34.59		\$30,473.53	B		B
8.3.2.7.7	300 Amp Power Feed	\$54.39		\$47,917.87	B		B
8.3.2.7.8	400 Amp Power Feed	\$77.23		\$68,037.02	B		B
8.3.3	Floor Space Lease, per Square Foot	\$2.70			B		
8.4	Caged Physical Collocation						
8.4.1	Planning and Engineering Fee						
8.4.1.1	Quote Preparation Fee			\$3,185.58			B, 7
8.4.2	Space Construction and Site Preparation						
8.4.2.1	Site Preparation Fee				ICB		3
8.4.2.2	Intentionally Left Blank						
8.4.2.3	Intentionally Left Blank						
8.4.2.4	Space Construction						
8.4.2.4.1	Cage Up to 100 Sq. Ft.	\$38.51		\$33,927.76	B		B
8.4.2.4.2	Cage - 101 Sq. Ft. to 200 Sq. Ft.	\$34.18		\$30,113.98	B		B
8.4.2.4.3	Cage - 201 Sq. Ft. to 300 Sq. Ft.	\$42.18		\$37,154.11	B		B
8.4.2.4.4	Cage - 301 Sq. Ft. to 400 Sq. Ft.	\$44.18		\$38,922.82	B		B
8.4.2.5	Intentionally Left Blank						
8.4.2.6	Intentionally Left Blank						
8.4.2.7	DC Power Cable						
8.4.2.7.1	20 Amp Power Feed	\$5.62		\$4,954.85	B		B
8.4.2.7.2	30 Amp Power Feed	\$6.20		\$5,457.64	B		B
8.4.2.7.3	40 Amp Power Feed	\$7.41		\$6,526.00	B		B
8.4.2.7.4	60 Amp Power Feed	\$12.23		\$10,772.79	B		B
8.4.2.7.5	100 Amp Power Feed	\$19.90		\$17,531.29	B		B
8.4.2.7.6	200 Amp Power Feed	\$37.04		\$32,634.30	B		B
8.4.2.7.7	300 Amp Power Feed	\$58.25		\$51,315.56	B		B
8.4.2.7.8	400 Amp Power Feed	\$82.71		\$72,861.29	B		B
8.4.3	Space Construction - Fencing Credit						
8.4.3.1	Cage Up to 100 Sq. Ft.	(\$10.07)		(\$5,723.12)	B		B
8.4.3.2	Cage 101 - 200 Sq. Ft.	(\$12.70)		(\$7,135.89)	B		B
8.4.3.3	Cage 201 - 300 Sq. Ft.	(\$14.47)		(\$8,015.26)	B		B
8.4.3.4	Cage 301 - 400 Sq. Ft.	(\$16.15)		(\$8,851.38)	B		B
8.4.4	Floor Space Lease, per Square Foot	\$2.70			B		
8.4.5	Intentionally Left Blank						
8.4.6	Intentionally Left Blank						
8.4.7	Intentionally Left Blank						
8.4.8	Grounding						
8.4.8.1	2 / 0 AWG, per Foot	\$0.0097		\$8.52	B		B
8.4.8.2	1 / 0 AWG, per Foot	\$0.0170		\$14.99	B		B
8.4.8.3	4 / 0 AWG, per Foot	\$0.0200		\$17.64	B		B
8.4.8.4	350 kcmil, per Foot	\$0.0258		\$22.77	B		B
8.4.8.5	500 kcmil, per Foot	\$0.0299		\$26.35	B		B
8.4.8.6	750 kcmil, per Foot	\$0.0456		\$40.17	B		B
8.5	Adjacent Collocation				ICB		3
8.6	Remote Collocation						
8.6.1	Physical & Virtual Remote Collocation						
8.6.1.1	Space (per Standard Mounting Unit)	\$0.57		\$665.47	B		B
8.6.1.2	FDI Terminations (per 25 Pair)	\$0.35		\$484.90	B		B
8.6.1.3	Power Usage						

**Exhibit A
Idaho***

		Recurring	Recurring, per Mile	Non-recurring	REC Mile	REC per Mile	NRC
8.6.1.3.1	Power Usage 60 Amps or Less, per Amp	\$2.47			B		
8.6.1.3.2	Power Usage More Than 60 Amps, per Amp	\$4.93			B		
8.6.1.4	Quote Preparation Fee			\$1,064.52			B
8.6.2	Adjacent Remote Collocation						
8.6.2.1	Adjacent Remote Collocation (New)			ICB			3
8.6.2.2	Adjacent Remote Collocation (Existing)						
8.6.2.2.1	Space (per Standard Mounting Unit)	\$0.57		\$665.47	B		B
8.6.2.2.2	FDI Terminations (per 25 Pair)	\$0.35		\$484.90	B		B
8.6.2.2.3	Power Usage						
8.6.2.2.3.1	Power Usage 60 Amps or Less, per Amp	\$2.47			B		
8.6.2.2.3.2	Power Usage More Than 60 Amps, per Amp	\$4.93			B		
8.6.2.2.4	Quote Preparation Fee			\$1,064.52			B
8.6.3	Additional Virtual Remote Collocation Elements						
8.6.3.1	Flat Charge, per Job			\$36.16			B
8.6.3.2	Engineering Rate, per Half Hour			\$35.65			B
8.6.3.3	Maintenance, per Half Hour			\$29.40			B
8.6.3.4	Installation, per Half Hour			\$29.40			B
8.6.3.5	Training, per Half Hour			\$29.40			B
8.7	CLEC to CLEC						
8.7.1	Design Engineering & Installation						
8.7.1.1	Flat Charge (Design Engineering - No Cables)			\$634.76			B
8.7.1.2	Fiber Flat Charge			\$1,229.81			B
8.7.2	Cable Racking, Per Foot						
8.7.2.1	DS0, per Foot, per Cable	\$0.11848			B		
8.7.2.2	DS1, per Foot, per Cable	\$0.13075			B		
8.7.2.3	DS3, per Foot, per Cable	\$0.10234			B		
8.7.2.4	Fiber, per Foot, per Fiber	\$0.93313			B		
8.7.3	Virtual Connections (if applicable – Connections only: No cables)						
8.7.3.1	DS0 (Per 100 Connections)			\$194.39			B
8.7.3.2	DS1 (Per 28 Connections)			\$91.54			B
8.7.3.3	DS3 (Per 1 Connection)			\$5.90			B
8.7.3.4	Fiber Connections, per Fiber Spliced			\$37.15			B
8.7.4	Cable Hole (if Applicable)			\$386.89			B
8.7.5	CLEC to CLEC Cross Connection			\$201.36			B
8.8	Interconnection Distribution Frame (ICDF) Collocation				ICB		3
8.9	Application to Request Cancellation			No Charge			
8.10	Microwave Collocation			Under Development			
8.11	Intentionally Left Blank						
8.12	Intentionally Left Blank						
8.13	DC Power Reduction						
8.13.1	Quote Preparation Fee			\$703.70			B
8.13.2	Power Reduction Less than 60 Amps			\$494.45			B
8.13.3	Power Reduction Equal to 60 Amps			\$706.91			B
8.13.4	Power Reduction Greater than 60 Amps, per Amp			\$895.31			B
8.13.5	Power On / Off			\$621.09			B
8.13.6	Battery Distribution Fuse Board (BDFB) Rent	\$64.59			B		
8.14	Collocation Transfer of Responsibility						
8.14.1	Intentionally Left Blank						
9.14.2	Assessment Fee			\$1,036.00			B
9.14.3	Network Systems Administration Fee			\$1,586.00			B
8.15	Intentionally Left Blank						
9.0	Unbundled Network Elements (UNEs)						
9.1	Interconnection Tie Pairs (ITP) – Per Termination						
9.1.1	DS0	\$0.38			B		
9.1.2	DS1	\$1.24			B		
9.1.3	DS3	\$14.76			B		

**Exhibit A
Idaho***

		Recurring	Recurring per Mile	Non-recurring	REC	REC per Mile	NRC
9.2	Unbundled Loops						
9.2.1	Analog Loops			See 9.2.4			
9.2.1.1	2-Wire Voice Grade Loop						
	9.2.1.1.1 Zone 1	\$15.65			##		
	9.2.1.1.2 Zone 2	\$23.76			##		
	9.2.1.1.3 Zone 3	\$40.50			##		
9.2.1.2	Intentionally Left Blank						
9.2.1.3	4-Wire Voice Grade Loop						
	9.2.1.3.1 Zone 1	\$30.70			##		
	9.2.1.3.2 Zone 2	\$46.63			##		
	9.2.1.3.3 Zone 3	\$79.47			##		
9.2.2	Nonloaded Loops			See 9.2.4			
9.2.2.1	2-Wire Nonloaded Loop						
	9.2.2.1.1 Zone 1	\$15.65			##		
	9.2.2.1.2 Zone 2	\$23.76			##		
	9.2.2.1.3 Zone 3	\$40.50			##		
9.2.2.2	Intentionally Left Blank						
9.2.2.3	4-Wire Nonloaded Loop						
	9.2.2.3.1 Zone 1	\$30.70			##		
	9.2.2.3.2 Zone 2	\$46.63			##		
	9.2.2.3.3 Zone 3	\$79.47			##		
9.2.2.4	Loop Unloading	\$9.00				A, 8	
9.2.2.5	Loop Conditioning	\$22.00				A, 8	
9.2.3	Digital Capable Loops						
9.2.3.1	Basic Rate ISDN / xDSL-I Capable / ADSL Compatible Loop			See 9.2.4			
	9.2.3.1.1 Zone 1	\$15.65			##		
	9.2.3.1.2 Zone 2	\$23.76			##		
	9.2.3.1.3 Zone 3	\$40.50			##		
9.2.3.2	Intentionally Left Blank						
9.2.3.3	DS1 Capable Loop			See 9.2.5			
	9.2.3.3.1 Zone 1	\$86.48			##		
	9.2.3.3.2 Zone 2	\$86.46			##		
	9.2.3.3.3 Zone 3	\$99.96			##		
9.2.3.4	DS3 Capable Loop			See 9.2.6			
	9.2.3.4.1 Zone 1	\$941.95			##		
	9.2.3.4.2 Zone 2	\$955.04			##		
	9.2.3.4.3 Zone 3	\$1,264.56			##		
9.2.3.5	OC - n Capable Loop			See 9.2.7			
	9.2.3.5.1 OC - 3	\$924.94				1	
	9.2.3.5.2 OC - 12	\$1,314.57				B	
	9.2.3.5.3 OC - 48	\$3,528.38				B	
9.2.3.6	2-Wire Extension Technology	\$22.00				A	
9.2.4	Loop Installation Charges for 2 & 4 wire Analog / Non-Loaded, ADSL Compatible, ISDN BRI Capable and xDSL - I Capable Loops where conditioning is not required.	See 9.2.1 & 9.2.2					
9.2.4.1	Basic Installation						
	9.2.4.1.1 First			\$11.03			A
	9.2.4.1.2 Each Additional			\$6.07			A
9.2.4.2	Basic Installation with Performance Testing						
	9.2.4.2.1 First Loop			\$17.72			A
	9.2.4.2.2 Each Additional			\$8.99			A
9.2.4.3	Coordinated Installation with Cooperative Testing / Project Coordinated Installation						
	9.2.4.3.1 First Loop			\$171.87			#
	9.2.4.3.2 Each Additional			\$94.09			#
9.2.4.4	Coordinated Installation without Cooperative Testing / Project Coordinated Installation						
	9.2.4.4.1 First Loop			\$59.81			#

**Exhibit A
Idaho***

		Recurring	Recurring, per Mile	Non-recurring	REC	REC, per Mile	NRC
9.2.4.4.2	Each Additional			\$53.32			#
9.2.4.5	Basic Installation with Cooperative Testing						
9.2.4.5.1	First Loop			\$142.10			#
9.2.4.5.2	Each Additional			\$94.09			#
9.2.5	DS1 Loop Installation Charges	See 9.2.3.3					
9.2.5.1	Basic Installation						
9.2.5.1.1	First Loop			\$128.71			B
9.2.5.1.2	Each Additional			\$99.73			B
9.2.5.2	Basic Installation with Performance Testing						
9.2.5.2.1	First Loop			\$279.37			B
9.2.5.2.2	Each Additional			\$212.57			B
9.2.5.3	Coordinated Installation with Cooperative Testing / Project Coordinated Installation						
9.2.5.3.1	First Loop			\$316.94			B
9.2.5.3.2	Each Additional			\$222.40			B
9.2.5.4	Coordinated Installation without Cooperative Testing / Project Coordinated Installation						
9.2.5.4.1	First Loop			\$135.78			B
9.2.5.4.2	Each Additional			\$106.79			B
9.2.5.5	Basic Installation with Cooperative Testing						
9.2.5.5.1	First Loop			\$272.24			B
9.2.5.5.2	Each Additional			\$195.68			B
9.2.6	DS3 Loop Installation Charges	See 9.2.3.4					
9.2.6.1	Basic Installation						
9.2.6.1.1	First Loop			\$128.71			B
9.2.6.1.2	Each Additional			\$99.73			B
9.2.6.2	Basic Installation with Performance Testing						
9.2.6.2.1	First Loop			\$279.37			B
9.2.6.2.2	Each Additional			\$212.57			B
9.2.6.3	Coordinated Installation with Cooperative Testing / Project Coordinated Installation						
9.2.6.3.1	First Loop			\$316.94			B
9.2.6.3.2	Each Additional			\$222.40			B
9.2.6.4	Coordinated Installation without Cooperative Testing / Project Coordinated Installation						
9.2.6.4.1	First Loop			\$135.78			B
9.2.6.4.2	Each Additional			\$106.79			B
9.2.6.5	Basic Installation with Cooperative Testing						
9.2.6.5.1	First Loop			\$272.24			B
9.2.6.5.2	Each Additional			\$195.68			B
9.2.7	OC - 3, 12, 48 Loop Installation Charges	See 9.2.3.5					
9.2.7.1	Basic Installation						
9.2.7.1.1	First Loop			\$128.71			B
9.2.7.1.2	Each Additional Loop			\$99.73			B
9.2.7.2	Basic Installation with Performance Testing						
9.2.7.2.1	First Loop			\$279.37			B
9.2.7.2.2	Each Additional Loop			\$212.57			B
9.2.7.3	Coordinated Installation with Cooperative Testing						
9.2.7.3.1	First Loop			\$316.94			B
9.2.7.3.2	Each Additional Loop			\$222.40			B
9.2.7.4	Coordinated Installation without Cooperative Testing						
9.2.7.4.1	First Loop			\$135.78			B
9.2.7.4.2	Each Additional Loop			\$106.79			B
9.2.7.5	Basic Installation with Cooperative Testing						
9.2.7.5.1	First Loop			\$272.24			B
9.2.7.5.2	Each Additional Loop			\$195.68			B
9.2.8	Private Line to Unbundled Loop Conversions			\$34.50			B

**Exhibit A
Idaho***

		Recurring	Recurring per Mile	Non-recurring	REC	REC per Mile	NRC
9.3	Subloop						
9.3.1	2-Wire Distribution Loop (Applies to both Analog and Nonloaded)						
9.3.1.1	First			\$107.92			1
9.3.1.2	Each Additional			\$29.62			1
9.3.1.3	First & Each Additional 2-Wire Distribution Loop						
9.3.1.3.1	Zone 1	\$11.00			##		
9.3.1.3.2	Zone 2	\$16.70			##		
9.3.1.3.3	Zone 3	\$27.57			1		
9.3.2	Intentionally Left Blank						
9.3.3	Intra-Building Cable Loop, Per Pair	\$0.70			1		
9.3.3.1	No Dispatch, First			\$51.97			1
9.3.3.2	No Dispatch, Each Additional			\$21.32			1
9.3.3.3	Dispatch, First			\$98.14			1
9.3.3.4	Dispatch, Each Additional			\$31.62			1
9.3.4	Feeder Loop						
9.3.4.1	DS1 Capable Feeder Loop						
9.3.4.1.1	First			\$310.96			1
9.3.4.1.2	Each Additional			\$221.16			1
9.3.4.1.3	First & Each Additional DS1 Capable Feeder Loop						
9.3.4.1.3.1	Zone 1	\$77.20			##		
9.3.4.1.3.2	Zone 2	\$77.17			##		
9.3.4.1.3.3	Zone 3	\$90.68			##		
9.3.5	MTE Terminal Subloop Access						
9.3.5.1	Subloop MTE - POI Site Inventory (per request)			\$110.46			1
9.3.5.2	MTE - POI Rearrangement of Facilities			ICB			3
9.3.5.3	MTE - POI Construction of New SPOI			ICB	3		
9.3.6	Intentionally Left Blank						
9.3.7	Field Connection Point (FCP)						
9.3.7.1	Feasibility Fee / Quote Preparation Fee			\$1,197.07			1
9.3.7.2	FCP Reclassification			\$463.26			1
9.3.8	Intentionally Left Blank						
9.3.9	Intentionally Left Blank						
9.3.10	Intentionally Left Blank						
9.3.11	Construction Fee				ICB		3
9.4	Shared Services						
9.4.1	Shared Loop, per Loop	\$0.00		\$33.79	#		1
9.4.2	UNE - P Line Splitting						
9.4.2.1	Basic Installation Charge for UNE-P Line Splitting			\$33.79			1
9.4.3	Loop Splitting						
9.4.3.1	Basic Installation Charge for Loop Splitting			\$33.79			1
9.4.4	OSS, per Line, per Month	\$3.23			1		
9.4.5	Reclassification Charge			ICB			3
9.4.6	Splitter Shelf Charge	\$4.15		\$503.72	1		1
9.4.7	Splitter TIE Cable Connections						
9.4.7.1	Splitter in the Common Area—Data to 410 block	\$3.05		\$2,689.07	B		B
9.4.7.2	Splitter in the Common Area—Data direct to CLEC	\$3.24		\$2,850.97	B		B
9.4.7.3	Splitter on the IDF - Data to 410 Block	\$0.95		\$834.92	B		B
9.4.7.4	Splitter on the IDF - Data direct to CLEC	\$1.84		\$1,623.47	B		B
9.4.7.5	Splitter on the MDF—Data to 410 block	\$0.98		\$861.91	B		B
9.4.7.6	Splitter on the MDF - Data direct to CLEC	\$2.18		\$1,922.42	B		B
9.4.8	Engineering			\$1,079.85			B
9.5	Network Interface Device (NID)	\$0.51		\$52.76	A, 10		B
9.6	Unbundled Dedicated Interoffice Transport (UDIT)						
9.6.1	DS0 UDIT (Recurring Fixed & per Mile)			\$241.74			B
9.6.1.1	Over 0 to 8 Miles	\$24.67	\$0.29		B	B	

**Exhibit A
Idaho***

		Recurring	Recurring per Mile	Non-recurring	REC	REC per Mile	NRC
9.6.1.2	Over 8 to 25 Miles	\$24.69	\$0.23		B	B	
9.6.1.3	Over 25 to 50 Miles	\$24.86	\$0.15		B	B	
9.6.1.4	Over 50 Miles	\$24.69	\$0.05		B	B	
9.6.2	DS1 UDIT (Recurring Fixed & per Mile)			\$284.52			B
9.6.2.1	Over 0 to 8 Miles	\$36.43	\$3.20		B	B	
9.6.2.2	Over 8 to 25 Miles	\$37.26	\$3.19		B	B	
9.6.2.3	Over 25 to 50 Miles	\$39.12	\$1.81		B	B	
9.6.2.4	Over 50 Miles	\$37.77	\$0.78		B	B	
9.6.3	DS3 UDIT Recurring Fixed & per Mile)			\$284.52			B
9.6.3.1	Over 0 to 8 Miles	\$238.61	\$54.07		B	B	
9.6.3.2	Over 8 to 25 Miles	\$242.03	\$16.78		B	B	
9.6.3.3	Over 25 to 50 Miles	\$223.90	\$21.34		B	B	
9.6.3.4	Over 50 Miles	\$235.64	\$14.83		B	B	
9.6.4	OC-3 UDIT (Recurring Fixed & per Mile)			\$295.08			B
9.6.4.1	Over 0 to 8 Miles	\$763.70	\$36.60		B	B	
9.6.4.2	Over 8 to 25 Miles	\$763.70	\$36.60		B	B	
9.6.4.3	Over 25 to 50 Miles	\$763.70	\$36.60		B	B	
9.6.4.4	Over 50 Miles	\$763.70	\$66.83		B	B	
9.6.5	OC-12 UDIT (Recurring Fixed & per Mile)			\$295.08			B
9.6.5.1	Over 0 to 8 Miles	\$2,163.61	\$72.66		B	B	
9.6.5.2	Over 8 to 25 Miles	\$2,163.61	\$72.66		B	B	
9.6.5.3	Over 25 to 50 Miles	\$2,163.61	\$72.66		B	B	
9.6.5.4	Over 50 Miles	\$2,163.61	\$135.97		B	B	
9.6.6	OC-48 UDIT (Recurring Fixed & per Mile)			\$295.08			B
9.6.6.1	Over 0 to 8 Miles	\$4,420.99	\$183.75		B	B	
9.6.6.2	Over 8 to 25 Miles	\$4,420.99	\$183.75		B	B	
9.6.6.3	Over 25 to 50 Miles	\$4,420.99	\$183.75		B	B	
9.6.6.4	Over 50 Miles	\$4,420.99	\$346.28		B	B	
9.6.7	UDIT DS0 Channel Performance						
9.6.7.1	DS0 UDIT Low Side Channelization	\$13.10			B		
9.6.7.2	DS1 / DS0 Low Side Channelization	\$7.47		\$191.93	B		B
9.6.8	UDIT Multiplexing (Stand Alone)						
9.6.8.1	DS1 to DS0	\$263.86		\$238.03	B		B
9.6.8.2	DS3 to DS1	\$304.22		\$1,996.96	B		B
9.6.9	Extended Unbundled Dedicated Interoffice Transport						
9.6.9.1	DS1 E-UDIT	\$80.91		\$339.63	B		B
9.6.9.2	DS3 E-UDIT	\$371.60		\$347.84	B		B
9.6.9.3	OC-3 E-UDIT	\$819.83		\$412.63	B		B
9.6.9.4	OC-12 E-UDIT	\$1,256.78		\$427.89	B		B
9.6.9.5	OC-48 E-UDIT	\$3,299.92		\$413.07	B		B
9.6.10	Remote Node / Remote Port						
9.6.10.1	OC-3 Remote Node						
9.6.10.1.1	Remote Node	\$476.02			B		
9.6.10.1.2	DS1 Remote Port	\$3.65		\$198.88	B		B
9.6.10.1.3	DS3 Remote Port	\$49.20		\$198.88	B		B
9.6.10.2	OC-12 Remote Node						
9.6.10.2.1	Remote Node	\$894.86			B		
9.6.10.2.2	DS1 Remote Port	\$12.67		\$198.88	B		B
9.6.10.2.3	DS3 Remote Port	\$33.09		\$198.88	B		B
9.6.10.2.4	OC-3 Remote Port	\$103.94		\$198.88	B		B
9.6.10.3	OC-48 Remote Node						
9.6.10.3.1	Remote Node	\$3,207.38			B		
9.6.10.3.2	DS3 Remote Port	\$22.34		\$198.88	B		B
9.6.10.3.3	OC-3 Remote Port	\$121.66		\$198.88	B		B
9.6.10.3.4	OC-12 Remote Port	\$479.45		\$198.88	B		B
9.6.11	UDIT Rearrangement						
9.6.11.1	DS0 Single Office			\$164.40			B
9.6.11.2	DS0 Dual Office			\$206.79			B
9.6.11.3	High Capacity Single Office			\$221.94			B
9.6.11.4	High Capacity Dual Office			\$249.30			B
9.7	Unbundled Dark Fiber (UDF)						

**Exhibit A
Idaho***

		Recurring	Recurring per Mile	Non-recurring	REC	REC per Mile	NRC
9.7.1	Initial Records Inquiry (IRI)						
9.7.1.1	Simple			\$196.02			B
9.7.1.2	Complex			\$251.07			B
9.7.2	Field Verification and Quote Preparation (FVQP)			\$907.28			B
9.7.3	Field Verification (Engineering Verification)			\$297.03			B
9.7.4	UDF - Single Strand						
9.7.4.1	UDF - Interoffice Facility (UDF-IOF) - Single Strand						
9.7.4.1.1	Order Charge, per First Strand / Route / Order			\$492.60			B
9.7.4.1.2	Order Charge, Each Additional Strand / Same Route			\$255.66			B
9.7.4.1.3	Fiber Transport, per Strand / Mile	\$50.87			9		
9.7.4.1.4	Termination, Fixed, per Strand / Office / Termination	\$4.80			B		
9.7.4.1.5	Fiber Cross-Connect, per Strand / Office	\$2.39		\$19.38	B		B
9.7.4.2	UDF-Loop Charges - Single Strand						
9.7.4.2.1	Order Charge, per First Strand / Route / Order			\$492.60			B
9.7.4.2.2	Order Charge, Each Additional Strand / Same Route			\$255.66			B
9.7.4.2.3	Fiber Loop, per Strand / Route	\$88.98			B		
9.7.4.2.4	Termination, Fixed, per Strand / Office	\$4.83			B		
9.7.4.2.5	Termination, Fixed, per Strand / Premise	\$3.94			B		
9.7.4.2.6	Fiber Cross-Connect, per Strand / Office	\$2.71		\$19.38	B		B
9.7.4.3	Extended Unbundled Dark Fiber (E-UDF) - Single Strand						
9.7.4.3.1	Order Charge, per First Strand / Route / Order			\$492.60			B
9.7.4.3.2	Order Charge, Each Additional Strand / Same Route			\$255.66			B
9.7.4.3.3	Fiber Transport, per Route / Strand	\$96.82			B		
9.7.4.3.4	Termination, Fixed, per Strand / Office	\$4.83			B		
9.7.4.3.5	Termination, Fixed, per Strand / Premise	\$3.94			B		
9.7.4.3.6	Fiber Cross-Connect, per Pair	\$2.71		\$19.38	B		B
9.7.5	UDF - per Pair						
9.7.5.1	UDF-IOF Charges - per Pair						
9.7.5.1.1	Order Charge, per First Pair / Route / Order			\$492.60			B
9.7.5.1.2	Order Charge, Each Additional Pair / Same Route			\$255.66			B
9.7.5.1.3	Fiber Transport, per Pair / Mile	\$66.15			B		
9.7.5.1.4	Termination, Fixed, per Pair / Office / Termination	\$7.31			B		
9.7.5.1.5	Fiber Cross-Connect, per Pair / Office	\$4.43		\$19.38	B		B
9.7.5.2	UDF-Loop Charges - per Pair						
9.7.5.2.1	Order Charge, per First Pair / Route / Order			\$492.60			B
9.7.5.2.2	Order Charge, Each Additional-Pair / Same Route			\$255.66			B
9.7.5.2.3	Fiber Loop, per Route / per Pair	\$131.32			B		
9.7.5.2.4	Termination, Fixed, per Pair / Office	\$7.39			B		
9.7.5.2.5	Termination, Fixed, per Pair / Premise	\$6.29			B		
9.7.5.2.6	Fiber Cross-Connect, per Pair / Office	\$3.92		\$19.38	B		B
9.7.5.3	Extended Unbundled Dark Fiber (E-UDF)						
9.7.5.3.1	Order Charge, per First Pair / Route / Order			\$492.60			B
9.7.5.3.2	Order Charge, Each Additional-Pair / Same Route			\$255.66			B
9.7.5.3.3	Fiber Transport, per Route / Per Pair	\$131.60			B		
9.7.5.3.4	Termination, Fixed Per Pair / Office	\$7.39			B		
9.7.5.3.5	Termination Fixed Per Pair / Premise	\$6.29			B		
9.7.5.3.6	Fiber Cross-Connect, per Pair	\$3.92		\$19.38	B		B
9.7.6	Dark Fiber Splice			\$602.60			B
9.8	Shared Transport						
9.8.1	Per Minute of Use	\$0.001110			#		
9.9	Unbundled Customer Controlled Rearrangement Element (UCCRE)						
9.9.1	DS1 Port	ICB			ICB	3	3
9.9.2	DS3 Port	ICB			ICB	3	3
9.9.3	Dial Up Access	ICB				3	
9.9.4	Attendant Access	ICB				3	
9.9.5	Virtual Ports				ICB		3
9.10	Local Tandem Switching						
9.10.1	DS1 Local Message Trunk Port, per Order			\$187.90			1
9.10.2	DS1 Trunk Group						
9.10.2.1	First Trunk, per Order			\$209.74			1
9.10.2.2	Each Additional Trunk, per Order			\$21.95			1
9.10.3	Per Minute of Use	\$0.000690			#		

**Exhibit A
Idaho***

		Recurring	Recurring per Mile	Non-recurring	REC	REC per Mile	NRC
9.11	Local Switching						
9.11.1	Ports						
9.11.1.1	Analog Line Side Port						
9.11.1.1.1	First Port	\$1.34		\$10.21	A		A
9.11.1.1.2	Each Additional Port	\$1.34		\$5.49	A		A
9.11.1.2	Digital Line Side Port (Supporting BRI ISDN), First & Each Additional	\$12.53		\$205.70	B		B
9.11.1.3	Digital Trunk Ports						
9.11.1.3.1	PBX / DID Trunk Port, per DS0	\$2.43		\$213.14	B		B
9.11.1.3.2	DS1 Local Message Trunk Port	\$39.58		\$205.33	1		1
9.11.1.3.3	Message Trunk Group, First Trunk			\$176.18			B
9.11.1.3.4	Message Trunk Group, Each Additional			\$37.66			B
9.11.1.3.5	DS1 PRI ISDN Trunk Port	\$198.19		\$611.49	B		B
9.11.1.4	DS0 Analog Trunk Port						
9.11.1.4.1	First Port	\$14.56		\$115.60	B		B
9.11.1.4.2	Each Additional Port	\$14.56		\$31.71	B		B
9.11.1.5	Local Usage, per Minute of Use	\$0.001343			##		
9.11.2	Vertical Features						
9.11.2.1	Basic Features				11		
9.11.2.1.1	Account Codes - per System			\$77.41			B
9.11.2.1.2	Attendant Access Line, per Station Line			\$1.12			B
9.11.2.1.3	Audible Message Waiting			\$0.98			B
9.11.2.1.4	Authorization Codes, - per System			\$231.08			B
9.11.2.1.5	Automatic Line			\$0.33			B
9.11.2.1.6	Automatic Route Selection - Common Equipment, per System			\$2,015.21			B
9.11.2.1.7	Call Drop			\$0.23			B
9.11.2.1.8	Call Exclusion - Automatic			\$0.70			B
9.11.2.1.9	Call Exclusion - Manual			\$0.46			B
9.11.2.1.10	Call Forwarding: Busy Line / Don't Answer Programmable Service			\$11.27			B
9.11.2.1.11	Call Forwarding: Don't Answer / Call Forwarding Busy Customer			\$0.62			B
9.11.2.1.12	Call Waiting Indication, - per Timing State			\$0.70			B
9.11.2.1.13	Centrex Common Equipment			\$1,370.25			1
9.11.2.1.14	Call Forwarding Busy Line - Incoming Only			\$20.63			B
9.11.2.1.15	Call Forwarding Don't Answer Incoming Only			\$20.63			B
9.11.2.1.16	CLASS - Continuous Redial			\$1.28			B
9.11.2.1.17	CLASS - Last Call Return			\$1.29			B
9.11.2.1.18	CLASS - Priority Calling			\$1.21			B
9.11.2.1.19	CLASS - Selective Call Forwarding			\$1.28			B
9.11.2.1.20	CLASS - Selective Call Rejection			\$1.21			B
9.11.2.1.21	Direct Station Selection / Busy Lamp Field, per Arrangement			\$0.24			B
9.11.2.1.22	Directed Call Pickup with Barge-in			\$13.01			B
9.11.2.1.23	Directed Call Pickup without Barge-in			\$13.87			B
9.11.2.1.24	Distinctive Ring/Distinctive Call Waiting			\$27.74			B
9.11.2.1.25	Expensive Route Warning Tone, per System			\$49.48			B
9.11.2.1.26	Facility Restriction Level, per System			\$30.44			B
9.11.2.1.27	Group Intercom			\$0.31			B
9.11.2.1.28	Hot Line, per Line			\$1.05			B
9.11.2.1.29	Hunting: Multiposition Hunt Queuing			\$29.25			B
9.11.2.1.30	Hunting: Multiposition with Announcement in Queue			\$31.72			B
9.11.2.1.31	Hunting: Multiposition with Music in Queue			\$28.04			B
9.11.2.1.32	ISDN Short Hunt			\$1.17			B
9.11.2.1.33	Loudspeaker Paging, per Trunk Group			\$183.60			B
9.11.2.1.34	Make Busy Arrangements, per Group			\$0.53			B
9.11.2.1.35	Make Busy Arrangements, per Line			\$0.53			B
9.11.2.1.36	Message Center, per Main Station Line			\$0.31			B
9.11.2.1.37	Message Waiting Visual			\$0.31			B
9.11.2.1.38	Music On Hold, per System			\$20.75			B
9.11.2.1.39	Privacy Release			\$0.42			B
9.11.2.1.40	Query Time			\$0.31			B
9.11.2.1.41	Station Camp-On Service, per Main Station			\$0.31			B
9.11.2.1.42	Time of Day Control for ARS, per System			\$95.48			B
9.11.2.1.43	Time of Day NCOS Update			\$0.41			B
9.11.2.1.44	Time of Day Routing, per Line			\$0.46			B
9.11.2.1.45	Trunk Verification from Designated Station			\$0.35			B
9.11.2.1.46	UCD in Hunt Group, per Line			\$0.64			B
9.11.2.1.47	SMDR-P - Service Establishment Charge, Initial Installation			\$323.33			B
9.11.2.1.48	SMDR-P - Archived Data			\$170.75			B

**Exhibit A
Idaho***

		Recurring	Recurring, per Mile	Non-recurring	REC Mile	REC per Mile	NRC
9.11.2.2	Premium Port - Additional Charge	\$3.42			B, 12		
9.11.2.2.1	CMS - System Establishment - Initial Installation			\$962.10			B
9.11.2.2.2	CMS - System Establishment, Subsequent Installation			\$481.05			B
9.11.2.2.3	CMS - Packet Control Capability, per System			\$481.05			B
9.11.2.2.4	Conference Calling - Meet Me			\$32.24			B
9.11.2.2.5	Conference Calling - Preset			\$32.24			B
9.11.2.2.6	Conference Calling - Station Dial (6-Way)			\$47.48			B
9.11.2.3	CLASS Call Trace, per Occurrence			\$1.43			B
9.11.3	Subsequent Order Charge			\$12.17			B
9.11.4	Local Switching - Market Based Rates		These rates are only available in Zone 1 Wire Centers	These rates are only available in Zone 1 Wire Centers			
9.12	Customized Routing						
9.12.1	Development of Custom Line Class Code – Directory Assistance or Operator Services Routing Only			\$235.69			B
9.12.2	Installation Charge, per Switch – Directory Assistance or Operator Service Routing Only			\$237.70			B
9.12.3	All Other Custom Routing	ICB		ICB	3		3
9.13	Common Channel Signaling/SS7						
9.13.1	CCSAC STP Port	\$208.05		\$368.44	B		B
9.13.2	CCSAC Options Activation Charge						
9.13.2.1	Basic Translations						
9.13.2.1.1	First Activation, per Order			\$100.81			B
9.13.2.1.2	Each Additional Activation, per Order			\$8.06			B
9.13.2.2	CCSAC Options Database Translations						
9.13.2.2.1	First Activation, per Order			\$116.93			B
9.13.2.2.2	Each Additional Activation, per Order			\$53.92			B
9.13.3	Signal Formulation, ISUP, per Call Set-Up Request	\$0.000524			B		
9.13.4	Signal Transport, ISUP, per Call Set-Up Request	\$0.000176			B		
9.13.5	Signal Transport, TCAP, per Data Request	\$0.000019			B		
9.13.6	Signal Switching, ISUP, per Call Set-Up Request	\$0.000983			B		
9.13.7	Signal Switching, TCAP, per Data Request	\$0.000837			B		
9.14	Advanced Intelligent Network (AIN)						
9.14.1	AIN Customized Services (ACS)				ICB		3
9.14.2	AIN Platform Access (APA)	ICB		ICB	3		3
9.14.3	AIN Query Processing, per Query	ICB			3		
9.15	Line Information Database (LIDB)						
9.15.1	LIDB Storage			No Charge			
9.15.2	Line Validation Administration System Access (LVAS)			ICB			3
9.15.2.1	LIDB Line Record Initial Load						
9.15.2.1.1	Up to 20,000 Line Records			\$2,601.00			B
9.15.2.1.2	Over 20,000 Line Records			ICB			3
9.15.2.2	Mechanized Service Account Update, per Addition or Update Processed			ICB			3
9.15.2.3	Individual Line Record Audit			ICB			3
9.15.2.4	Account Group Audit			ICB			3
9.15.2.5	Expedited Request Charge for Manual Updates			ICB			3
9.15.3	LIDB Query Service, per Query	\$0.0008230			B		
9.15.4	Fraud Alert Notification, per Alert	No Charge					
9.16	8XX Database Query Service						
9.16.1	Basic Query, per Query	\$0.0130355			B		
9.16.2	POTS Translation	\$0.00000048			B		
9.16.3	Call Handling & Destination Feature	\$0.00000145			B		
9.17	ICNAM, Per Query	\$0.000768			B		
9.18	Intentionally Left Blank						
9.19	Construction Charges	ICB			ICB	3	3

**Exhibit A
Idaho***

			Recurring	Recurring, per Mile	Non-recurring	REC	REC per Mile	NRG
9.20	Miscellaneous Charges							
9.20.1	Additional Engineering, per Half Hour or fraction thereof							
	9.20.1.1	Additional Engineering – Basic			\$31.74			B
	9.20.1.2	Additional Engineering – Overtime			\$39.61			B
9.20.2	Additional Labor Installation, per Half Hour or fraction thereof							
	9.20.2.1	Additional Labor Installation – Overtime			\$9.02			B
	9.20.2.2	Additional Labor Installation – Premium			\$18.05			B
9.20.3	Additional Labor Other, per Half Hour or fraction thereof							
	9.20.3.1	Additional Labor Other – Basic			\$27.70			B
	9.20.3.2	Additional Labor Other – Overtime			\$36.98			B
	9.20.3.3	Additional Labor Other – Premium			\$46.29			B
9.20.4	Testing and Maintenance, per Half Hour or fraction thereof							
	9.20.4.1	Testing and Maintenance – Basic			\$29.40			B
	9.20.4.2	Testing and Maintenance – Overtime			\$38.57			B
	9.20.4.3	Testing and Maintenance – Premium			\$49.16			B
9.20.5	Maintenance of Service, per Half Hour or fraction thereof							
	9.20.5.1	Maintenance of Service – Basic			\$28.86			B
	9.20.5.2	Maintenance of Service – Overtime			\$36.98			B
	9.20.5.3	Maintenance of Service – Premium			\$46.29			B
9.20.6	Additional Cooperative Acceptance Testing, per Half Hour or fraction thereof							
	9.20.6.1	Additional Cooperative Acceptance Testing – Basic			\$29.40			B
	9.20.6.2	Additional Cooperative Acceptance Testing – Overtime			\$39.28			B
	9.20.6.3	Additional Cooperative Acceptance Testing – Premium			\$49.16			B
9.20.7	Nonscheduled Cooperative Testing, per Half Hour or fraction thereof							
	9.20.7.1	Nonscheduled Cooperative Testing - Basic			\$29.40			B
	9.20.7.2	Nonscheduled Cooperative Testing – Overtime			\$39.28			B
	9.20.7.3	Nonscheduled Cooperative Testing – Premium			\$49.09			B
9.20.8	Nonscheduled Manual Testing, per Half Hour or fraction thereof							
	9.20.8.1	Nonscheduled Manual Testing – Basic			\$29.40			B
	9.20.8.2	Nonscheduled Manual Testing – Overtime			\$39.28			B
	9.20.8.3	Nonscheduled Manual Testing – Premium			\$49.16			B
9.20.9	Intentionally Left Blank							
9.20.10	Intentionally Left Blank							
9.20.11	Additional Dispatch				\$87.98			B
9.20.12	Date Change				\$10.82			B
9.20.13	Design Change				\$73.99			B
9.20.14	Expedite Charge				ICB			3
9.20.15	Cancellation Charge				ICB			3
9.21	Channel Regeneration							
	9.21.1	DS1	\$0.00		\$0.00	6		6
	9.21.2	DS3	\$0.00		\$0.00	6		6
9.22	Intentionally Left Blank							
9.23	UNE Combinations							
	9.23.1	Intentionally Left Blank						
	9.23.2	UNE-P Conversion Nonrecurring Charges						
	9.23.2.1	UNE-P POTS, Centrex, Analog PBX , Mechanized						
		9.23.2.1.1 First			\$0.63			B
		9.23.2.1.2 Each Additional			\$0.12			B
	9.23.2.2	UNE-P POTS, Centrex, PAL, Analog PBX, Manual						
		9.23.2.2.1 First			\$16.22			B
		9.23.2.2.2 Each Additional			\$2.27			B
	9.23.2.3	UNE-P PBX DID Trunks						
		9.23.2.3.1 First			\$28.84			1
		9.23.2.3.2 Each Additional			\$2.73			1
	9.23.2.4	UNE-P ISDN BRI						
		9.23.2.4.1 First			\$30.66			1

**Exhibit A
Idaho***

			Recurring	Recurring, per Mile	Non-recurring	REC Miles	REC, per Mile	NRC
9.23.2.4.2	Each Additional				\$2.73			1
9.23.2.5	UNE-P ISDN PRI, DSS per DS1 Facility				\$27.93			1
9.23.2.6	UNE-P ISDN PRI, DSS - per Trunk							
9.23.2.6.1	First				\$28.84			1
9.23.2.6.2	Each Additional				\$2.73			1
9.23.3	UNE-P New Connection Nonrecurring Charges							
9.23.3.1	UNE-P POTS, Centrex, Analog PBX, Mechanized							
9.23.3.1.1	First				\$57.72			1
9.23.3.1.2	Each Additional				\$15.69			1
9.23.3.2	UNE-P POTS, Centrex, PAL, Analog PBX, Manual							
9.23.3.2.1	First				\$82.30			1
9.23.3.2.2	Each Additional				\$18.28			1
9.23.3.3	UNE - P PBX DID - per Trunk				\$15.21			1
9.23.3.4	UNE - P ISDN BRI				\$272.96			1
9.23.3.5	UNE - P Trunks							
9.23.3.5.1	DSS Basic Trunk - In Only, Out Only, or Two 2-Way				\$74.29			1
9.23.3.5.2	DSS, ISDN PRI Advanced Trunk - In only w / DID & Hunting, or 2-Way w / DID, Hunting & Answer Supervision				\$73.83			1
9.23.3.5.3	DSS, ISDN PRI Advanced Trunk - Out Only w/Answer Supervision				\$74.46			1
9.23.3.6	Facilities for UNE - P DSS, UNE - P ISDN PRI							
9.23.3.6.1	DS1 Loop Facility				\$279.37			1
9.23.3.6.2	DS3 Loop Facility				\$279.37			1
9.23.3.7	UNE - P PRI Configurations							
9.23.3.7.1	UNE-P PRI Dedicated PRI 23 + D				\$596.25			1
9.23.3.7.2	UNE-P PRI Dedicated PRI 24B				\$576.50			1
9.23.3.7.3	UNE-P PRI Dedicated PRI 23B + Back-Up D Configuration - 5E				\$575.65			1
9.23.4	Miscellaneous UNE-P DID Trunks Charges							
9.23.4.1	UNE-P Complex Translations Digits Outpulsed Change Signaling				\$15.22			1
9.23.4.2	UNE-P DID Complex Translations Signaling Change				\$35.52			1
9.23.4.3	UNE-P DID Block Compromise				\$25.53			1
9.23.4.4	UNE-P DID Group of 20 Numbers				\$31.36			1
9.23.4.5	UNE-P DID Reserve Sequential # Block				\$25.38			1
9.23.4.6	UNE-P DID Reserve Nonsequential Telephone Numbers				\$23.67			1
9.23.4.7	UNE-P DID Nonsequential Telephone Numbers				\$33.18			1
9.23.5	UNE - P Qwest DSL						See applicable Qwest Retail Tariff, Catalog, or Price List	
9.23.6	UNE Combinations - Loop MUX Combinations (LMC)							
9.23.6.1	Interconnection Tie Pair (ITP), per Termination							
9.23.6.1.1	DS1		\$1.24				B	
9.23.6.1.2	DS3		\$14.76				B	
9.23.6.2	Loop MUX 2-Wire Analog							
9.23.6.2.1	LMC 2-Wire Installation							
9.23.6.2.1.1	First				\$225.67			1
9.23.6.2.1.2	Each Additional				\$148.96			1
9.23.6.2.2	2-Wire Analog Loop (uses rates from 9.2.1.1)							
9.23.6.2.2.1	Zone 1		\$15.65				##	
9.23.6.2.2.2	Zone 2		\$23.76				##	
9.23.6.2.2.3	Zone 3		\$40.50				##	
9.23.6.3	Loop MUX 4-Wire Analog							
9.23.6.3.1	LMC 4-Wire Installation							
9.23.6.3.1.1	First				\$225.67			1
9.23.6.3.1.2	Each Additional				\$148.96			1
9.23.6.3.2	4-Wire Analog Loop (uses rates from 9.2.1.3)							
9.23.6.3.2.1	Zone 1		\$30.70				##	
9.23.6.3.2.2	Zone 2		\$46.63				##	
9.23.6.3.2.3	Zone 3		\$79.47				##	

**Exhibit A
Idaho***

		Recurring	Recurring per Mile	Non-recurring	REC Mile	REC per Mile	NRC
9.23.6.4	DS1 Loop MUX						
9.23.6.4.1	LMC DS1 Loop Installation						
	9.23.6.4.1.1 First			\$285.08			1
	9.23.6.4.1.2 Each Additional			\$209.98			1
9.23.6.4.2	DS1 Capable Loop (uses rates from 9.2.3.3)						
	9.23.6.4.2.1 Zone 1	\$86.48			#		
	9.23.6.4.2.2 Zone 2	\$86.46			#		
	9.23.6.4.2.3 Zone 3	\$99.96			#		
9.23.6.5	Private Line to Loop MUX Conversion			\$34.50			B
9.23.6.6	LMC Multiplexing						
	9.23.6.6.1 DS1 to DS0	\$263.86		\$193.30	B		B
	9.23.6.6.2 DS3 to DS1	\$304.22		\$193.30	B		B
9.23.6.7	DS0 Channel Performance						
	9.23.6.7.1 DS1 / DS0 Low Side Channelization	\$7.47			1		
9.23.7	Enhanced Extended Loop (EEL)						
9.23.7.1	EEL DS0 2-Wire Analog						
	9.23.7.1.1 EEL 2-Wire Loop Installation						
	9.23.7.1.1.1 First			\$245.11			1
	9.23.7.1.1.2 Each Additional			\$182.97			1
	9.23.7.1.2 2-Wire Analog Loop (uses rates from 9.2.1.1)						
	9.23.7.1.2.1 Zone 1	\$15.65			#		
	9.23.7.1.2.2 Zone 2	\$23.76			#		
	9.23.7.1.2.3 Zone 3	\$40.50			#		
9.23.7.2	EEL DS0 4-Wire Analog						
	9.23.7.2.1 EEL 4-Wire Loop Installation						
	9.23.7.2.1.1 First			\$245.11			1
	9.23.7.2.1.2 Each Additional			\$182.97			1
	9.23.7.2.2 4-Wire Analog Loop (uses rates from 9.2.1.3)						
	9.23.7.2.2.1 Zone 1	\$30.70			#		
	9.23.7.2.2.2 Zone 2	\$46.63			#		
	9.23.7.2.2.3 Zone 3	\$79.47			#		
9.23.7.3	EEL DS1						
	9.23.7.3.1 EEL DS1 Loop Installation						
	9.23.7.3.1.1 First			\$300.49			1
	9.23.7.3.1.2 Each Additional			\$225.39			1
	9.23.7.3.2 DS1 Capable Loop (uses rates from 9.2.3.3)						
	9.23.7.3.2.1 Zone 1	\$86.48			#		
	9.23.7.3.2.2 Zone 2	\$86.46			#		
	9.23.7.3.2.3 Zone 3	\$99.96			#		
9.23.7.4	EEL DS3						
	9.23.7.4.1 EEL DS3 Loop Installation						
	9.23.7.4.1.1 First			\$323.61			1
	9.23.7.4.1.2 Each Additional			\$248.51			1
	9.23.7.4.2 DS3 Capable Loop (uses rates from 9.2.3.4)						
	9.23.7.4.2.1 Zone 1	\$941.95			#		
	9.23.7.4.2.2 Zone 2	\$955.04			#		
	9.23.7.4.2.3 Zone 3	\$1,264.56			#		
9.23.7.5	Intentionally Left Blank						
9.23.7.6	Private Line to EEL Conversion			\$34.50			B
9.23.7.7	Intentionally Left Blank						
9.23.7.8	EEL Transport						
	9.23.7.8.1 DS0 (Recurring Fixed & per Mile)						
	9.23.7.8.1.1 Over 0 to 8 Miles	\$24.67	\$0.29		1	1	
	9.23.7.8.1.2 Over 8 to 25 Miles	\$24.69	\$0.23		1	1	
	9.23.7.8.1.3 Over 25 to 50 Miles	\$24.86	\$0.15		1	1	
	9.23.7.8.1.4 Over 50 Miles	\$24.69	\$0.05		1	1	
	9.23.7.8.2 DS1 (Recurring Fixed & per Mile)						
	9.23.7.8.2.1 Over 0 to 8 Miles	\$36.43	\$3.20		1	1	
	9.23.7.8.2.2 Over 8 to 25 Miles	\$37.26	\$3.19		1	1	
	9.23.7.8.2.3 Over 25 to 50 Miles	\$39.12	\$1.81		1	1	
	9.23.7.8.2.4 Over 50 Miles	\$37.77	\$0.78		1	1	

**Exhibit A
Idaho***

		Recurring	Recurring per Mile	Non-recurring	REC	REC per Mile	MRC
9.23.7.8.3	DS3 (Recurring Fixed & per Mile)						
	9.23.7.8.3.1 Over 0 to 8 Miles	\$238.61	\$54.07		1	1	
	9.23.7.8.3.2 Over 8 to 25 Miles	\$242.03	\$16.78		1	1	
	9.23.7.8.3.3 Over 25 to 50 Miles	\$223.90	\$21.34		1	1	
	9.23.7.8.3.4 Over 50 Miles	\$235.64	\$14.83		1	1	
9.23.7.9	Intentionally Left Blank						
9.23.7.10	EEL Multiplexing						
	9.23.7.10.1 DS1 to DS0	\$263.86		\$246.92	B		1
	9.23.7.10.2 DS3 to DS1	\$304.22		\$246.92	B		1
9.23.7.11	DS0 Channel Performance						
	9.23.7.11.1 DS0 Low Side Channelization	\$13.10			1		
	9.23.7.11.2 DS1 / DS0 Low Side Channelization	\$7.47			1		
9.23.7.12	Concentration Capability			ICB			3
9.24	Unbundled Packet Switching						
9.24.1	Unbundled Packet Switch Customer Channel						
	9.24.1.1 DSLAM (and Splitter) Functionality	\$21.92			1		
	9.24.1.2 Virtual Transport	\$3.70			1		
9.24.2	Customer Channel Shared Distribution Subloop			\$61.22			1
9.24.3	Unbundled Packet Switch Interface Port						
	9.24.3.1 DS1	\$158.74		\$210.35	1		1
	9.24.3.2 DS3	\$272.77		\$210.35	1		1
10.0	Ancillary Services						
10.1	Local Number Portability						
10.1.1	LNP Queries	See FCC Tariff #1 Section 13 & 20					
10.1.2	LNP Managed Cuts						
	10.1.2.1 Standard Managed Cuts, per Person, per Half Hour			\$26.57			B
	10.1.2.2 Overtime Managed Cuts, per Person, per Half Hour			\$34.38			B
	10.1.2.3 Premium Managed Cuts, per Person, per Half Hour			\$42.21			B
10.2	911/E911						
10.2.1	911 / E911	No Charge		No Charge			
10.3	White Pages Directory Listings, Facility Based Providers						
10.3.1	Primary Listing	No Charge		No Charge			
10.3.2	Premium / Privacy Listings	General Exchange Tariff Rate, Less Wholesale Discount		General Exchange Tariff Rate, Less Wholesale Discount			
10.4	Directory Assistance, Facility Based Providers						
10.4.1	Local Directory Assistance, per Call	\$0.55			B		
10.4.2	National Directory Assistance, per Call	\$0.55			B		
10.4.3	Call Branding, Set-Up and Recording			\$35,000.00			B
10.4.4	Loading Brand, per Switch			\$500.00			B
10.4.5	Call Completion Link, per Call	\$0.0893			B		
10.5	Directory Assistance List Information						
10.5.1	Initial Database Load, per Listing	\$0.025			B		
10.5.2	Reload of Database, per Listing	\$0.020			B		
10.5.3	Daily Updates, per Listing	\$0.250			B		
10.5.4	One-time Set-Up Fee			\$73.29			B
10.5.5	Media Charges for File Delivery						
	10.5.5.1 Electronic Transmission	\$0.0020			B		
	10.5.5.2 Tapes (charges only apply if this is selected as the normal delivery medium for	\$30.00			B		
	10.5.5.3 Shipping Charges (for tape delivery)				ICB		3
10.6	Toll and Assistance Operator Services, Facility Based Providers,						
10.6.1	Option A – Per Message						
	10.6.1.1 Operator Handled Calling Card	\$1.45			B		
	10.6.1.2 Machine Handled Calling Card	\$0.60			B		
	10.6.1.3 Station Call	\$1.50			B		

**Exhibit A
Idaho***

	Recurring	Recurring, per Mile	Non-recurring	REC	REC per Mile	NRC
10.6.1.4 Person Call	\$3.50			B		
10.6.1.5 Connect to Directory Assistance	\$0.75			B		
10.6.1.6 Busy Line Verify, per Call	\$0.72			B		
10.6.1.7 Busy Line Interrupt	\$0.87			B		
10.6.1.8 Operator Assistance, per Call	\$0.50			B		
10.6.2 Option B – Per Operator Work Second and Computer Handled Calls						
10.6.2.1 Operator Handled, per Operator Work Second	\$0.02800			B		
10.6.2.2 Machine Handled, per Call	\$0.25000			B		
10.6.2.3 Call Branding, Set-Up & Recording			\$10,500.00			B
10.6.2.4 Loading Brand/Per Switch			\$800.00			B
10.7 Access to Poles, Ducts, Conduits and Rights of Way (ROW)						
10.7.1 Pole Inquiry Fee, per Inquiry			\$341.63			1
10.7.2 Innerduct Inquiry Fee, per Inquiry			\$233.51			1
10.7.3 ROW Inquiry Fee, per Inquiry			\$378.87			1
10.7.4 ROW Document Preparation Fee			\$122.91			1
10.7.5 Field Verification Fee, per Pole			\$20.48			1
10.7.6 Field Verification Fee, per Manhole			\$190.89			1
10.7.7 Planner Verification, per Manhole			\$16.52			1
10.7.8 Manhole Verification Inspector, per Manhole			\$92.18			1
10.7.9 Manhole Make-Ready Inspector, per Manhole			\$245.82			1
10.7.10 Transfer of Responsibility			\$106.86			1
10.7.11 Pole Attachment Fee, per Foot, per Year	\$2.77			B, 4		
10.7.12 Innerduct Occupancy Fee, per Foot, per Year	\$0.31			B, 4		
10.7.13 Access Agreement Consideration			\$10.00			B
10.7.14 Make Ready			ICB			3
12.0 Operational Support Systems						
12.1 Development and Enhancements, per Order			\$5.00			B
12.2 Ongoing Maintenance, per Order			\$1.40			B
12.3 Daily Usage Record File, per Record	\$0.000419			B		
12.4 Trouble Isolation Charge			See 9.20			
17.0 Bona Fide Request Process						
17.1 Processing Fee			\$1,851.86			B

NOTES:

Unless otherwise indicated, all rates are pursuant to Idaho Public Utilities Commission Dockets:

A AT&T Arbitration Docket USW-T-96-15, Order No 27738, effective September 17, 1998.

B Cost Docket QWE-T-01-11, Order No. 29408 (January 5, 2004) rates effective January 5, 2004.

Voluntary Rate Reduction, Docket USW-T-00-3, effective 6/10/02. Reductions reflected in the 5/24/02 Exhibit A.

Second Voluntary Rate Reduction, Docket USW-T-00-3, effective 6/7/02. Reductions reflected in the 7/10/02 Exhibit A.

Third Voluntary Rate Reduction, Docket USW-T-00-3, effective 12/16/02. Reductions reflected in the 10/16/02 Exhibit A

[1] TELRIC rates proposed in Cost Docket QWE-1-01-11 testimony filed on November 12, 2003. The case was bifurcated and the rates using this footnote are proposed in Phase 2 of the cost docket.

[2] Market-based rates.

[3] ICB, Individual Case Basis pricing.

[4] The State of Idaho has retained the oversight on these rates. These rates are not under the jurisdiction of the FCC.

[5] FCC ordered rates pursuant to the FCC's Order on Remand and Report and Order (Inter-carrier Compensation for ISP-Bound Traffic) CC Docket 01-131 (FCC ISP Order), effective June 14, 2001.

[6] Effective August 1, 2003, Qwest will no longer bill the recurring and nonrecurring charges for Channel Regeneration. Qwest reserves the right to revert back to the contractual rate only after appropriate notice is given.

[7] The preliminary Quote Preparation Fees (QPF) are included in the space construction charges. Upon completion of the collocation construction, the QPF will be credited to the final space construction charge for the virtual, caged or cageless collocation job. These engineering and planning charges are also included in the Virtual, Caged and Cageless Quote Preparation Fees.

[8] Effective 11/04, Qwest will no longer perform Bridge Tap and/or Load Coil Removal (Conditioning) to facilitate provisioning of its Qwest Retail DSL offering. In order to permit CLECs to provision their own xDSL Capable Loops, Qwest is now re-instituting the charge to continue Conditioning for the 2/4-Wire Unbundled Loop, ADSL Compatible Unbundled Loop, ISDN (BRI) Capable Unbundled Loop, xDSL-I Capable Unbundled Loop, Non-Commercial Line Sharing, Line Splitting, Non-Commercial Shared Distribution Loop and Loop Splitting, effective 3/14/05. Qwest can't bill the REC rate structure, but will bill customers the lower of the two rates.

[9] Qwest is voluntarily reducing this rate in order to keep rate relationship with the Fiber Transport "per Pair" rate element.

[10] Qwest has not implemented this UNE rate or charge in its billing system but reserves the right to assess such a charge in the future.

[11] All technically feasible Vertical Switch Features are available with compatible unbundled switch ports. No monthly recurring charge applies for Basic Vertical Switch Features. Only basic Vertical Switch Features with nonrecurring charges are listed. Nonrecurring charges are applicable whenever a feature is added - whether on new installation, conversion, or change order activity. Vertical Switch Features not listed are included in the cost of the switch port and have a rate of zero for both recurring and nonrecurring charges.

**Exhibit A
Idaho***

	Recurring	Recurring per Mile	Non-recurring	REC	NRC
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[12] The Premium Port monthly recurring charge applies in addition to the Analog or Digital Line Side Port recurring charges when Premium Features are ordered with analog or digital ports.



Service Performance Indicator Definitions (PID)

14-State 271 PID Version 8.1

QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)

14-State 271 PID Version 8.1

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.

Qwest's Service Performance Indicator Definitions

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Electronic Gateway Availability

GA-1 – Gateway Availability – IMA-GUI

<p>Purpose: Evaluates the quality of CLEC access to the IMA-GUI electronic gateway and one associated system, focusing on the extent they are actually available to CLECs.</p>	
<p>Description: GA-1A: Measures the availability of the IMA-GUI (Interconnect Mediated Access- Graphical User Interface), and reports the percentage of Scheduled Availability Time the IMA-GUI interface is available for view and/or input.</p> <ul style="list-style-type: none"> • Scheduled Up Time hours for preorder, order, and provisioning transactions are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. <p>GA-1D: Measures the availability of the SIA system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the SIA system is available. Scheduled availability times will be no less than the same hours as listed for IMA-GUI and IMA-EDI.</p> <ul style="list-style-type: none"> • Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time. • Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time. • Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance. • An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., IMA-GUI, SIA), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate results</p>	<p>Disaggregation Reporting: Region-wide level. Results will be reported as follows: GA-1A IMA Graphical User Interface Gateway GA-1D SIA system</p>
<p>Formula: $\left(\frac{[\text{Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period}]}{[\text{Number of Hours and Minutes of Scheduled Availability Time During Reporting Period}]} \right) \times 100$ </p>	
<p>Exclusions: None</p>	
<p>Product Reporting: None</p>	<p>Standard: 99.25 percent</p>
<p>Availability: Available</p>	<p>Notes:</p>

GA-2 – Gateway Availability – IMA-EDI

Purpose: Evaluates the quality of CLEC access to the IMA-EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of IMA-EDI (Interconnect Mediated Access - Electronic Data Interchange) interface and reports the percentage of scheduled availability time the IMA-EDI Interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured. <ul style="list-style-type: none"> Scheduled Up Time hours for IMA-EDI based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time. Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time. Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance. An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., IMA-EDI), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level. (See GA-1D for reporting of SIA system availability.)
Formula: $\left(\frac{[\text{Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period}] + [\text{Number of Hours and Minutes of Scheduled Availability Time During Reporting Period}]}{[\text{Number of Hours and Minutes of Scheduled Availability Time During Reporting Period}]} \right) \times 100$	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: Available	Notes:

GA-3 – Gateway Availability – EB-TA

Purpose: Evaluates the quality of CLEC access to the EB-TA interface, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of EB-TA (Electronic Bonding – Trouble Administration) interface and reports the percentage of scheduled availability time the EB-TA Interface is available. <ul style="list-style-type: none"> • Scheduled Up Time hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. • Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time. • Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time. • Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance. • An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., EB-TA), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: $\left(\frac{\text{[Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period]}}{\text{[Number of Hours and Minutes of Scheduled Availability During Reporting Period]}} \right) \times 100$	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: Available	Notes:

GA-4 – System Availability – EXACT

Purpose: Evaluates the quality of CLEC batch access to the EXACT electronic access service request system, focusing on the extent the system is actually available to CLECs.	
Description: Measures the availability of EXACT system and reports the percentage of scheduled availability time the EXACT system is available. <ul style="list-style-type: none"> Scheduled Up Time hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. Time System is Available to CLECs is equal to Scheduled Availability Time minus Outage Time. Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time. Scheduled Down Time is time identified and communicated that the system is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance. An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., EXACT), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: ([Number of Hours and Minutes EXACT is Available to CLECs During Reporting Period] ÷ [Number of Hours and Minutes of Scheduled Availability During Reporting Period]) x 100	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: Available	Notes:

GA-6 – Gateway Availability – GUI -- Repair

Purpose: Evaluates the quality of CLEC access to the GUI Repair electronic gateway, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of the GUI (Graphical User Interface) repair electronic interface and reports the percentage of scheduled availability time the interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured. <ul style="list-style-type: none"> • Scheduled Up Time² hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. • Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time. • Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time. • Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. Notification of Scheduled Down Time for routine maintenance and/or upgrade work will be provided no less than 48 hours in advance. • An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., GUI-Repair), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: [Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period ÷ Number of Hours and Minutes of Scheduled Availability Time During Reporting Period] x 100	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: Available	Notes:

GA-7 – Timely Outage Resolution following Software Releases

<p>Purpose: Measures the timeliness of resolution of gateway or system outages attributable to software releases for specified OSS interfaces, focusing on CLEC-affecting software releases involving the specified gateways or systems.</p>	
<p>Description:</p> <ul style="list-style-type: none"> Measures the percentage of gateway or system outages, which are attributable to OSS system software releases and which occur within two weeks after the implementation of the OSS system software releases, that are resolved ^{NOTE 1} within 48 hours of detection by the Qwest monitoring group or reporting by a CLEC/co-provider. Includes software releases associated with the following OSS interfaces in Qwest: IMA-GUI, IMA-EDI, and CEMR, Exchange Access, Control, & Tracking (EXACT) ^{NOTE 2}, Electronic Bonding– Trouble Administration (EB -TA) ^{NOTE 3} An outage for this measurement is a critical or serious loss of functionality, attributable to the specified gateway or component, affecting Qwest's ability to serve its customers or data loss ^{NOTE 4} on the Qwest side of the interface. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems. The outage resolution time interval considered in this measurement starts at the time Qwest's monitoring group detects a failure, or at the date/time of the first transaction sent to Qwest that cannot be processed (i.e. lost data), and ends with the time functionality is restored or the lost data is recovered. 	
<p>Reporting Period: Monthly</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC Aggregate</p>	<p>Disaggregation Reporting: Region-wide level.</p>
<p>Formula: $\left[\frac{\text{(Total outages detected within two weeks of a Software Release that are resolved within 48 hours of the time Qwest detects the outage)}}{\text{(Total number of outages detected within two weeks of Software Releases resolved in the Reporting Period)}} \right] \times 100$</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> Outages in releases prior to any CLEC migrating to the release. Duplicate reports attributable to the same software defect. 	
<p>Product Reporting: None</p>	<p>Standards: Volume = 1-20: 1 miss Volume > 20: 95%</p>
<p>Availability: Available</p>	<p>Notes:</p> <ol style="list-style-type: none"> "Resolved" means that service is restored to the reporting CLEC, as experienced by the CLEC. EXACT is a Telecordia system. Only releases for changes initiated by Qwest for hardware or connectivity will be included in this measurement. Outages reported under EB-TA are the same as outages in MEDIACC. For data loss to be considered for GA-7, a functional acknowledgement must have been provided for the data in question (e.g., EDI 997, LSR ID or trouble ticket number).

Pre-Order/Order

PO-1 – Pre-Order/Order Response Times

<p>Purpose: Evaluates the timeliness of responses to specific preordering/ordering queries for CLECs through the use of Qwest's Operational Support Systems (OSS). Qwest's OSS are accessed through the specified gateway interface.</p>	
<p>Description: PO-1A & PO-1B: Measures the time interval between query and response for specified pre-order/order transactions through the electronic interface.</p> <ul style="list-style-type: none"> • Measurements are made using a system that simulates the transactions of requesting pre-ordering/ordering information from the underlying existing OSS. These simulated transactions are made through the operational production interfaces and existing systems in a manner that reflects, in a statistically-valid manner, the transaction response times experienced by CLEC service representatives in the reporting period. • The time interval between query and response consists of the period from the time the transaction request was "sent" to the time it is "received" via the gateway interface. • A query is an individual request for the specified type of information. <p>PO-1C: Measures the percentage of all IRTM Queries measured by PO-1A & 1B transmitted in the reporting period that timeout before receiving a response.</p> <p>PO-1D: Measures the average response time for a sampling of rejected queries across preorder transaction types. The response time measured is the time between the issuance of a pre-ordering transaction and the receipt of an error message associated with a "rejected query." A rejected query is a transaction that cannot be successfully processed due to the provision of incomplete or invalid information by the sender, which results in an error message back to the sender. <small>NOTE 1</small></p>	
<p>Reporting Period: One month</p>	<p>Unit of Measure: PO-1A, PO-1B, & PO-1D: Seconds PO-1C: Percent</p>

PO-1 – Pre-Order/Order Response Times (continued)

<p>Reporting Comparisons: CLEC aggregate.</p>	<p>Disaggregation Reporting: Region-wide level. Results are reported as follows: PO-1A Pre-Order/Order Response Time for IMA-GUI PO-1B Pre-Order/Order Response Time for IMA-EDI</p> <p>Results are reported separately for each of the following transaction types: ^{NOTE 2}</p> <ol style="list-style-type: none"> 1. Appointment Scheduling (Due Date Reservation, where appointment is required) 2. Service Availability Information 3. Facility Availability 4. Street Address Validation 5. Customer Service Records 6. Telephone Number 7. Loop Qualification Tools ^{NOTE 3} 8. Resale of Qwest DSL Qualification 9. Connecting Facility Assignment ^{NOTE 4} 10. Meet Point Inquiry ^{NOTE 5} <p>For PO-1A (transactions via IMA-GUI), in addition to reporting total response time, response times for each of the above transactions will be reported in two parts: (a) time to access the request screen, and (b) time to receive the response for the specified transaction. For PO-1A 6, Telephone Number, a third part (c) accept screen, will be reported.</p> <p>For PO-1B (transactions via IMA-EDI), request/response will be reported as a combined number.</p> <p>PO-1C Results for PO-1C will be reported according to the gateway interface used:</p> <ol style="list-style-type: none"> 1. Percent of Preorder Transactions that Timeout IMA-GUI 2. Percent of Preorder Transactions that Timeout IMA-EDI <p>PO-1D Results for PO-1D will be reported according to the gateway interface used:</p> <ol style="list-style-type: none"> 1. Rejected Response Times for IMA-GUI 2. Rejected Response Times for IMA-EDI
<p>Formula:</p> <p>PO-1A & PO-1B = $\frac{\Sigma[(\text{Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Queries Submitted in Reporting Period})}$</p> <p>PO-1C = $\frac{[(\text{Number of IRTM Queries measured by PO-1A \& 1B that Timeout before receiving response})]}{(\text{Number of IRTM Queries Transmitted in Reporting Period})} \times 100$</p> <p>PO-1D = $\frac{\Sigma[(\text{Rejected Query Response Date \& Time}) - (\text{Query Submission Date \& Time})]}{(\text{Number of Rejected Query Transactions Simulated by IRTM})}$</p>	
<p>Exclusions:</p> <p>PO-1A & PO-1B:</p> <ul style="list-style-type: none"> • Rejected requests/errors, and timed out transactions <p>PO-1C:</p> <ul style="list-style-type: none"> • Rejected requests and errors <p>PO-1D:</p> <ul style="list-style-type: none"> • Timed out transactions 	

PO-1 – Pre-Order/Order Response Times (continued)

Product Reporting: None	Standards:	IMA-GUI	IMA-EDI
	Total Response Time:		
	1. Appointment Scheduling	<10 seconds	<10 seconds
	2. Service Availability Information	<25 seconds	<25 seconds
	3. Facility Availability	<25 seconds ⁶	<25 seconds ⁶
	4. Street Address Validation	<10 seconds	<10 seconds
	5. Customer Service Records	<12.5 seconds ⁶	<12.5 seconds ⁶
	6. Telephone Number	<10 seconds	<10 seconds
	7. Loop Qualification Tools <small>NOTE 3</small>	≤ 20 seconds ⁷	≤ 20 seconds
	8. Resale of Qwest DSL Qualification	≤ 20 seconds ⁷	≤ 20 seconds
	9. Connecting Facility Assignment	≤ 25 seconds	≤ 25 seconds
	10. Meet Point Inquiry	≤ 30 seconds	≤ 30 seconds
	PO-1C-1	0.5%	
	PO-1C-2	0.5%	
	PO-1D-1 & 2	Diagnostic	
Availability: Available	Notes: <ol style="list-style-type: none"> 1. Rejected query types used in PO-1D are those developed for internal Qwest diagnostic purposes. 2. As additional transactions, currently done manually, are mechanized, they will be measured and added to or included in the above list of transactions, as applicable. 3. Results based on a weighted combination of ADSL Loop Qualification and Raw Loop Data Tool. 4. Results based on Connecting Facility Assignment by Unit Query. 5. Results based on meet Point Query, POTS Splitter option for Shared loops. 6. Times reflect non-complex services, including residential, simple business, or POTS account. Does not include ADSL or accounts>25 lines. 7. Benchmark applies to response time only. Request time and Total time will also be reported. 		

PO-2 – Electronic Flow-through

<p>Purpose: Monitors the extent Qwest's processing of CLEC Local Service Requests (LSRs) is completely electronic, focusing on the degree that electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping.</p>	
<p>Description: PO-2A - Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without any human intervention. <ul style="list-style-type: none"> Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below. PO-2B – Measures the percentage of all flow-through-eligible LSRs ^{NOTE 1} that flow from the specified electronic gateway interface to the SOP without any human intervention. <ul style="list-style-type: none"> Includes all flow-through-eligible LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below. </p>	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC</p>	<p>Disaggregation Reporting: Statewide level (per multi-state system serving the state). Results for PO-2A and PO-2B will be reported according to the gateway interface* used to submit the LSR: 1 LSRs received via IMA-GUI 2 LSRs received via IMA-EDI *CO also reports an aggregate of IMA-GUI and IMA-EDI results.</p>
<p>Formula: PO-2A = [(Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention) ÷ (Total Number of Electronic LSRs that pass through the Gateway Interface)] x 100 PO-2B = [(Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention) ÷ (Number of flow-through-eligible Electronic LSRs received through the Gateway Interface)] x 100</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> Rejected LSRs and LSRs containing CLEC-caused non-fatal errors. Non-electronic LSRs (e.g., via fax or courier). Records with invalid product codes. Records missing data essential to the calculation of the measurement per the PID. Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.) Invalid start/stop dates/times. 	

PO-2 – Electronic Flow-through (continued)

<p>Product Reporting:</p> <ul style="list-style-type: none"> • Resale • Unbundled Loops (with or without Local Number Portability) • Local Number Portability • UNE-P (POTS) and UNE-P (Centrex 21) • Line Sharing 	<p>Standards:</p> <p>PO-2A: CO: CO PO-2B benchmarks minus 10 percent ^{NOTE 2} All Other States: Diagnostic</p> <p>PO-2B: ^{NOTE 2}</p> <table border="1" data-bbox="641 409 1372 577"> <tr> <td>Resale:</td> <td>95%</td> </tr> <tr> <td>Unbundled Loops:</td> <td>85%</td> </tr> <tr> <td>LNP:</td> <td>95%</td> </tr> <tr> <td>UNE-P (POTS & Centrex 21):</td> <td>95%</td> </tr> <tr> <td>Line Sharing:</td> <td>Diagnostic ^{NOTE 3}</td> </tr> </table>	Resale:	95%	Unbundled Loops:	85%	LNP:	95%	UNE-P (POTS & Centrex 21):	95%	Line Sharing:	Diagnostic ^{NOTE 3}
Resale:	95%										
Unbundled Loops:	85%										
LNP:	95%										
UNE-P (POTS & Centrex 21):	95%										
Line Sharing:	Diagnostic ^{NOTE 3}										
<p>Availability: Available (except as follows):</p> <p>Combined reporting of UNE-P (POTS) and UNE-P (Centrex 21) – beginning with Jul 04 data on the Aug 04 report.</p> <p>Line Sharing – beginning with Jul 04 data on the Aug 04 report</p>	<p>Notes:</p> <ol style="list-style-type: none"> 1. The list of LSR types classified as eligible for flow through is contained in the “LSRs Eligible for Flow Through” matrix. This matrix also includes availability for enhancements to flow through. Matrix will be distributed through the CMP process. 2. In Colorado the standard for PO-2 is considered met if the standard for either PO-2A or PO-2B is met. For both PO-2A and PO-2B, the benchmark percentages shown apply to the aggregations of PO-2A-1 and PO-2A-2 (i.e., the combined PO-2A result) and of PO-2B-1 and PO-2B-2 (i.e., the combined PO-2B result). 3. The standard and future disaggregated reporting of the Line Sharing product is TBD, pending resolution of TRO issues. 										

PO-3 – LSR Rejection Notice Interval

Purpose: Monitors the timeliness with which Qwest notifies CLECs that electronic and manual LSRs were rejected.	
Description: Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons. <ul style="list-style-type: none"> • Includes all LSRs submitted through the specified interface that are rejected during the reporting period. • Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information, duplicate request or LSR/PON (purchase order number), no separate LSR for each account telephone number affected, no valid contract, no valid end user verification, account not working in Qwest territory, service-affecting order pending, request is outside established parameters for service, and lack of CLEC response to Qwest question for clarification about the LSR. • Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR. • With hours: minutes reporting, hours counted are (1) business hours for manual rejects (involving human intervention) and (2) published Gateway Availability hours for auto-rejects (involving no human intervention). Business hours are defined as time during normal business hours of the Wholesale Delivery Service Centers, except for PO-3C in which hours counted are workweek clock hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. 	
Reporting Period: One month	Unit of Measure: PO-3A-1, PO-3B-1 & PO-3C - Hrs: Mins. PO-3A-2 & PO-3B-2 – Mins: Secs.
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Results for this indicator are reported according to the gateway interface used to submit the LSR: <ul style="list-style-type: none"> • PO-3A-1, LSRs received via IMA-GUI and rejected manually: Statewide • PO-3A -2, LSRs received via IMA-GUI and auto-rejected: Region wide • PO-3B-1, LSRs received via IMA-EDI and rejected manually: Statewide • PO-3B -2, LSRs received via IMA-EDI and auto-rejected: Region wide • PO-3C, LSRs received via facsimile: Statewide
Formula: $\Sigma [(Date\ and\ time\ of\ Rejection\ Notice\ transmittal) - (Date\ and\ time\ of\ LSR\ receipt)] \div (Total\ number\ of\ LSR\ Rejection\ Notifications)$	
Exclusions: <ul style="list-style-type: none"> • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. • Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.) • Invalid start/stop dates/times. 	
Product Reporting: Not applicable (reported by ordering interface).	Standards: <ul style="list-style-type: none"> • PO-3A-1 and -3B-1: ≤ 12 business hours • PO-3A -2 and -3B -2: ≤ 18 seconds • PO-3C: ≤ 24 work week clock hours
Availability: <p style="text-align: center;">Available</p>	Notes:

PO-4 – LSRs Rejected

<p>Purpose: Monitors the extent LSRs are rejected as a percentage of all LSRs to provide information to help address potential issues that might be raised by the indicator of LSR rejection notice intervals.</p>	
<p>Description: Measures the percentage of LSRs rejected (returned to the CLEC) for standard categories of errors/reasons.</p> <ul style="list-style-type: none"> • Includes all LSRs submitted through the specified interface that are rejected or FOC'd during the reporting period. • Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information; duplicate request or LSR/PON (purchase order number); no separate LSR for each account telephone number affected; no valid contract; no valid end user verification; account not working in Qwest territory; service-affecting order pending; request is outside established parameters for service; and lack of CLEC response to Qwest question for clarification about the LSR. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent of LSRs</p>
<p>Reporting Comparisons: CLEC aggregate and individual CLEC results</p>	<p>Disaggregation Reporting: Results for this indicator are reported according to the gateway interface used to submit the LSR:</p> <ul style="list-style-type: none"> PO-4A-1 LSRs received via IMA-GUI and rejected manually – Region wide PO-4A -2 LSRs received via IMA-GUI and auto-rejected – Region wide PO-4B-1 LSRs received via IMA-EDI and rejected manually – Region wide PO-4B -2 LSRs received via IMA-EDI and auto-rejected – Region wide PO-4C LSRs received via facsimile – Statewide
<p>Formula: $\left[\frac{\text{(Total number of LSRs rejected via the specified method in the reporting period)}}{\text{(Total of all LSRs that are received via the specified interface that were rejected or FOC'd in the reporting period)}} \right] \times 100$ </p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. • Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.) • Invalid start/stop dates/times. 	
<p>Product Reporting: Not applicable (reported by ordering interface).</p>	<p>Standard: Diagnostic</p>
<p>Availability: Available</p>	<p>Notes:</p>

PO-5 – Firm Order Confirmations (FOCs) On Time

<p>Purpose: Monitors the timeliness with which Qwest returns Firm Order Confirmations (FOCs) to CLECs in response to LSRs/ASRs received from CLECs, focusing on the degree to which FOCs are provided within specified intervals.</p>	
<p>Description: Measures the percentage of Firm Order Confirmations (FOCs) that are provided to CLECs within the intervals specified under “Standards” below for FOC notifications.</p> <ul style="list-style-type: none"> • Includes all LSRs/ASRs that are submitted through the specified interface or in the specified manner (i.e., facsimile) that receive an FOC during the reporting period, subject to exclusions specified below. (Acknowledgments sent separately from an FOC (e.g., EDI 997 transactions are not included.) • For PO-5A, the interval measured is the period between the LSR received date/time (based on scheduled up time) and Qwest’s response with a FOC notification (notification date and time). • For PO-5B, 5C, and 5D, the interval measured is the period between the <u>application date and time</u>, as defined herein, and Qwest’s response with a FOC notification (notification date and time). • “Fully electronic” LSRs are those (1) that are received via IMA-GUI or IMA-EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC. ^{NOTE 2} • “Electronic/manual” LSRs are received electronically via IMA-GUI or IMA-EDI and involve manual processing. • “Manual” LSRs are received manually (via facsimile) and processed manually. • ASRs are measured only in <u>business days</u>. • LSRs will be evaluated according to the FOC interval categories shown in the “Standards” section below, based on the number of lines/services requested on the LSR or, where multiple LSRs from the same CLEC are related, based on the combined number of lines/services requested on the related LSRs. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate and individual CLEC results</p>	<p>Disaggregation Reporting: Statewide level (per multi-state system serving the state). Results for this indicator are reported as follows:</p> <ul style="list-style-type: none"> • PO-5A:* FOCs provided for <u>fully electronic</u> LSRs received via: <ul style="list-style-type: none"> – PO-5A-1 IMA-GUI – PO-5A-2 IMA-EDI • PO-5B:* FOCs provided for <u>electronic/manual</u> LSRs received via: <ul style="list-style-type: none"> – PO-5B-1 IMA-GUI – PO-5B-2 IMA-EDI • PO-5C:* FOCs provided for <u>manual</u> LSRs received via Facsimile. • PO-5D: FOCs provided for ASRs requesting LIS Trunks. <p>* Each of the PO-5A, PO-5B and PO-5C measurements listed above will be further disaggregated as follows:</p> <ul style="list-style-type: none"> – (a) FOCs provided for Resale services and UNE-P – (b) FOCs provided for Unbundled Loops and specified Unbundled Network Elements – (c) FOCs provided for LNP
<p>Formula: $PO-5A = \frac{\{[\text{Count of LSRs for which the original FOC's "(FOC Notification Date \& Time) - (LSR received date/time (based on scheduled up time))" is within 20 minutes}] + (\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period})\}}{\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period}} \times 100$ $PO-5B, 5C, \& 5D = \frac{\{[\text{Count of LSRs/ASRs for which the original FOC's "(FOC Notification Date \& Time) - (Application Date \& Time)" is within the intervals specified for the service category involved}] + (\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period})\}}{\text{Total Number of original FOC Notifications transmitted for the service category in the reporting period}} \times 100$</p>	

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

Exclusions:																																										
<ul style="list-style-type: none"> • LSRs/ASRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the "Standards" section below, or service/request types, deemed to be <u>projects</u>. • Hours on Weekends and holidays. (Except for PO-5A which only excludes hours outside the scheduled up time). • LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. • Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.) • Invalid start/stop dates/times. 																																										
Additional PO-5D exclusion:																																										
<ul style="list-style-type: none"> • Records with invalid application or confirmation dates. 																																										
Product Reporting: <ul style="list-style-type: none"> • For PO-5A, -5B and -5C: <ul style="list-style-type: none"> (a) Resale services UNE-P (POTS) and UNE-P Centrex (b) Unbundled Loops and specified Unbundled Network Elements. (c) LNP • For PO-5D: LIS Trunks. 	Standards:																																									
	<ul style="list-style-type: none"> • For PO-5A (all): 95% within 20 minutes ^{NOTE 2} 																																									
	<ul style="list-style-type: none"> • For PO-5B (all): 90% within standard FOC intervals (specified below) 																																									
	<ul style="list-style-type: none"> • For PO-5C (manual): 90% within standard FOC intervals specified below PLUS 24 hours ^{NOTE 3} 																																									
	<ul style="list-style-type: none"> • For PO-5D (LIS Trunks): 85% within eight business days 																																									
	Standard FOC Intervals for PO-5B and PO-5C																																									
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Product Group ^{NOTE 1}</th> <th style="text-align: left;">FOC Interval</th> </tr> </thead> <tbody> <tr> <td colspan="2">Resale</td> </tr> <tr> <td>Residence and Business POTS</td> <td>1-39 lines</td> </tr> <tr> <td>ISDN-Basic</td> <td>1-10 lines</td> </tr> <tr> <td>– Conversion As Is</td> <td></td> </tr> <tr> <td>– Adding/Changing features</td> <td></td> </tr> <tr> <td>– Add primary directory listing to established loop</td> <td></td> </tr> <tr> <td>– Add call appearance</td> <td></td> </tr> <tr> <td>Centrex Non-Design</td> <td>1-19 lines</td> </tr> <tr> <td>with no Common Block Configuration</td> <td></td> </tr> <tr> <td>Centrex line feature changes/adds/removals (all)</td> <td></td> </tr> <tr> <td>LNP</td> <td>1-24 lines</td> </tr> <tr> <td>Unbundled Loops</td> <td>1-24 loops</td> </tr> <tr> <td>2/4 Wire analog</td> <td></td> </tr> <tr> <td>DS3 Capable</td> <td></td> </tr> <tr> <td>Sub-loop</td> <td>1-24 sub-loops</td> </tr> <tr> <td>[included in Product Reporting group (b)]</td> <td></td> </tr> <tr> <td>Line Sharing/Line Splitting/Loop Splitting</td> <td>1-24 shared loops</td> </tr> <tr> <td>[included in Product Reporting group (b)]</td> <td></td> </tr> <tr> <td>Unbundled Network Element-Platform (UNE-P POTS)</td> <td>1 – 39 lines</td> </tr> </tbody> </table>		Product Group ^{NOTE 1}	FOC Interval	Resale		Residence and Business POTS	1-39 lines	ISDN-Basic	1-10 lines	– Conversion As Is		– Adding/Changing features		– Add primary directory listing to established loop		– Add call appearance		Centrex Non-Design	1-19 lines	with no Common Block Configuration		Centrex line feature changes/adds/removals (all)		LNP	1-24 lines	Unbundled Loops	1-24 loops	2/4 Wire analog		DS3 Capable		Sub-loop	1-24 sub-loops	[included in Product Reporting group (b)]		Line Sharing/Line Splitting/Loop Splitting	1-24 shared loops	[included in Product Reporting group (b)]		Unbundled Network Element-Platform (UNE-P POTS)	1 – 39 lines
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PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

	Resale ISDN-Basic 1-10 lines – Conversion As Specified – New Installs – Address Changes – Change to add Loop ISDN-PRI (Facility) 1-3 PBX 1-24 trunks DS0 or Voice Grade Equivalent 1-24 DS1 Facility 1-24 DS3 Facility 1-3	48 hours
	LNP 25-49 lines	
	Enhanced Extended Loops (EELs) [included in Product Reporting group (b)] DS1 1-24 circuits	
	Resale Centrex (including Centrex 21, Non-design, Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes) 1-10 lines – With Common Block Configuration required – Initial establishment of Centrex CMS services – Tie lines or NARs activity – Subsequent to initial Common Block – Station lines – Automatic Route Selection – Uniform Call Distribution – Additional numbers	72 hours
	UNE-P Centrex 1-10 lines	
	UNE-P Centrex 21 1-10 lines	
	Unbundled Loops with Facility Check ^(NOTE 2, 3) 1 – 24 loops 2/4 wire Non-loaded ADSL compatible ISDN capable XDSL-I capable DS1 capable	
	Resale ISDN-PRI (Trunks) 1-12 trunks	96 hours
	For PO-5D: LIS Trunks 1-240 trunk circuits	8 business days
	Availability: Available	Notes: 1. LSRs with quantities above the highest number specified for each product type are considered ICB. 2. Unbundled Loop with Facility Check can be processed electronically; however, because this category always carries a 72-hour FOC interval the FOC results for this product will appear in PO-5B if received electronically or PO-5C if received manually. 3. Unbundled Loop with Facility Check will not add an additional 24 hours to the 72-hour interval if the LSR is submitted manually.

PO-6 – Work Completion Notification Timeliness

<p>Purpose: To evaluate the timeliness of Qwest issuing electronic notification at an LSR level to CLECs that provisioning work on all service orders that comprise the CLEC LSR have been completed in the Service Order Processor and the service is available to the customer.</p>	
<p>Description: PO-6A & 6B:</p> <ul style="list-style-type: none"> • Includes all orders completed in the Qwest Service Order Processor that generate completion notifications in the reporting period, subject to exclusions shown below. • The start time is the date/time when the last of the service orders that comprise the CLEC LSR is posted as completed in the Service Order Processor. • The end time is when the electronic order completion notice is made available (IMA-GUI) ^{NOTE 1} or transmitted (IMA-EDI) to the CLEC via the ordering interface used to place the local service request. The notification is transmitted at an LSR level when all service orders that comprise the CLEC LSR are complete. • With hours: minutes reporting, hours counted are during the published Gateway Availability hours. Gateway Availability hours are based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cmp/ossHours.html. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: PO-6A - 6B: Hrs:Mins</p>
<p>Reporting Comparisons: CLEC aggregate and individual CLEC results.</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • PO-6A Notices transmitted via IMA-GUI • PO-6B Notices transmitted via IMA-EDI
<p>Formula: <u>For completion notifications generated from LSRs received via IMA-GUI:</u> $PO-6A = \Sigma((\text{Date and Time Completion Notification made available to CLEC}) - (\text{Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor})) \div (\text{Number of completion notifications made available in reporting period})$</p> <p><u>For completion notifications generated from LSRs received via IMA-EDI:</u> $PO-6B = \Sigma((\text{Date and Time Completion Notification transmitted to CLEC}) - (\text{Date and Time the last of the service orders that comprise the CLEC LSR is completed in the Service Order Processor.})) \div (\text{Number of completion notifications transmitted in reporting period})$</p>	
<p>Exclusions: PO – 6A & 6B:</p> <ul style="list-style-type: none"> • Records with invalid completion dates. • LSRs submitted manually (e.g., via facsimile). • ASRs submitted via EXACT. 	
<p>Product Reporting: PO – 6A & 6B Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).</p>	<p>Standard: 6 hours</p>
<p>Availability: Available</p>	<p>Notes:</p> <ol style="list-style-type: none"> 1. The time a notice is “made available” via the IMA-GUI is the time Qwest stores a status update related to the completion notice in the IMA Status Updates database. When this occurs, the notice can be immediately viewed by the CLEC using the Status Updates window or by using the LSR Notice Inquiry function.

PO-7 – Billing Completion Notification Timeliness

<p>Purpose: To evaluate the timeliness with which electronic billing completion notifications are made available or transmitted to CLECs, focusing on the percentage of notifications that are made available or transmitted (for CLECs) or posted in the billing system (for Qwest retail) within five business days.</p>	
<p>Description: <u>PO-7A & 7B:</u></p> <ul style="list-style-type: none"> • This measurement includes all orders posted in the CRIS billing system for which billing completion notices are made available or transmitted in the reporting period, subject to exclusions shown below. • Intervals used in this measurement are from the time a service order is completed in the SOP to the time billing completion for the order is made available or transmitted to the CLEC. <ul style="list-style-type: none"> – The time a notice is “made available” via the IMA-GUI consists of the time Qwest stores the completion notice in the IMA Status Updates database. When this occurs, the notice can be immediately viewed by the CLEC using the Status Updates window. – The time a notice is “transmitted” via IMA-EDI consists of the time Qwest actually transmits the completion notice via IMA-EDI. Applicable only to those CLECs who are certified and setup to receive the notices via IMA-EDI. • The start time is when the completion of the service order is posted in the Qwest SOP. The end time is when, confirming that the order has been posted in the CRIS billing system, the electronic billing completion notice is made available to the CLEC via the same ordering interface (IMA-GUI or IMA-EDI) as used to submit the LSR. • Intervals counted in the numerator of these measurements are those that are five business days or less. <p><u>PO-7C:</u></p> <ul style="list-style-type: none"> • This measurement includes all retail orders posted in the CRIS Billing system in the reporting period, subject to exclusions shown below. • Intervals used in this measurement are from the time an order is completed in the SOP to the time it is posted in the CRIS billing system. • The start time is when the completion of the order is posted in the SOP. The end time is when the order is posted in the CRIS billing system. • Intervals counted in the numerator of this measurement are those that are five business days or less. 	
<p>Reporting Period: One month Unit of Measure: Percent</p>	
<p>Reporting Comparisons: PO-7A and -7B: CLEC aggregate and individual CLEC results. PO-7C: Qwest retail results.</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • PO-7A Notices made available via IMA-GUI • PO-7B Notices transmitted via IMA-EDI • PO-7C Billing system posting completions for Qwest Retail
<p>Formula: <u>For wholesale service orders Qwest generates for LSRs received via IMA:</u></p> <p>PO-7A = (Number of electronic billing completion notices in the reporting period made available within five business days of posting complete in the SOP) ÷ (Total Number of electronic billing completion notices made available during the reporting period)</p> <p>PO-7B = (Number of electronic billing completion notices in the reporting period transmitted within five business days of posting complete in the SOP) ÷ (Total Number of electronic billing completion notices transmitted during the reporting period)</p> <p><u>For service orders Qwest generates for retail customers (i.e., the retail analogue for PO-7A & -7B):</u></p> <p>PO-7C = (Total number of retail service orders posted in the CRIS billing system in the reporting period that were posted within 5 business days) ÷ (Total number of retail service orders posted in the CRIS billing system in the reporting period)</p>	

PO-7 – Billing Completion Notification Timeliness (continued)

Exclusions: PO-7A, 7B & 7C <ul style="list-style-type: none">• Services that are not billed through CRIS, e.g. Resale Frame Relay.• Records with invalid completion dates. PO-7A & 7B <ul style="list-style-type: none">• LSRs submitted manually.• ASRs submitted via EXACT.	
Product Reporting: Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).	Standard: PO-7A and -7B: Parity with PO-7C
Availability: Available	Notes:

PO-8 – Jeopardy Notice Interval

Purpose: Evaluates the timeliness of jeopardy notifications, focusing on how far in advance of original due dates jeopardy notifications are provided to CLECs (regardless of whether the due date was actually missed).	
Description: Measures the average time lapsed between the date the customer is first notified of an order jeopardy event and the original due date of the order. <ul style="list-style-type: none"> Includes all orders completed in the reporting period that received jeopardy notifications. 	
Reporting Period: One month	Unit of Measure: Average <u>Business days</u> ^{NOTE 1}
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)
Formula: $\left[\frac{\sum (\text{Date of the original due date of orders completed in the reporting period that received jeopardy notification} - \text{Date of the first jeopardy notification})}{\text{Total orders completed in the reporting period that received jeopardy notification}} \right]$	
Exclusions: <ul style="list-style-type: none"> Jeopardies done after the original due date is past. Records involving official company services. Records with invalid due dates or <u>application dates</u>. Records with invalid completion dates. Records with invalid product codes. Records missing data essential to the calculation of the measurement per the PID. 	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops (with or without Number Portability) C LIS Trunks D UNE-P (POTS) 	Standards: <ul style="list-style-type: none"> A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) services D Parity with Retail POTS
Availability: Available	Notes: <ol style="list-style-type: none"> For PO-8A and -D, 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 the retail analogues specified above as standards. For dispatched orders for Resale Residence, Resale Business, and UNE-P (POTS) and for all other products reported under PO-8B and -8C, Saturday is counted as a business day when the service order is due on Saturday.

PO-9 – Timely Jeopardy Notices

Purpose: When original due dates are missed, measures the extent to which Qwest notifies customers in advance of jeopardized due dates.	
Description: Measures the percentage of late orders for which advance jeopardy notification is provided. <ul style="list-style-type: none"> Includes all inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed in the reporting period that missed the original due date. Change order types included in this measurement consist of all C orders representing <u>inward activity</u>. Missed due date orders with jeopardy notifications provided on or after the original due date is past will be counted in the denominator of the formula but will not be counted in the numerator. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)
Formula: $[(\text{Total missed due date orders completed in the reporting period that received jeopardy notification in advance of original due date}) \div (\text{Total number of missed due date orders completed in the reporting period})] \times 100$	
Exclusions: <ul style="list-style-type: none"> Orders missed for customer reasons. Records with invalid product codes. Records involving official company services. Records with invalid due dates or <u>application dates</u>. Records with invalid completion dates. Records with invalid product codes. Records missing data essential to the calculation of the measurement per the PID. 	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops (with or without Number Portability) C LIS Trunks D UNE-P (POTS) 	Standards: <ul style="list-style-type: none"> A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) Services D Parity with Retail POTS
Availability: <p style="text-align: center;">Available</p>	Notes:

PO-15 – Number of Due Date Changes per Order

<p>Purpose: To evaluate the extent to which Qwest changes due dates on orders.</p>	
<p>Description: Measures the average number of Qwest due date changes per order.</p> <ul style="list-style-type: none"> • Includes all inward orders (Change, New, and Transfer order types) that have been assigned a due date in the reporting period subject to the exclusions below. Change order types for additional lines consist of all "C" orders representing <u>inward activity</u>. • Counts all due date changes made for Qwest reasons following assignment of the original due date. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Average Number of Due Date Changes</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC, and Qwest retail results.</p>	<p>Disaggregation Reporting: Statewide level.</p>
<p>Formula: $\Sigma(\text{Count of Qwest due date changes on all orders}) \div (\text{Total orders in reporting period})$</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Customer requested due date changes. • Records involving official company services. • Records with invalid due dates or <u>application dates</u>. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	
<p>Product Reporting: None</p>	<p>Standard: Diagnostic</p>
<p>Availability: Available</p>	<p>Notes:</p>

PO-16– Timely Release Notifications

Purpose:

Measures the percent of release notifications for changes to specified OSS interfaces sent by Qwest to CLECs within the intervals and scope specified within the change management plan found on Qwest's Change Management Process, (CMP) website at <http://www.qwest.com/wholesale/cmp/whatiscmp.html>.

Description:

- Measures the percent of release notices that are sent by Qwest within the intervals/timeframes prescribed by the release notification procedure on Qwest's CMP website. ^{NOTE 1}
 - Release notices measured are:
 - Draft Technical Specifications (for App to App interfaces only);
 - Final Technical Specifications (for App to App interfaces only);
 - Draft Release Notices (for IMA-GUI interfaces only);
 - Final Release Notices (for IMA-GUI interfaces only); and
 - OSS Interface Retirement Notices. ^{NOTE 2}
 - For the following OSS interfaces:
 - IMA-GUI, IMA-EDI;
 - CEMR;
 - Exchange Access, Control, & Tracking (EXACT); ^{NOTE 3}
 - Electronic Bonding - Trouble Administration (EB -TA); ^{NOTE 4}
 - IABS and CRIS Summary Bill Outputs; ^{NOTE 5}
 - Loss and Completion Records; ^{NOTE 5}
 - New OSS interfaces (for introduction notices only.) ^{NOTE 6}
 - Also included are notifications for connectivity or system function changes to Resale Product Database.
 - Includes OSS interface release notifications by Qwest relating to the following products and service categories: LIS/Interconnection, Collocation, Unbundled Network Elements (UNE), Ancillary, and Resale Products and Services.
 - Includes OSS interface release notifications by Qwest to CLECs for the following OSS functions: Pre-Ordering, Ordering, Provisioning, Repair and Maintenance, and Billing.
 - Includes Types of Changes as specified in the "Qwest Wholesale Change Management Process Document" (Section 4 – Types of Changes).
 - Includes all OSS interface release notifications pertaining to the above OSS systems, subject to the exclusions specified below.
- Release Notifications sent on or before the date required by the CMP are considered timely. A release notification "sent date" is determined by the date of the e-mail sent by Qwest that provides the Release Notification. ^{NOTE 7}
- Release Notifications sent after the date required by the (CMP) are considered untimely. Release Notifications required but not sent are considered untimely.

Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC Aggregate	Disaggregation Reporting: Region-wide level.
Formula: $\left[\frac{\text{Number of required release notifications for specified OSS interface changes made within the reporting period that are sent on or before the date required by the change management plan (CMP)}}{\text{Total number of required release notifications for specified OSS interface changes within reporting period}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> • Changes to be implemented on an expedited basis (exception to OSS notification intervals) as mutually agreed upon by CLECs and Qwest through the CMP. • Changes where Qwest and CLECs agree, through the CMP, that notification is unnecessary. 	

PO-16 Timely Release Notifications (continued)

Product Reporting: None	Standards: Vol. 1-10: No more than one untimely notification Vol. > 10: 92.5% timely notifications
Availability: Available	Notes: <ol style="list-style-type: none"> 1. The Qwest Wholesale Change Management Process Document specifies the intervals for release notifications by type of notification. These intervals are documented in the change management plan. 2. The documents described in section "9.0 – Retirement of Existing OSS Interfaces" of the "Qwest Wholesale Change Management Process Document" as "Initial Retirement Notice" and "Final Retirement Notice." 3. EXACT is a Telecordia system. Only release notifications for changes initiated by Qwest for hardware or connectivity will be included in this measurement. 4. EB-TA is the same system as MEDIACC. 5. CRIS, IABS, and Loss and Completions will adhere to the notification intervals documented in section 8.1 – Changes to Existing Application to Application Interface. 6. The documents described in section "7.0 – Introduction of New OSS Interface" of the "Qwest Wholesale Change Management Process Document" as "Initial Release Announcement and Preliminary Implementation Plan" (new App to App only), "Initial Interface Technical Specification" (new App to App only), "Final Interface Technical Specifications (new App to App only), "Release Notification" (new GUI only). CMP notices for "Introduction of a New OSS" are to be included in this measurement even though the new system is not explicitly listed in the "Description" section of this PID. However, once implemented, the system will not be added to the measurement for purposes of measuring release, change and retirement notifications unless specifically incorporated as an authorized change to the PID. 7. The intervals used to determine timeliness are based on CMP guidelines.

PO-19 – Stand-Alone Test Environment (SATE) Accuracy

Purpose:

Evaluates Qwest's ability to provide accurate production-like tests to CLECs for testing new releases in the SATE and production environments and testing between releases in the SATE environment.

Description:

PO-19A

- Measures the percentage of test transactions that conform to the test scenarios published in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)* that are successfully executed in SATE at the time a new IMA Release is deployed to SATE. In months where no release activity occurs, measures the percentage of test transactions that conform to the test scenarios published in the current IMA EDI Data Document-for the Stand Alone Test Environment (SATE) that are successfully executed in SATE during the between-releases monthly performance test.
- Includes one test transaction for each test scenario published in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)*.
- Test transactions will be executed for each of the IMA releases supported in SATE utilizing all test scenarios for each of the current versions of the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)*.
- The successful execution of a transaction is determined by the Qwest Test Engineer according to:
 - The expected results of the test scenario as described in the *IMA EDI Data Document – for the Stand Alone Test Environment (SATE)* and the EDI disclosure document.
 - The transactions strict adherence to business rules published in Qwest's most current IMA EDI Disclosure Documentation for each release and the associated Addenda. ^{NOTE 1}
- For this measurement, Qwest will execute the test transactions in the Stand-Alone Test Environment.
 - Release related test transactions will be executed when a full or point release of IMA is installed in SATE. These transactions will be executed within five business days of the numbered release being originally installed in SATE. This five-business day period will be referred to as the "Testing Window."
 - Mid-release monthly performance test transactions will be executed in the months when no Testing Window for a release is completed. These transactions will be executed on the 15th, or the nearest working day to the 15th of the month, in the months when no release related test transactions are executed.
- Test transaction results will be reported by release and included in the Reporting Period during which the release transactions or mid-release test transactions are completed.

PO-19B

- Validates the extent that SATE mirrors production by measuring the percentage of IMA EDI test transactions that produce comparable results in SATE and in production.
 - Transactions counted as producing comparable results are those that return correctly formatted data and fields as specified in the release's EDI disclosure document and developer worksheets related to the IMA release being tested.
 - Comparability will be determined by evaluating the data and fields in each EDI message for the test transactions against the same data and fields for Preorder queries, LSRs, and Supplementals, and returned as Query Responses, Acknowledgements, Firm Order Confirmations (FOCs) for flow-through eligible products, and rejects.
- Test transactions are executed one time for each new major IMA release within 7 days after the IMA release.
 - Test transactions consist of a defined suite of Product/Activity combinations. Qwest's three regions will be represented. ^{NOTE 2}
 - Pre-order, Order, and Post-order transactions (FOCs for flow-through products) are included.
- With respect to the comparability of the structure and content of results from SATE and production environments, this measurement focuses only on the validity of the structure and the validity of the content, per developer worksheets and EID mapping examples distributed as part of release notifications. ^{NOTE 3}

Reporting Period:

PO-19A – One month

PO-19B: -- One month (for those months in

Unit of Measure:

Percent

PO-19 Stand-Alone Test Environment (SATE) Accuracy (continued)

<p>which release-related test transactions are completed)</p>	
<p>Reporting Comparisons: None</p>	<p>Disaggregation Reporting: PO-19A – Reported separately for each release tested in the reporting period PO-19B -- None</p>
<p>Formula: PO-19A $\frac{[(\text{Total number of successfully completed SATE test transactions executed for a Software Release or between-releases performance test completed in the Reporting Period}) \div (\text{Total number of SATE test transactions executed for each Software Release or between-releases performance test completed in the Reporting Period})] \times 100}{}$ PO-19B $\frac{[(\text{Total number of completed IMA EDI test transactions executed in SATE and production that produce comparable results for each new major IMA Software Release completed in the Reporting Period}) \div (\text{Total number of completed IMA EDI test transactions executed in SATE and production for each new major IMA Software Release completed in the Reporting Period})] \times 100}{}$</p>	
<p>Exclusions: For PO-19B:</p> <ul style="list-style-type: none"> • Transactions that fail due to the unavailability of a content item (e.g., TN exhaustion in SATE or the production environment) or a function in the SATE or production environments (e.g., address validation query or CSR query) that is unsuccessful due to an outage in systems that interface with IMA-EDI (e.g., PREMIS or SIA). • Transactions that fail because of differences between the production and SATE results caused when an IMA candidate is implemented into IMA and not SATE (i.e., where CMP decides not to implement an IMA candidate in a SATE release: e.g., the Reject Duplicate LSR candidate in IMA 12.0). This exclusion does not apply during reporting periods in which there are no differences between production IMA and SATE caused by SATE releases packaged pursuant to CMP decisions. 	
<p>Product Reporting: None</p>	<p>Standard: PO-19A – 95% for each release tested PO-19B – 95%</p>
<p>Availability: Available</p>	<p>Notes:</p> <ol style="list-style-type: none"> 1. Transactions that are executed and found to have inconsistencies with the data and format rules will be corrected and rerun. Rerun volumes will not be counted in the denominator for PO-19. Such corrections and re-executions are intended to enforce strict adherence to business rules published in Qwest's most current IMA EDI Data and Disclosure Documents. 2. The product and activity combinations that make up the test decks for PO-19B will be updated after each major IMA software release and provided to CLECs with the publication of IMA EDI Draft Interface Technical Specifications for the next major IMA software release as defined in the CMP process. All combinations with EDI transaction volumes > 100 in the previous 12-month period will be included in the test deck. 75 days prior to the execution of the test, Qwest will run a query against IMA to determine which combinations meet the criteria for inclusion (i.e., volumes > 100).

PO-19 Stand-Alone Test Environment (SATE) Accuracy (continued)

	<p>3. The intent of this provision is to avoid including the effects of circumstances beyond the SATE environment that could cause differences in SATE and production results that are not due to problems in mirroring production. For example, because of real-time data manipulation in production, an appointment availability query transaction in SATE will not return the same list of available appointments as in production. Available appointments in production are fully dependent on real-time activities that occur there, whereas available appointments in SATE are based on a pre-defined list that is representative of production.</p>
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PO-20 (Expanded) – Manual Service Order Accuracy

Purpose:

Evaluates the degree to which Qwest accurately processes CLECs' Local Service Requests (LSRs), which are electronically-submitted and manually processed by Qwest, into Qwest Service Orders, based on mechanized comparisons of specified LSR-Service Order fields and focusing on the percentage of manually-processed Service Orders that are accurate/error-free.

Description:

Measures the percentage of manually-processed Qwest Service Orders that are populated correctly, in specified data fields, with information obtained from CLEC LSRs.

- Includes only Service Orders created from CLEC LSRs that Qwest receives ^{NOTE 1} electronically (via IMA-GUI or IMA-EDI) and manually processes in the creation of Service Orders, regardless of flow through eligibility, subject to exclusions specified below.
- Includes only Service Orders, from the product reporting categories specified below, that request inward line or feature activity (Change, New, and Transfer order types), are assigned a due date by Qwest, and are completed/closed in the reporting period. Change Service Order types included in this measurement consist of all C orders with "I" and "T" action-coded line or feature USOCs.
- All Service Orders satisfying the above criteria and as specified in the Availability section below are evaluated in this measurement.
- An inward line Service Order will be classified as "accurate" and thus counted in the numerator in the formula below when the mechanized comparisons of this measurement determine that the fields specified in the Service Order Fields Evaluated section below (when the source fields have been properly populated on the LSR) are all accurate on the Service Order. An inward feature Service Order will be classified as "accurate" if the fields specified in the Service Order Fields Evaluated section below (when the source fields have been properly populated on the LSR) are all accurate on the Service Order and if no CLEC notifications to the call center have generated call center tickets coded to LSR/SO mismatch for that order.
 - Service Orders will be counted as being accurate if the contents of the relevant fields, as recorded in the completed Service Orders involved in provisioning the service, properly match or correspond to the information from the specified fields as provided in the latest version of associated LSRs.
 - Service orders generated from LSRs receiving a PIA (Provider Initiated Activity value will be counted as being accurate if each and every mismatch has a correct and corresponding PIA value.
 - Service Orders, including those otherwise considered accurate under the above-described mechanized field comparison, will not be counted as accurate if Qwest corrects errors in its Service Order(s) as a result of contacts received from CLECs no earlier than one business day prior to the original due date.

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 exclude Service Orders that are the subject of call center tickets counted in OP-5B and OP-5T, as having new service problems attributed to Service Order errors.

Unit of Measure: Percent

Reporting Comparisons:
CLEC Aggregate and individual CLEC

Disaggregation Reporting:
Statewide Level

Formula:

$$[(\text{Number of accurate, evaluated Service Orders}) \div (\text{Number of evaluated Service Orders completed in the reporting period})] \times 100$$

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

Exclusions: <ul style="list-style-type: none"> • Service Orders that are the subject of call center tickets counted in OP-5B and OP-5T as having new service problems attributed to Service Order errors. • Cancelled Service Orders. • Service Orders that cannot be matched to a corresponding LSR • Records missing data essential to the calculation of the measurement per the PID. 							
Product Reporting: <ul style="list-style-type: none"> • Resale and UNE-P (POTS and Centrex 21) • Unbundled Loops (Analog and Non-Loaded 2/4-wire, DS1 Capable, DS3 and higher Capable, ADSL Compatible, XDSL-I Capable, ISDN-BRI Capable) 	Standard: Benchmarks, as follows:						
	<table border="1"> <tr> <td>Phase 1</td> <td>97%</td> </tr> <tr> <td>Phase 2</td> <td>96%</td> </tr> <tr> <td>Phase 3 & beyond</td> <td>95%</td> </tr> </table>	Phase 1	97%	Phase 2	96%	Phase 3 & beyond	95%
	Phase 1	97%					
Phase 2	96%						
Phase 3 & beyond	95%						
Availability: <ul style="list-style-type: none"> • Phase 0 – PO-20 (Old) (the first version using sampling of limited fields). (Available now) • Phase 1^{NOTE 2} – PO-20 (Expanded) Mechanized version (as defined herein). All qualifying orders associated with initial LSRs received via IMA version 15.0 or higher beginning with May 2004 data reported in Jul 04. • Phase 2 – Additional fields added. No later than Sep 04 results reported in Nov 04 • Phase 3– Additional fields added. Targeted for 1st Quarter 05 • Phase 4 – Additional fields added. (Date TBD). 	Notes: <ol style="list-style-type: none"> 1. To be included in the measurement, Service Orders created from CLEC LSRs must be received and completed in the same version of IMA-GUI or IMA-EDI. 2. Phase 1: Consists of all manually-processed, qualifying Service Orders per product reporting category specified above, from throughout Qwest's 14-state local service region. 						

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
LSR	CCNA	Customer Carrier Name Abbreviation	CCNA field of LSR form compared to the RSID/ZCID field identifier in the Extended ID section of the Service Order.
	PON	Purchase Order Number	PON field of LSR form compared to the PON field in Bill Section of the Service Order.
	D/TSENT	Date and time sent	The D/TSENT field of LSR form from the Firm Order Manager, using applied business day cut-off rules and business typing rules, and compare to the APP (Application Date) used on the Service Order.
	CHC	Coordinated Hot Cut Requested	Applies only to Unbundled Loop. Validate that the installation USOC used on the Service Order matches the Coordinated Cut request. (Evaluated in conjunction with the TEST field to determine correct USOC.)
	TEST	Testing required	Applies only to Unbundled Loop. Validate that the installation USOC used on the Service Order matches the TEST request. (Evaluated in conjunction with the CHC field to determine correct USOC.)
	NC	Network Channel Code	Applies only to Unbundled Loop. NC field on the LSR form compared to provisioning USOC for CKL1 on the Service Order.

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
	NCI	Network Channel Interface Code	Applies only to Unbundled Loop NCI field on the LSR form compared to provisioning USOC for CKL1 on the Service Order.
	SECNCI	Secondary Network Channel Interface Code	Applies only to Unbundled Loop orders. SECNCI field on the LSR form compared to the provisioning USOC for CKL2 on the Service Order.
Resale or Centrex	PIC	InterLATA Pre-subscription Indicator Code	PIC field on Resale or Centrex form compared to PIC populated on the "I" or "T" action lines in the Service and Equipment section of the Service Order. <i>Note:</i> LSR PIC = None; S.O. PIC = None
	LPIC	IntraLATA Pre-subscription Indicator Code	LPIC field on Resale or Centrex form compared to LPIC populated on the "I" or "T" action lines in the Service and Equipment section of the Service Order. <i>Note:</i> LSR LPIC = None; S.O. LPIC = 9199 LSR LPIC = DFLT; S.O. LPIC = 5123
Resale or Centrex	TNS	Telephone Numbers	Validate that all telephone numbers in the TNS fields in the Service Details section on the Resale or Centrex form requiring inward activity are addressed on the Service Order.
	FA/ FEATURE	Feature Activity/Feature Codes	When the FA = N, T, V Validate line and feature USOCs provided in the FEATURE field on the Resale or Centrex form are addressed with "I" and/or "T" action lines on the Service Order. <i>Note:</i> Comparison will be based on the USOCs associated with line and feature activity listed in the PO-20 USOC List posted on Qwest's public website, on the web page containing the current PID www.qwest.com/wholesale/results). Qwest may add USOCs to the list, delete grand-fathered/ discontinued or obsolete USOCs, or update USOCs assigned to listed descriptions by providing notice in the monthly Summary of Notes and updating the list.

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
LS	ECCKT	Exchange Company Circuit ID	Applies to LSRs with ACT = C (only when NC code has not changed, M, or T. ECCKT field on the LS form compared to the CLS field in the Service and Equipment section of the Service Order.
LS/ LSNP	CFA	Connecting Facility Assignment	CFA field on the LS or LSNP forms compared to the CFA field used in CKL1 of the Service Order. (Verbal acceptance of CFA changes will be FOC'd and PIA'd, which will account for the mismatch and eliminate it as an error in the PO-20 calculation.
DL – Directory Listings form (Evaluated only for Local Main Listings)	LTY	Listing Type	LTY = 1 (Listed – appears in DA and the directory.) Validate that there is a LN in the List section of the Service Order. LTY = 2 (Non Listed – appears only in DA.) Validate that there is non listing instructions in the LN field in the List section of the Service Order. Central/Western Region: Validate that the left handed field is NLST and (NON-LIST) is contained in the NLST data field in the List section of the Service order. Eastern Region: Validate that the left handed field is NL and (NON LIST) is contained in the NL data field in the List section of the Service Order. LTY = 3 (Non Pub - does not appear in the directory and telephone number does not appear in DA.) Validate that there is non published instructions in the LN field in the List section of the Service Order. Central/Western Regions: Validate that the left handed field is NP and (NON-PUB) is contained in the NP data field in the List section of the Service Order. Eastern Region: Validate that the left handed field is NP and (NP LODA) or (NP NODA) is contained in the NP data field in the List section of the Service Order.
	TOA	Type of Account	Validate TOA entries (only reviewed when BRO field on DL form is not populated): <ul style="list-style-type: none"> • TOA valid entries are B or RP Validate that there is a semi colon (;) within the LN in the List section of the Service Order. • TOA valid entries are R or BP Validate that there is a comma (,) within the LN in the List section of the Service Order. Exception: When LSR-TOS = 3, TOA review is Not Applicable. Handled by Complex Listing Group. Requires separate Service Order.
	DML	Direct Mail List	DML field = O on DL form; Service Order LN contains (OCLS).
	NOSL	No Solicitation Indicator	Arizona Only NOSL field = Y on DL form; Service Order LN contains (NSOL) (OCLS).

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

LSR-Service Order Fields Evaluated			
Phase 1 – (Effective with LSRs received beginning May 2004)			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
	TMKT	Telemarketing	Colorado Only TMKT field = O on DL form; Service Order LN contains (OATD). When both the DML and the TMKT fields are populated, DML validation applies.
	LNLN and LNFN	Listed Name	LNLN and LNFN fields on DL form compared to the LN field in the List section of the Service Order.
	ADI	Address Indicator	ADI = O on DL form; Service Order LA contains (OAD).
	LAPR	Listed Address Number Prefix	LAPR field of the Listing form compared to LA in the List section of the Service Order.
	LANO	Listed Address Number	LANO field of the Listing form compared to LA in the List section of the Service Order.
	LASF	Listed Address Number Suffix	LASF field of the Listing form compared to LA in the List section of the Service Order.
	LASD	Listed Address Street Directional	LASD field of the Listing form compared to LA in the List section of the Service Order.
	LASN	Listed Address Street Name	LASN field of the Listing form compared to LA in the List section of the Service Order.
	LATH	Listed Address Street Type	LATH field of the Listing form compared to LA in the List section of the Service Order.
	LASS	Listed Address Street Directional Suffix	LASS field of the Listing form compared to LA in the List section of the Service Order.
	LALOC	Listed Address Locality	LALOC field of the Listing form compared to LA in the List section of the Service Order.

Phase 2 – No later than Sep 04 results			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
LSR	DSPTCH	Dispatch	Limited to Unbundled Loops where ACT = Z or V only. If DSPTCH field on the LSR form = Y, validate dispatch USOC in the Service and Equipment section of the Service Order.
Centrex	LTC	Line Treatment Code	Applies only to Centrex 21 LTC field numeric value on the Centrex form compared to the data following the CAT field for the Line USOC on the Service Order.
	COS	Class of Service – Qwest Specific	Applies only to Centrex 21. COS field of the Centrex form compared to the CS field in the ID section of the Service Order.

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

Phase 2 – No later than Sep 04 results			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
Resale or Centrex	FEATURE DETAILS	Feature Details	As specified in Appendix A of the 14 State Working PID. Comparison would be based on the fields associated with the USOC list referenced under Feature Activity in Phase 1 above.
Phase 3 – Targeted for 1st Quarter 05			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
Resale or Centrex	BLOCK (Stage 1)	Blocking Type	<p>For each LNUM provided in the Service Detail section of the Resale or Centrex form when BA = E:</p> <p>Note: The BLOCK field may have one or more alpha and/or numeric values per LNUM. This review will only validate based on BA/BLOCK fields and will not address blocking information provided in the "Remark" section on the LSR or the Feature Detail section of the LSR. The values listed below will be considered as follows:</p> <p>If BLOCK contains A, validate FID TBE A is present on the service order floated behind line USOC associated with the TNS for that LNUM.</p> <p>If BLOCK contains B, validate FID TBE B is present on the service order floated behind line USOC associated with the TNS for that LNUM.</p> <p>If BLOCK contains C, validate FID TBE C is present on the service order floated behind line USOC associated with the TNS for that LNUM.</p> <p>If BLOCK contains H, validate FID BLKD is present on the service order floated behind line USOC associated with the TNS for that LNUM.</p>

PO-20 (Expanded) – Manual Service Order Accuracy (continued)

Phase 4 – Date TBD			
LSR-Service Order Fields Evaluated			
Mechanized comparison of the fields from the Service Order to the LSR:			
Form	LSR Field Code	LSR Field Name	Remarks/Service Order Field:
LSR	DFDT	Desired Frame Due Time	Applicable only to orders for Resale and UNE-P (POTS and Centrex 21) DFDT field on the LSR form compared to the FDT field in the Extended ID section of the Service Order.
	DDD	Desired Due Date	DDD field from the last FOC'd LSR compared to the original or last subsequent due date in the Extended ID section on the Service Order when no CFLAG/PIA is present on the FOC. (i.e. Evaluation includes recognition of valid differences between DDD and Service Order based on population of the CFLAG/PIA field on the LSRC (FOC))
DL – Directory Listings form (Evaluated only for Local Main Listings)	LTN	Listed Telephone Number	For Resale and UNE-P (POTS and Centrex 21): LTN field on the Listing form compared to the Main Account Number of the Service Order. For Unbundled Loop: LTN field on the Listing form compared to the TN floated after the LN in the Listing section of the Service Order.
	LNPL	Letter Name Placement	LNPL field on the Listing form = L, validate that LN on the Service Order follows letter placement versus word placement.
Resale or Centrex	FEATURE DETAILS	Feature Details	If CLECs propose additional FIDs for review, Qwest will undertake a feasibility evaluation.
	BLOCK (Stage 2)	Blocking Type	If CLECs identify value in additional Blocking review, Qwest will undertake development. [Requirements to be developed]

Ordering and Provisioning

OP-2 – Calls Answered within Twenty Seconds – Interconnect Provisioning Center

Purpose: Evaluates the timeliness of CLEC access to Qwest's interconnection provisioning center(s) and retail customer access to the Business Office, focusing on the extent calls are answered within 20 seconds.	
Description: Measures the percentage of (Interconnection Provisioning Center or Retail Business Office) calls that are answered by an agent within 20 seconds of the first ring. <ul style="list-style-type: none"> • Includes all calls to the Interconnect Provisioning Center/Retail Business Office during the reporting period, subject to exclusions specified below. • Abandoned calls and busy calls are counted as calls which are not answered within 20 seconds. • First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). • Answer is defined as when the call is first picked up by the Qwest agent. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate and Qwest Retail results	Disaggregation Reporting: Region-wide level.
Formula: $[(\text{Total Calls Answered by Center within 20 seconds}) \div (\text{Total Calls received by Center})] \times 100$	
Exclusions: Time spent in the VRU Voice Response Unit is not counted.	
Product Reporting: Not applicable	Standard: Parity
Availability: Available	Notes:

OP-3 – Installation Commitments Met

<p>Purpose: Evaluates the extent to which Qwest installs services for Customers by the scheduled due date.</p>	
<p>Description: Measures the percentage of orders for which the scheduled due date is met.</p> <ul style="list-style-type: none"> All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. Change order types included in this measurement consist of all C orders representing <u>inward activity</u>. Also included are orders with customer-requested due dates longer than the standard interval. Completion date on or before the Applicable Due Date recorded by Qwest is counted as a met due date. 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. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be reported according to orders involving: <ul style="list-style-type: none"> OP-3A Dispatches within MSAs; OP-3B Dispatches outside MSAs; and OP-3C No dispatches. Results for products/services listed in Product Reporting under “Zone-type Disaggregation” will be disaggregated according to installations: <ul style="list-style-type: none"> OP-3D In <u>Interval Zone 1</u> areas; and OP-3E In <u>Interval Zone 2</u> areas.
<p>Formula: $\left[\frac{\text{Total Orders completed in the reporting period on or before the Applicable Due Date}}{\text{Total Orders Completed in the Reporting Period}} \right] \times 100$ </p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> Disconnect, From (another form of disconnect) and Record order types. Due dates missed for standard categories of customer and non-Qwest reasons. Standard categories of customer reasons are: previous service at the location did not have a customer-requested disconnect order issued, no access to customer premises, and customer hold for payment. Standard categories of non-Qwest reasons are: Weather, Disaster, and Work Stoppage. Records involving official company services. Records with invalid due dates or <u>application dates</u>. Records with invalid completion dates. Records with invalid product codes. Records missing data essential to the calculation of the measurement per the PID. 	

OP – 3 Installation Commitments Met (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
DS0 (non-designed provisioning)	Parity with retail service
PBX Trunks (non-designed provisioning)	Parity with retail service
Primary ISDN (non-designed provisioning)	Parity with retail service
Basic ISDN (non-designed provisioning)	Parity with retail service
Qwest DSL (non-designed provisioning)	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	95%
• Loop Splitting ^{NOTE 1}	Diagnostic
• Line Sharing	95%
• Sub-Loop Unbundling	CO: 90% All Other States: Diagnostic
Zone-Type Disaggregation -	
• Resale	
Primary ISDN (designed provisioning)	Parity with retail service
Basic ISDN (designed provisioning)	Parity with retail service
DS0 (designed provisioning)	Parity with retail service
DS1	Parity with retail service
PBX Trunks (designed provisioning)	Parity with retail service
Qwest DSL (designed provisioning)	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	90%
Non-loaded Loop (2-wire)	90%
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
xDSL-I capable Loop	90%
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	90%
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
Loops with Conditioning	90%
• E911/911 Trunks	Parity with retail E911/911 Trunks

OP – 3 Installation Commitments Met (continued)

<ul style="list-style-type: none"> Enhanced Extended Loops (EELs) – (DS0 level) 	WA: 90%
	All Other States: Diagnostic
<ul style="list-style-type: none"> Enhanced Extended Loops (EELs) – (DS1 level) 	90%
<ul style="list-style-type: none"> Enhanced Extended Loops (EELs) – (DS3 level) 	WA: 90%
	All Other States: Diagnostic
Availability: Available	Notes: 1. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months.

OP-4 – Installation Interval

<p>Purpose: Evaluates the timeliness of Qwest's installation of services for customers, focusing on the average time to install service.</p>	
<p>Description: Measures the average interval (in <u>business days</u>)^{NOTE 1} between the <u>application date</u> and the completion date for service orders accepted and implemented.</p> <ul style="list-style-type: none"> • Includes all inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period, subject to exclusions specified below. Change order types for additional lines consist of all C orders representing <u>inward activity</u>. • Intervals for each measured event are counted in whole days: the application date is day zero (0); the day following the application date is day one (1). • 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 2} • 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 2} 	
<p>Reporting Period: One month</p>	
<p>Unit of Measure: Average Business Days</p>	
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under "<u>MSA-Type Disaggregation</u>" will be reported according to orders involving: OP-4A Dispatches within MSAs; OP-4B Dispatches outside MSAs; and OP-4C No dispatches. • Results for products/services listed in Product Reporting under "<u>Zone-type Disaggregation</u>" will be disaggregated according to installations: OP-4D In <u>Interval Zone 1</u> areas; and OP-4E In <u>Interval Zone 2</u> areas.
<p>Formula: $\frac{\sum[(\text{Order Completion Date}) - (\text{Order Application Date}) - (\text{Time interval between the Original Due Date and the Applicable Date}) - (\text{Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date})]}{\text{Total Number of Orders Completed in the reporting period}}$ </p>	
<p>Explanation: The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days)^{NOTE 1} by total number of service orders completed in the reporting period.</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Orders with customer requested due dates greater than the current standard interval. • 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 completion dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	

OP-4 – Installation Interval (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
DS0 (non-designed provisioning)	Parity with retail service
PBX Trunks (non-designed provisioning)	Parity with retail service
Primary ISDN (non-designed provisioning)	Parity with retail service
Basic ISDN (non-designed provisioning)	Parity with retail service
Qwest DSL (non-designed provisioning)	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	3.3 days
• Loop Splitting ^{NOTE 3}	Diagnostic
• Line Sharing	3.3 days
• Sub-Loop Unbundling	CO: 6 days
	All Other States: Diagnostic
Zone-Type Disaggregation -	
• Resale	
Primary ISDN (designed provisioning)	Parity with retail service
Basic ISDN(designed provisioning)	Parity with retail service
DS0 (designed provisioning)	Parity with retail service
DS1	Parity with retail service
PBX Trunks (designed provisioning)	Parity with retail service
Qwest DSL (designed provisioning)	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 Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	6 days
Non-loaded Loop (2-wire)	6 days
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Idaho, Iowa, Montana, Nebraska, North Dakota, Oregon, Wyoming: Parity with retail DS1 Private Line Arizona, Colorado, Minnesota, New Mexico, South Dakota, Utah, Washington: 5.5 days
xDSL-I capable Loop	6 days
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	6 days
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)

OP-4 – Installation Interval (continued)

Dark Fiber – Loop	Diagnostic
Loops with Conditioning	15 days
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	6 days
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Available	Notes: <ol style="list-style-type: none"> 1. For OP-4C, Saturday is counted as a business day for all orders for Resale Residence, Resale Business, and UNE-P (POTS), as well as for the retail analogues specified above as standards. For all other products under OP-4C and for all products under OP-4A, -4B, -4D, and -4E. Saturday is counted as a business day when the service order is due or completed on Saturday. 2. 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. 3. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months.

OP-5 – New Service Quality

Purpose:

Evaluates the quality of ordering and installing new services (inward line service orders), focusing on the percentage of newly-installed service orders that are free of CLEC/customer-initiated trouble reports during the provisioning process and within 30 calendar days following installation completion, and focusing on the quality of Qwest's resolution of such conditions with respect to multiple reports.

Description:

Measures two components of new service provisioning quality (OP-5A and -5B) and also reports a combined result (OP-5T), as described below, each as a percentage of all inward line service orders completed in the reporting period that are free of CLEC/customer-reported provisioning and repair trouble reports, as described below. Also measures the percentage of all provisioning and repair trouble reports that constitute multiple trouble reports for the affected service orders. (OP-5R)

- Orders for new services considered in calculating all components of this performance indicator are all inward line service orders completed in the reporting period, including Change (C-type) orders for additional lines/circuits, subject to exclusions shown below. Change order types considered in these measurements consist of all C orders representing inward activity.^{NOTE 1}
- Orders for new service installations include conversions (Retail to CLEC, CLEC to CLEC, and same CLEC converting between products).
- Provisioning or repair trouble reports include both out of service and other service affecting conditions, such as features on a line that are missing or do not function properly upon conversion, subject to exclusions shown below.

OP-5A: New Service Installation Quality Reported to Repair

- Measures the percentage of inward line service orders that are free of repair trouble reports^{NOTE 2} within 30 calendar days of installation completion, subject to exclusions below.
- Repair trouble reports are defined as CLEC/customer notifications to Qwest of out-of-service and other service affecting conditions for which Qwest opens repair tickets in its maintenance and repair management and tracking systems^{NOTE 3} that are closed in the reporting period or the following month,^{NOTE 4} subject to exclusions shown below.^{NOTE 5}
- Qwest is able to open repair tickets for repair trouble reports received from CLECs/customers once the service order is completed in Qwest's systems.

OP-5B: New Service Provisioning Quality

- Measures the percentage of inward line service orders that are free of provisioning trouble reports during the provisioning process and within 30 calendar days of installation completion, subject to exclusions shown below.
- Provisioning trouble reports are defined as CLEC notifications to Qwest of out of service or other service affecting conditions that are attributable to provisioning activities, including but not limited to LSR/service order mismatches and conversion outages. For provisioning trouble reports, Qwest creates call center tickets in its call center database. Subject to exclusions shown below, call center tickets closed in the reporting period or the following month^{NOTE 4} are captured in this measurement. Call center tickets closed to Network reasons^{NOTE 5, 6} will not be counted in OP-5B when a repair trouble report for that order is captured in OP-5A.

OP-5T: New Service Installation Quality Total

- Measures the percentage of inward line service orders that are free of repair or provisioning trouble reports during the provisioning process and within 30 calendar days of installation completion, subject to exclusion shown below.

OP-5R: New Service Quality Multiple Report Rate

- Evaluates the quality of Qwest's responses to repair and provisioning trouble reports for inward line service orders completed in the reporting period. This measurement reports, for those service orders that were *not* free of repair or provisioning trouble reports in OP-5A or OP-5B, the percentage of trouble reports affecting the same service orders that were followed by additional repair and provisioning trouble reports, as specified below.
- Measures the percentage of all repair and provisioning trouble reports considered in OP-5A and OP-5B that are additional repair or provisioning trouble reports received by Qwest for the same service order during the provisioning process or within 30 calendar days following installation

OP- 5 – New Service Quality (continued)

<p>completion.</p> <ul style="list-style-type: none"> Additional repair or provisioning trouble reports are defined as all such reports that are received following the first report (whether the first report is represented by a call center ticket or a repair ticket) relating to the same service order during the provisioning process or within 30 calendar days following installation completion. In all cases, the trouble reports counted are those that are defined for OP-5A and OP-5B above. ^{NOTE 7} 	
<p>Reporting Period: <u>One month</u>, 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 installation.</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level</p>
<p>Formulas:</p> <p>OP-5A = (Number inward line service orders completed in the reporting period – Number of inward line service orders with any <u>repair trouble reports</u> as specified above) ÷ (Number of inward line service orders completed in the reporting period) x 100</p> <p>OP-5B = (Number of inward line service orders completed in the reporting period – Number of inward line service orders with any <u>provisioning trouble reports</u> as specified above) ÷ (Number of inward line service orders completed in the reporting period) x 100</p> <p>OP-5T = [(Number of inward line service orders completed in the reporting period] – Number of inward line service orders with <u>repair or provisioning trouble reports</u> as defined above under OP-5A or OP-5B, as applicable) ÷ (Number of inward line service orders completed in the reporting period) x 100</p> <p>OP-5R = (Number of all repair and provisioning trouble reports, relating to inward line service orders closed in the reporting period as defined above under OP-5A or OP-5B, that constitute additional repair and provisioning trouble reports, within 30 calendar days following the installation date ÷ Number of all repair and provisioning trouble reports relating to inward line service orders closed In the reporting period, as defined above under OP-5A or OP-5B) x 100</p>	
<p>Exclusions:</p> <p><u>Applicable to OP-5A, OP-5T and OP-5R:</u></p> <ul style="list-style-type: none"> Repair trouble reports attributable to CLEC or coded to non-Qwest reasons as follows: <ul style="list-style-type: none"> For products measured from MTAS data, repair trouble reports coded to disposition codes for: <ul style="list-style-type: none"> Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider); and Reports from other than the CLEC/customer that result in a charge if dispatched. For products measured from WFA (Workforce Administration) data, repair reports coded to codes for: <ul style="list-style-type: none"> Carrier Action (IEC); Customer Provided Equipment (CPE); Commercial power failure; Customer requested service order activity; and Other non-Qwest. Repair reports coded to disposition codes for referral to another department (i.e., for non-repair ticket resolutions of non-installation-related problems, except cable cuts, which are not excluded). <p><u>Applicable to OP-5B, OP-5T and OP-5R only:</u></p> <ul style="list-style-type: none"> Provisioning trouble reports attributable to CLEC or non-Qwest causes. Call center tickets relating to activities that occur as part of the normal process of conversion (i.e., while Qwest is actively and properly engaged in process of converting or installing the service). Provisioning trouble reports involving service orders that, at the time of the calls, have fallen out for manual handling and been disassociated from the related service order, as applicable, will be considered as not in the normal process of conversion and will not be excluded. <p><u>Applicable to OP-5A, OP-5B, OP-5T and OP-5R:</u></p> <ul style="list-style-type: none"> Repair or provisioning trouble reports related to service orders captured as misses under measurements OP-13 (Coordinated Cuts Timeliness) or OP-17 (LNP Timeliness). Subsequent repair or provisioning trouble reports of any trouble on the installed service before the original repair or provisioning trouble report is closed. Service orders closed in the reporting period with App Dates earlier than eight months prior to the 	

OP- 5 – New Service Quality (continued)

beginning of the reporting period.

- Information tickets generated for internal Qwest system/network monitoring purposes.
- Disconnect, From (another form of disconnect) and Record order types. When out of service or service affecting problems are reported to the call center on conversion and move requests, the resulting call center ticket will be included in the calculation of the numerator in association with the related inward order type even when the call center ticket reflects the problem was caused by the Disconnect or From order.
- Records involving official Qwest company services.

Records missing data essential to the calculation of the measurement as defined herein.

<p>Product Reporting Categories:</p> <ul style="list-style-type: none">• As specified below – one percentage result reported for each bulleted category under the sub-measurements shown.	<p>Standards:</p> <p>OP-5A: Parity with retail service</p> <p>OP-5B: Diagnostic for six months following first reporting. After six months Benchmark (TBD)</p> <p>OP-5T: Diagnostic</p> <p>OP-5R: Diagnostic for six months following first reporting. Possible standard (TBD)</p> <p>(Where parity comparisons involve multiple service varieties in a product category, weighting based on the retail analogue volumes may be used if necessary to create a comparison that is not affected by different proportions of wholesale and retail analogue volumes in the same reporting category.)</p>
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OP- 5 – New Service Quality (continued)

Product Reporting:	Standards:		
Reported under OP-5A, OP-5B, OP-5T and OP-5R: (Product categories may be combined as agreed upon by the parties in Long-Term PID Administration.)			
	<u>OP-5A</u>	<u>OP-5B</u>	<u>OP-5T & OP-5R</u>
Resale			
Residential single line service	Parity with retail service	96.5%	Diagnostic
Business single line service	Parity with retail service	96.5%	Diagnostic
Centrex	Parity with retail service	96.5%	Diagnostic
Centrex 21	Parity with retail service	96.5%	Diagnostic
PBX Trunks	Parity with retail service	96.5%	Diagnostic
Basic ISDN	Parity with retail service	96.5%	Diagnostic
Qwest DSL	Parity with retail service	96.5%	Diagnostic
Primary ISDN	Parity with retail service	96.5%	Diagnostic
DS0	Parity with retail service	96.5%	Diagnostic
DS1	Parity with retail service	96.5%	Diagnostic
DS3 and higher bit-rate services (aggregate)	Parity with retail service	96.5%	Diagnostic
Frame Relay	Parity with retail service	Diagnostic	Diagnostic
<ul style="list-style-type: none"> Unbundled Network Element – Platform (UNE-P) (POTS) 	Parity with like retail service	96.5%	Diagnostic
<ul style="list-style-type: none"> Unbundled Network Element – Platform (UNE-P) (Centrex 21) 	Parity with retail Centrex 21	96.5%	Diagnostic
<ul style="list-style-type: none"> Unbundled Network Element – Platform (UNE-P) (Centrex) 	Parity with retail Centrex	96.5%	Diagnostic
Line Splitting	Parity with retail Qwest DSL	96.5%	Diagnostic
Loop Splitting ^{NOTE 8}	Diagnostic	Diagnostic	Diagnostic
Line Sharing	Parity with retail RES & BUS POTS	96.5%	Diagnostic
Sub-Loop Unbundling	Diagnostic	Diagnostic	Diagnostic
Unbundled Loops:			
Analog Loop	Parity with retail Res & Bus POTS with dispatch	96.5%	Diagnostic
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI	96.5%	Diagnostic
Non-loaded Loop (4-wire)	Parity with retail DS1	96.5%	Diagnostic
DS1-capable Loop	Parity with retail DS1	96.5%	Diagnostic
xDSL-I capable Loop	Parity with retail Qwest DSL	96.5%	Diagnostic
ISDN-capable Loop	Parity with retail ISDN BRI	96.5%	Diagnostic
ADSL-qualified Loop	Parity with retail Qwest DSL with dispatch	96.5%	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)	96.5%	Diagnostic
Dark Fiber - Loop	Diagnostic	Diagnostic	Diagnostic

OP- 5 – New Service Quality (continued)

• Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic until volume criteria are met	96.5%	Diagnostic
• Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line	96.5%	Diagnostic
• Enhanced Extended Loops (EELs) – (above DS1 level)	Diagnostic until volume criteria are met	96.5%	Diagnostic
Reported under OP-5A and under OP-5R (per OP-5A specifications):			
	OP-5A	OP-5R	
• LIS Trunks	Parity with Feature Group D (aggregate)	Diagnostic	
Unbundled Dedicated Interoffice Transport (UDIT)			
UDIT (DS1 Level)	Parity with Retail Private Lines (DS1)	Diagnostic	
UDIT (Above DS1 Level)	Parity with Retail Private Lines (Above DS1 level)	Diagnostic	
Dark Fiber - IOF	Diagnostic	Diagnostic	
• E911/911 Trunks	Parity with Retail E911/911 Trunks	Diagnostic	
Availability: Available	Notes: <ol style="list-style-type: none"> 1. The specified Change order types representing inward activity exclude Change orders that do not involve installation of lines (in both wholesale and retail results). Specifically this measurement does not include changes to existing lines, such as number changes and PIC changes. 2. Including consideration of repeat repair trouble reports (i.e., additional reports of trouble related to the same newly-installed line/circuit that are received after the preceding repair report is closed and within 30 days following installation completion) to complete the determination of whether the newly-installed line/circuit was trouble free within 30 days of installation. 3. Qwest's repair management and tracking systems consist of WFA (Work Force Administration), MTAS (Maintenance Tracking and Administration System), and successor repair systems, if any, as applicable to obtain the repair report data for this measurement. Not included are Call Center Database systems supporting call centers in logging calls from customers regarding problems or other inquiries (see OP-5B and OP-5T). 4. The "following month" includes also the period of a few <u>business days</u> (typically four or five) afterward, up to the time when Qwest pulls the repair data to begin processing results for this measurement. 5. Includes repair and provisioning trouble reports generated by new processes that supersede or supplement existing processes for submitting repair and provisioning trouble reports as specified in Qwest's documented or agreed upon procedures. 6. For purposes of calculating OP-5B, a call center ticket for multiple orders with provisioning trouble reports will result in all orders reporting trouble counting as a miss in OP-5B. If a repair trouble report(s) is received for the same orders, the number of orders counted as a miss in OP-5B for Network reasons will be reduced by the number of orders with repair troubles counted as a miss in OP-5A. 7. OP-5R will be counted on a per ticket basis. 8. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months. 		

OP-6 – Delayed Days

<p>Purpose: Evaluates the extent Qwest is late in installing services for customers, focusing on the average number of days that late orders are completed beyond the committed due date.</p>	
<p>Description: OP-6A – Measures the average number of <u>business days</u> ^{NOTE 1} that service is delayed beyond the Applicable Due Date for non-facility reasons attributed to Qwest.</p> <ul style="list-style-type: none"> Includes all inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, later, due to non-facility reasons, than the Applicable Due Date recorded by Qwest, subject to exclusions specified below. <p>OP-6B – Measures the average number of business days ^{NOTE 1} that service is delayed beyond the Applicable Due Date for facility reasons attributed to Qwest.</p> <ul style="list-style-type: none"> Includes all inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period later due to facility reasons than the original due date recorded by Qwest, subject to exclusions specified below. <p><u>For both OP-6A and OP-6B:</u></p> <ul style="list-style-type: none"> Change order types for additional lines consist of “C” orders representing <u>inward activity</u>. 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 2} 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 2} 	
<p>Reporting Period: One month</p>	
<p>Unit of Measure: Average Business Days</p>	
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> Results for products/services listed under Product Reporting under “MSA-type Disaggregation” will be reported for OP-6A and OP-6B according to orders involving: <ol style="list-style-type: none"> Dispatches within MSAs; Dispatches outside MSAs; and No dispatches. Results for products/services listed in Product Reporting under “Zone-type Disaggregation” will be disaggregated according to installations: <ol style="list-style-type: none"> In <u>Interval Zone 1</u> areas; and In <u>Interval Zone 2</u> areas.
<p>Formula: OP-6A = $\sum[(\text{Actual Completion Date of late order for non-facility reasons}) - (\text{Applicable Due Date of late order}) - (\text{Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date})] \div (\text{Total Number of Late Orders for non-facility reasons completed in the reporting period})$</p> <p>OP-6B = $\sum[(\text{Actual Completion Date of late order for facility reasons}) - (\text{Applicable Due Date of late order}) - (\text{Time intervals associated with customer-initiated due date changes or delays occurring after the Applicable Due Date})] \div (\text{Total Number of Late Orders for facility reasons completed in the reporting period})$</p>	

OP- 6 – Delayed Days (continued)

Exclusions:	
<ul style="list-style-type: none"> • Orders affected only by delays that are solely for customer and/or CLEC reasons. • Disconnect, From (another form of disconnect) and Record order types. • Records involving official company services. • Records with invalid due dates or <u>application dates</u>. • Records with invalid completion dates. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	
Product Reporting:	Standards:
MSA-Type Disaggregation -	
<ul style="list-style-type: none"> • 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
DS0 (non-designed provisioning)	Parity with retail service
PBX Trunks (non-designed provisioning)	Parity with retail service
Primary ISDN (non-designed provisioning)	Parity with retail service
Basic ISDN (non-designed provisioning)	Parity with retail service
Qwest DSL (non-designed provisioning)	Parity with retail service
<ul style="list-style-type: none"> • Unbundled Network Element – Platform (UNE-P) (POTS) 	Parity with like retail service
<ul style="list-style-type: none"> • Unbundled Network Element – Platform (UNE-P) (Centrex 21) 	Parity with retail Centrex 21
<ul style="list-style-type: none"> • Unbundled Network Element – Platform (UNE-P) (Centrex) 	Parity with retail Centrex
<ul style="list-style-type: none"> • Line Splitting 	Parity with retail Qwest DSL
<ul style="list-style-type: none"> • Loop Splitting ^{NOTE 3} 	Diagnostic
<ul style="list-style-type: none"> • Line Sharing 	Parity with retail Qwest DSL
<ul style="list-style-type: none"> • Sub-Loop Unbundling 	Diagnostic
Zone-type Disaggregation -	
<ul style="list-style-type: none"> • Resale 	
Primary ISDN (designed provisioning)	Parity with retail service
Basic ISDN (designed provisioning)	Parity with retail service
DS0 (designed provisioning)	Parity with retail service
DS1	Parity with retail service
PBX Trunks (designed provisioning)	Parity with retail service
Qwest DSL (designed provisioning)	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
<ul style="list-style-type: none"> • LIS Trunks 	Parity with Feature Group D (aggregate)
<ul style="list-style-type: none"> • Unbundled Dedicated Interoffice Transport (UDIT) 	
UDIT – DS1 level	Parity with retail DS1 Private Line- Service
UDIT – Above DS1 level	Parity with retail Private Line- Services above DS1 level
Dark Fiber – IOF	Diagnostic
<ul style="list-style-type: none"> • Unbundled Loops: 	
Analog Loop	Parity with retail Res and Bus POTS with dispatch
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 DSL, with dispatch
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL, with dispatch

OP- 6 – Delayed Days (continued)

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)	OP-6A: Parity with retail DS1 Private Line OP-6B: Diagnostic
• Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Available	Notes: <ol style="list-style-type: none"> 1. For OP-6A-3 and OP-6B-3, Saturday is counted as a business day for all orders for Resale Residence, Resale Business, and UNE-P (POTS), as well as for the retail analogues specified above as standards. For all other products under OP-6A-3 and OP-6B-3, and for all products under OP-6A-1, -6A-2, -6A-4, -6A-5, -6B-1, -6B-2, -6B-4, and -6B-5, Saturday is counted as a business day when the service order is due or completed on Saturday. 2. 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. 3. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months.

OP-7 – Coordinated “Hot Cut” Interval – Unbundled Loop

Purpose: Evaluates the duration of completing coordinated “hot cuts” of unbundled loops, focusing on the time actually involved in disconnecting the loop from the Qwest network and connecting/testing the loop.	
Description: Measures the average time to complete coordinated “hot cuts” for unbundled loops, based on intervals beginning with the “lift” time and ending with the completion time of Qwest’s applicable tests for the loop. <ul style="list-style-type: none"> • Includes all coordinated hot cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below. • “Hot cut” refers to moving the service of existing customers from Qwest’s switch/frames to the CLEC’s equipment, via unbundled loops, that will serve the customers. • “Lift” time is defined as when Qwest disconnects the existing loop. • “Completion time” is defined as when Qwest completes the applicable tests after connecting the loop to the CLEC. 	
Reporting Period: One month	Unit of Measure: Hours and Minutes
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level.
Formula: $\frac{\sum[\text{Completion time} - \text{Lift time}]}{\text{(Total Number of unbundled loops with coordinated cutovers completed in the reporting period)}}$	
Exclusions: <ul style="list-style-type: none"> • Time intervals associated with CLEC-caused delays. • Records missing data essential to the calculation of the measurement per the PID. • Invalid start/stop dates/times or invalid scheduled date/times. 	
Product Reporting: Coordinated Unbundled Loops – Reported separately for: <ul style="list-style-type: none"> • Analog Loops • All other Loop Types 	Standard: CO: 1 hour All Other States: Diagnostic in light of OP-13 (Coordinated Cuts On Time)
Availability: Available	Notes:

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. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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 = $[(\text{Number of LNP triggers set before the scheduled time for the coordinated loop cutover}) \div (\text{Total Number of LNP activations coordinated with unbundled loops completed})] \times 100$ OP-8C = $[(\text{Number of LNP triggers set before the Frame Due Time or Scheduled Start Time}) \div (\text{Total Number of LNP activations without loop cutovers completed})] \times 100$	
Exclusions: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Records with no PON (purchase order number) or STATE. Records where triggers cannot be set due to switch capabilities. Records with invalid due dates, <u>application dates</u>, 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.
Results for this measurement will be reported according to:
OP-13A Cuts Completed On Time
OP-13B Cuts Started Without CLEC Approval

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

<p>Formula:</p> <p>OP-13A = $\left[\frac{\text{Count of LSRs for Coordinated Unbundled Loop cuts completed "On Time"}}{\text{Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period}} \right] \times 100$</p> <p>OP-13B = $\left[\frac{\text{Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval}}{\text{Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period}} \right] \times 100$</p>	
<p>Exclusions:</p> <p>Applicable to OP-13A:</p> <ul style="list-style-type: none"> • Loop cuts that involve CLEC-requested non-standard methodologies, processes, or timelines. <p>OP-13A & OP-13B:</p> <ul style="list-style-type: none"> • 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. 	
<p>Product Reporting: Coordinated Unbundled Loops – Reported separately for:</p> <ul style="list-style-type: none"> • Analog Loops • All Other Loops 	<p>Standards:</p> <p>OP-13A:</p> <p>AZ: 90 Percent or more</p> <p>All Other States: 95 Percent or more</p> <p>OP-13B: Diagnostic</p>
<p>Availability:</p> <p>Available</p>	<p>Notes:</p>

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:

OP-15A – Average Business Days ^{NOTE 2}
 OP-15B – Number of orders pending facilities

Reporting Comparisons:

CLEC aggregate, individual CLEC, Qwest retail

Disaggregation Reporting:

Statewide

Formula:

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

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 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)
Centrex 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)

<p>Availability: Available</p>	<p>Notes:</p> <ol style="list-style-type: none">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.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.3. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months.
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OP-17 – Timeliness of Disconnects associated with LNP Orders

<p>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.</p>	
<p>Description: OP-17A</p> <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> – 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. <p>OP-17B</p> <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> – 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. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC Aggregate and Individual CLEC</p>	<p>Disaggregation Reporting: Statewide</p>
<p>Formula: $\left[\frac{\text{[(Total number of LNP TNs ported pursuant to orders completed in the reporting period – Number of TNs with qualifying trouble reports notifying Qwest that disconnection before the scheduled time has occurred)]}{\text{Total Number of LNP TNs ported pursuant to orders completed in the reporting period}} \right] \times 100$</p>	

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

<p>Exclusions:</p> <p>OP-17A only</p> <ul style="list-style-type: none"> • 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. <p>OP-17A & B</p> <ul style="list-style-type: none"> • 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. <p>OP-17B only</p> <ul style="list-style-type: none"> • 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. 	
<p>Product Reporting: LNP</p>	<p>Standards: OP-17A – 98.25% OP-17B – Diagnostic only, in light of its measuring only requests for delay of disconnect that are defined as untimely.</p>
<p>Availability: Available</p>	<p>Notes:</p>

Maintenance and Repair

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

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

MR-3 – Out of Service Cleared within 24 Hours

<p>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).</p>	
<p>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.</p> <ul style="list-style-type: none"> • 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. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under “<u>MSA-Type Disaggregation</u>” will be disaggregated and reported according to trouble reports involving: <ul style="list-style-type: none"> MR-3A Dispatches within MSAs; MR-3B Dispatches outside MSAs; and MR-3C No dispatches. • Results for products/services listed in Product Reporting under “<u>Zone-type Disaggregation</u>” will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-3D In <u>Interval Zone 1</u> areas; and MR-3E In <u>Interval Zone 2</u> areas.
<p>Formula: $\left[\frac{\text{Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours}}{\text{Total Number of Out of Service Trouble Reports closed in the reporting period}} \right] \times 100$</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – 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: Available	Notes: 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

<p>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).</p>	
<p>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.</p> <ul style="list-style-type: none"> • 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. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be disaggregated and reported according to trouble reports involving: <ul style="list-style-type: none"> MR-4A Dispatches within MSAs; MR-4B Dispatches outside MSAs; and MR-4C No dispatches. • Results for products/services listed in Product Reporting under “Zone-type Disaggregation” will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-4D In <u>Interval Zone 1</u> areas; and MR-4E In <u>Interval Zone 2</u> areas
<p>Formula: $\left[\frac{\text{Total Trouble Reports closed in the reporting period that are cleared within 48 hours}}{\text{Total Trouble Reports closed in the reporting period}} \right] \times 100$</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – 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: Available	Notes: 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

<p>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).</p>	
<p>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.</p> <ul style="list-style-type: none"> • 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. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level. Results for listed products will be disaggregated according to trouble reports: MR-5A In <u>Interval Zone 1</u> areas; and MR-5B In <u>Interval Zone 2</u> areas.</p>
<p>Formula: $\left[\frac{\text{Number of Trouble Reports closed in the reporting period that are cleared within 4 hours}}{\text{Total Trouble Reports closed in the reporting period}} \right] \times 100$ </p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – 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

<p>Purpose: Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation.</p>	
<p>Description: Measures the time actually taken to clear trouble reports.</p> <ul style="list-style-type: none"> • 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. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Hours and Minutes</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under “<u>MSA-Type Disaggregation</u>” will be reported according to trouble reports involving: MR-6A Dispatches within MSAs; MR-6B Dispatches outside MSAs; and MR-6C No dispatches. • Results for products/services listed in Product Reporting under “<u>Zone-type Disaggregation</u>” will be disaggregated according to trouble reports involving: MR-6D In <u>Interval Zone 1</u> areas; and MR-6E In <u>Interval Zone 2</u> areas.
<p>Formula: $\frac{\sum[(\text{Date \& Time Trouble Report Cleared}) - (\text{Date \& Time Trouble Report Opened})]}{(\text{Total number of Trouble Reports closed in the reporting period})}$ </p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – 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)

<p>Availability: Available</p>	<p>Notes: 1. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months.</p>
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MR-7 – Repair Repeat Report Rate

<p>Purpose: Evaluates the accuracy of repair actions, focusing on the number of <u>repeated trouble reports</u> received for the same line/circuit within a specified period (30 calendar days).</p>	
<p>Description: Measures the percentage of trouble reports that are repeated within 30 days on end user lines and circuits.</p> <ul style="list-style-type: none"> • 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). 	
<p>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.</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under "<u>MSA-Type Disaggregation</u>" will be reported according to trouble reports involving: MR-7A Dispatches within MSAs; MR-7B Dispatches outside MSAs; and MR-7C No dispatches. • Results for products/services listed in Product Reporting under "<u>Zone-type Disaggregation</u>" will be disaggregated according to trouble reports involving: MR-7D In <u>Interval Zone 1</u> areas; and MR-7E In <u>Interval Zone 2</u> areas.
<p>Formula: $\left[\frac{\text{Total trouble reports closed within the reporting period that had a repeated trouble report received within 30 calendar days of when the initial trouble report closed}}{\text{Total number of Trouble Reports Closed in the reporting period}} \right] \times 100$ </p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – 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)

<ul style="list-style-type: none"> 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. 	
Product Reporting:	Standards:
MSA-Type Disaggregation -	
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> Unbundled Network Element – Platform (UNE-P) (POTS) 	Parity with like retail service
<ul style="list-style-type: none"> Unbundled Network Element – Platform (UNE-P) (Centrex 21) 	Parity with retail Centrex 21
<ul style="list-style-type: none"> Unbundled Network Element – Platform (UNE-P) (Centrex) 	Parity with retail Centrex
<ul style="list-style-type: none"> Line Splitting 	Parity with Qwest Retail DSL
<ul style="list-style-type: none"> Loop Splitting ^{NOTE 1} 	Diagnostic
<ul style="list-style-type: none"> Line Sharing 	AZ & CO: Parity with Qwest Retail DSL
	All Other States: Diagnostic Comparison with Qwest Retail DSL
<ul style="list-style-type: none"> Sub-Loop Unbundling 	CO: Parity with Retail ISDN-BRI
	All Other States: Diagnostic
Zone-Type Disaggregation -	
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> LIS Trunks 	Parity with Feature Group D (aggregate)
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> E911/911 Trunks 	Parity with retail E911/911 Trunks

MR-7 – Repair Repeat Report Rate (Continued)

<ul style="list-style-type: none">Enhanced Extended Loops (EELs) – (DS0 level)	Diagnostic
<ul style="list-style-type: none">Enhanced Extended Loops (EELs) – (DS1 level)	Parity with retail DS1 Private Line
<ul style="list-style-type: none">Enhanced Extended Loops (EELs) – (DS3 level)	Diagnostic
Availability: Targeted availability with July 2004 results reported in September 2004	Notes: 1. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months.

MR-8 – Trouble Rate

Purpose: Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.	
Description: Measures trouble reports by product and compares them to the number of lines in service. <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period, subject to exclusions specified below. • Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level.
Formula: $[(\text{Total number of trouble reports closed in the reporting period involving the specified service grouping}) \div (\text{Total number of the specified services that are in service in the reporting period})] \times 100$	
Exclusions: <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured from MTAS data, 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 data 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. • 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-8 – Trouble Rate (continued)

Product Reporting:	Standards:
• 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
Qwest DSL	Parity with Qwest DSL 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
• 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
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line Service
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 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-8 – Trouble Rate (continued)

<p>Availability: Available</p>	<p>Notes: 1. Reporting will begin at the time CLECs order the product, in any quantity, for three consecutive months.</p>
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MR-9 – Repair Appointments Met

Purpose: Evaluates the extent to which Qwest repairs services for Customers by the appointment date and time.	
Description: Measures the percentage of trouble reports for which the appointment date and time is met. <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period, 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. Results for listed services will be disaggregated and reported according to trouble reports involving: MR-9A Dispatches within MSAs; MR-9B Dispatches outside MSAs; and MR-9C No dispatches.
Formula: $\frac{[(\text{Total Trouble Reports Cleared by appointment date and time}) \div (\text{Total Trouble Reports Closed in the Reporting Period})] \times 100}{}$	
Exclusions: <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured from MTAS data, 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). • 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 by using the rescheduled appointment time to determine if the repair appointment is met. • 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. 	
Product Reporting: Resale: Residential single line service Business single line service Centrex Centrex 21 PBX Trunks Basic ISDN Unbundled Elements – Platform (UNE-P) (POTS)	Standard: Parity
Availability: Available	Notes:

MR-10 – Customer and Non-Qwest Related Trouble Reports

<p>Purpose: Evaluates the extent that trouble reports were customer related, and provides diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.</p>	
<p>Description: Measures the percentage of all trouble reports that are attributed to the customer as a percentage of all trouble reports resolved during the reporting period, subject to exclusions specified below. Includes trouble reports closed during the reporting period coded as follows:</p> <ul style="list-style-type: none"> • For products measured from MTAS data, 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) and trouble reports involving a "no access" delay for <u>MSA</u> type disaggregated products. • For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p>
<p>Formula: $\left[\frac{\text{(Number of Trouble Reports coded to disposition codes specified above)}}{\text{(Total Number of Trouble Reports Closed in the Reporting Period)}} \right] \times 100$ </p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Subsequent trouble reports of any trouble before the original trouble report is closed • Information tickets generated for internal Qwest system/network monitoring purposes. • 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. • Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete. 	

MR-10 Customer and Non-Qwest Related Trouble Reports (continued)

Product Reporting:	Standards:
• Resale	
Residential single line service	Diagnostic
Business single line service	Diagnostic
Centrex	Diagnostic
Centrex 21	Diagnostic
PBX Trunks	Diagnostic
Basic ISDN	Diagnostic
Qwest DSL	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (POTS)	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (Centrex 21)	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (Centrex)	Diagnostic
• Resale	
Primary ISDN	Diagnostic
DS0	Diagnostic
DS1	Diagnostic
DS3 and higher bit-rate services (aggregate)	Diagnostic
Frame Relay	Diagnostic
• LIS Trunks	Diagnostic
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic
UDIT – Above DS1 level	Diagnostic
• Unbundled Loops:	
Analog Loop	Diagnostic
Non-loaded Loop (2-wire)	Diagnostic
Non-loaded Loop (4-wire)	Diagnostic
DS1-capable Loop	Diagnostic
xDSL-I capable Loop	Diagnostic
ISDN-capable Loop	Diagnostic
ADSL-qualified Loop	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Diagnostic
• E911/911 Trunks	Diagnostic
Availability: Available	Notes:

MR-11 – LNP Trouble Reports Cleared within 24 Hours

<p>Purpose: Evaluates timeliness of clearing LNP trouble reports, focusing on the degree to which residence and business, disconnect-related, out-of-service trouble reports are cleared within four business hours and all LNP-related trouble reports are cleared within 48 hours.</p>	
<p>Description: MR-11A: Measures the percentage of specified LNP-only (i.e., not unbundled-loop), residence and business, out-of-service trouble reports that are cleared within four business hours of Qwest receiving these trouble reports from CLECs.</p> <ul style="list-style-type: none"> Includes only trouble reports that are received on or before the currently-scheduled due date of the actual LNP-related disconnect time/date, or the next <u>business day</u>, that are confirmed to be caused by disconnects being made before the scheduled time, and that are closed during the reporting period, subject to exclusions specified below. <p>MR-11B: Measures the percentage of specified LNP-only trouble reports that are cleared within 48 hours of Qwest receiving these trouble reports from CLECs.</p> <ul style="list-style-type: none"> Includes all LNP-only trouble reports, received within four calendar days of the actual LNP-related disconnect date and closed during the reporting period. The “currently-scheduled due date/time” is the original due date/time established by Qwest in response to CLEC/customer request for disconnection of service ported via LNP or, if CLEC submits to Qwest a timely or untimely request for delay of disconnection, it is the CLEC/customer-requested later date/time. A request for delay of disconnection is considered timely if received by Qwest before 8:00 p.m. MT on the due date that Qwest has on record at the time of the request. A request for delay of disconnection is considered untimely if received by Qwest after 8:00 p.m. MT on the due date and before 12:00 p.m. MT (noon) on the day after the due date Time measured is from the date and time Qwest receives the trouble report to the date and time trouble is cleared. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC Aggregate and Individual CLEC</p>	<p>Disaggregation Reporting: Statewide level (all are “non-dispatched”).</p>
<p>Formula: MR-11A = [(Number of specified out-of-service LNP-only Trouble Reports, for LNP-related troubles confirmed to be caused by disconnects, that Qwest executed before the currently-scheduled due date/time, that were closed in the reporting period and cleared within four business hours) ÷ (Total Number of specified out of service LNP-only Trouble Reports for LNP-related troubles confirmed to be caused by disconnects that Qwest executed before the currently-scheduled due date/time, that were closed in the reporting period)] x 100</p> <p>MR-11B = [(Number of specified LNP-only Trouble Reports closed in the reporting period that were cleared within 48 hours) ÷ (Total Number of specified LNP-only Trouble Reports closed in the reporting period)] x 100</p>	

MR-11 – LNP Trouble Reports Cleared within 24 Hours (Continued)

<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports attributed to customer or non-Qwest reasons • Trouble reports not related to valid requests (LSRs) for LNP and associated disconnects. • Subsequent trouble reports of LNP trouble before the original trouble report is closed. • For MR-11B only: Trouble reports involving a “no access” delay. • Information tickets generated for internal Qwest system/network monitoring purposes. • 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. 	
<p>Product Reporting: LNP</p>	<p>Standards:</p> <p><u>MR-11A:</u></p> <ul style="list-style-type: none"> • If OP-17 result meets its standard, the MR-11A standard is Diagnostic. • If OP-17 result does not meet its standard, the MR-11A standard is as follows: <ul style="list-style-type: none"> – For 0-20 trouble reports*: No more than 1 ticket cleared in > four business hours – For > 20 trouble reports*: The lesser of 95% or Parity with MR-3C results for Retail Residence and Business <p><u>MR-11B:</u></p> <ul style="list-style-type: none"> • For 0-20 trouble reports**: No more than 1 ticket cleared > 48 hours • For > 20 trouble reports**: The lesser of 95% or Parity with MR-4C results for Retail Residence and Business <p>* Based on MR-11A denominator.</p> <p>** Based on MR-11B denominator.</p>
<p>Availability: Available</p>	<p>Notes:</p>

Billing

BI-1 – Time to Provide Recorded Usage Records

Purpose: Evaluates the timeliness with which Qwest provides recorded daily usage records to CLECs.	
Description: Measures the average time interval from date of recorded daily usage to date usage records are transmitted or made available to CLECs as applicable. BI-1A – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for feature group switched access, ^{NOTE 1} local measured usage, local message usage, toll usage, and local exchange service components priced on a per-use basis, subject to exclusions specified below. BI-1B – Measures the percent of recorded daily usage for Jointly provided switched access provided within four days. This includes usage created by the CLEC and Qwest or IXC providing access, usually via 2-way Feature Group X trunk groups for Feature Group A, Feature Group B, Feature Group D, Phone to Phone IP Telephony, 8XX access, and 900 access and their successors or similar Switched Access services. BI-1C – Provides separate reporting for two elements captured in BI-1A above, as follows: <ul style="list-style-type: none"> • BI-1C-1 – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for feature group switched access,^{NOTE 1} subject to exclusions specified below. • BI-1C-2 – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for local measured usage, local message usage, toll usage, and local exchange service components priced on a per-use basis, subject to exclusions specified below. 	
Reporting Period: One month	Unit of Measure: BI-1A, BI-1C-1, BI-1C-2: Average <u>Business Days</u> BI-1B: Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	Disaggregation Reporting: State level.
Formula: BI-1A, BI-1C-1, BI-1C-2 (for specified products & records) = $\sum(\text{Date Record Transmitted or made available} - \text{Date Usage Recorded}) \div (\text{Total number of records})$ BI-1B = $[(\# \text{ of daily usage records for Jointly provided switched access sent within four days}) \div (\text{Total daily usage records for Jointly provided switched access in the report period})] \times 100$	
Exclusions: <ul style="list-style-type: none"> • Instances where the CLEC requests other than daily usage transmission or availability. • Duplicate records. 	
Product Reporting: <ul style="list-style-type: none"> • UNEs and Resale • Jointly-provided Switched Access 	Standards: BI-1A: Parity with Qwest retail. BI-1B: 95% within 4 business days BI-1C-1, BI-1C-2: Diagnostic Comparison with the Qwest Retail results used in standard for BI-1A
Availability: Available	Notes: 1. "Feature group switched access" includes all type 110XXX detail records for Feature Groups A, B, C, and D.

BI-2 – Invoices Delivered within 10 Days

Purpose: Evaluates the timeliness with which Qwest delivers industry standard electronically transmitted bills to CLECs, focusing on the percent delivered within ten calendar days.	
Description: Measures the percentage of invoices that are delivered within ten days, based on the number of days between the bill date and bill delivery. <ul style="list-style-type: none"> Includes all industry standard electronically transmitted invoices for local exchange services and toll, subject to exclusions specified below. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: Combined Qwest Retail/CLEC results (Parity by design)	Disaggregation Reporting: State level
Formula: $\left[\frac{\text{Count of Invoices for which Bill Transmission Date to Bill Date is ten calendar days or less}}{\text{Total Number of Invoices}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> Bills transmitted via paper, magnetic tape, CD-ROM, diskette. Records with missing data essential to the calculation of the measurement per the PID. 	
Product Reporting: <ul style="list-style-type: none"> UNEs and Resale 	Standard: Parity by design.
Availability: Available	Notes:

BI-3 – Billing Accuracy – Adjustments for Errors

Purpose: Evaluates the accuracy with which Qwest bills CLECs, focusing on the percentage of billed revenue adjusted due to errors.	
Description: Measures the billed revenue minus amounts adjusted off bills due to errors, as a percentage of total billed revenue. <ul style="list-style-type: none"> • Both the billed revenue and amounts adjusted off bills due to error are calculated from bills rendered in the reporting period. • “Amounts adjusted off bills due to errors” is the sum of all bill adjustments made in the reporting period that involve, either in part or in total, adjustment codes related to billing errors. (Each adjustment thus qualifying is added to the sum in its entirety.) 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	Disaggregation Reporting: State level.
Formula: $\left[\frac{\sum(\text{Total Billed Revenue Billed in Reporting Period} - \text{Amounts Adjusted Off Bills Due to Errors})}{\text{Total Billed Revenue billed in Reporting Period}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> • BI-3A - UNEs and Resale – None • BI-3B - Reciprocal Compensation Minutes of Use – Billing adjustments as a result of CLEC-caused errors in return of minutes of use 	
Product Reporting: <ul style="list-style-type: none"> • BI-3A - UNEs and Resale • BI-3B - Reciprocal Compensation Minutes of Use (MOU) 	Standards: <ul style="list-style-type: none"> • BI-3A – UNEs and Resale: Parity with Qwest retail bills. • BI-3B – Reciprocal Compensation (MOU) – 95%
Availability: <p style="text-align: center;">Available</p>	Notes:

BI-4 – Billing Completeness

Purpose: <ul style="list-style-type: none"> • UNEs and Resale – Evaluates the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills. • Reciprocal Compensation Minutes of Use (MOU) – Evaluates the completeness with which Qwest reflects the revenue for Local Minutes of Use associated with CLEC local traffic over Qwest's network on the bills. 	
Description: BI-4A – UNEs and Resale: Measures the percentage of non-recurring and recurring charges associated with completed service orders appear on the correct bill.* BI-4B – Reciprocal Compensation (MOU): Measures the percentage of revenue associated with local minutes of use appearing on the correct (current) bill.* * Correct bill = next available bill	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	Disaggregation Reporting: Statewide level.
Formula: BI-4A – UNEs and Resale = $[\sum(\text{Count of service orders with non-recurring and recurring charges associated with completed service orders on the bills that are billed on the correct bill} \div \text{total count of service orders with non-recurring and recurring charges associated with completed service orders billed on the bill})] \times 100$ BI-4B – Reciprocal Compensation MOU = $[\sum(\text{Revenue for Local Minutes of Use billed on the correct* bill} \div \text{Total revenue for Local Minutes of Use collected during the month})] \times 100$	
Exclusions: None	
Product Reporting: <ul style="list-style-type: none"> • UNEs and Resale • Reciprocal Compensation (MOU) 	Standards: BI-4A - UNEs and Resale: Parity with Qwest Retail bills. BI-4B - Reciprocal Compensation (MOU): 95%
Availability: Available	Notes:

Database Updates

DB-1 – Time to Update Databases

Purpose: Evaluates the time required for updates to the databases of E911, LIDB, and Directory Builder.	
Description: <ul style="list-style-type: none"> • Measures the average time required to update the databases of E911, LIDB, and Directory Builder. • Includes all database updates as specified under Disaggregation Reporting completed during the reporting period. • For DB-1A the time to update the E911 database is provided by the third party vendor that performs the update. The elapsed time is captured automatically by the database system. There are no "individual E911 database update records" provided with which to measure the database update process. • The numerator of DB-1A is calculated by multiplying the vendor-calculated results (Average Minutes in Process Time) by the denominator (Count of records Processed). This method produces a result from the vendor data that is the same as that which would be produced by totalling the update times from individual E911 database update records. 	
Reporting Period: One month	Unit of Measure: E911 – Hrs: Mins. LIDB & Directory Listings – Seconds
Reporting Comparisons: DB-1A - E911: Combined results for Qwest Retail and Reseller CLEC Aggregate; DB-1B - LIDB: Combined results for all Qwest Retail, Reseller CLEC and Facilities Based CLEC updates; DB-1C-1 - Listings: Combined results for all Provider types including Qwest Retail, Reseller CLEC, and Facilities Based CLEC, ILEC and Unknown Provider, Electronically Submitted, Electronically Processed updates. ^{NOTE 1}	Disaggregation Reporting: DB-1A: E911 for Qwest Retail and Reseller CLEC–State level DB-1B: LIDB for Qwest Retail, Reseller CLEC and Facilities Based CLEC – Multi state region-wide level DB-1C-1: Listings for all Provider types including Qwest Retail, Reseller CLEC, and Facilities Based CLEC, ILEC and Unknown Provider, Electronically Submitted, Electronically Processed–Sub-region applicable to state
Formula: $\frac{\sum[(\text{Date and Time of database update for each database update as specified under Disaggregation Reporting in the reporting period}) - (\text{Date and Time of submissions of data for entry into the database for each database update as specified under Disaggregation Reporting in the reporting period})]}{\text{Total database updates as specified under Disaggregation Reporting completed in the reporting period}}$	
Exclusion: <ul style="list-style-type: none"> • Invalid start/stop dates/times. 	

DB-1 – Time to Update Databases (continued)

Product Reporting: Not applicable (Reported by database type)		Standards: DB-1A-E911: Parity by design DB-1B-LIDB: Parity by design DB-1C-1 - Listings: Parity by design
Availability: Available	Notes: 1. Because they cannot be separated, results for Qwest Retail, Reseller CLEC, Facilities-based CLECs, ILEC and Unknown Provider updates are reported combined within these disaggregations.	

DB-2 – Accurate Database Updates

Purpose: Evaluates the accuracy of database updates completed without errors in the reporting period.	
Description: <ul style="list-style-type: none"> Measures the percentage of database updates completed without errors in the reporting period. Includes all database updates as specified under Disaggregation Reporting completed during the reporting period. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: DB-2C-1 Listings – Combined results for all Qwest Retail, Reseller CLEC and Facilities-Based CLEC Electronically Submitted, Electronically Processed updates	Disaggregation Reporting: DB-2C-1, Listings for Qwest Retail, Reseller CLEC, and Facilities-Based CLEC Electronically Submitted, Electronically Processed updates: Statewide
Formula: $\left[\frac{\text{Total database updates as specified under Disaggregation Reporting completed without errors in the reporting period}}{\text{Total database updates as specified under Disaggregation Reporting completed in the reporting period}} \right] \times 100$	
Exclusions: Invalid start/stop dates/times.	
Product Reporting: Not applicable (Reported by database type)	Standards: DB-2C-1 – Listings: Parity by design ^{NOTE 1}
Availability: Available	Notes: <ol style="list-style-type: none"> Qwest retail and Reseller CLECs are parity by design. Because Facilities-based CLEC Electronically Submitted, Electronically Processed cannot be separated out from Reseller CLECs they are reported combined within this disaggregation.

Directory Assistance

DA-1 – Speed of Answer – Directory Assistance

Purpose: Evaluates timeliness of customer access to Qwest’s Directory Assistance operators, focusing on how long it takes for calls to be answered.	
Description: Measures the average time following first ring until a call is first picked up by the Qwest agent/system to answer Directory Assistance calls. <ul style="list-style-type: none"> • Includes all calls to Qwest directory assistance during the reporting period. • Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the first ring is defined as when the voice response unit places the call into queue. • Measurements are taken by sampling calls from the network queue at 10-second intervals. A count of calls in the queue is taken for every sampling event (10-second snapshot), and this count is multiplied by 10 to get a measurement of waiting intervals. • Using this method, calls that enter the queue after a sample is taken but exit before the next sample is taken are not counted, i.e., are effectively counted as a zero interval. However, this situation is offset by calls that enter just prior to a sampling time, but exit before the next sampling time, and which are counted as 10 seconds. The call intervals shorter than 10 seconds that are counted as 10 seconds are offset by those calls shorter than 10 seconds that are not counted. 	
Reporting Period: One month	Unit of Measure: Seconds
Reporting Comparisons: Results for Qwest and all CLECs are combined.	Disaggregation Reporting: Sub-region applicable to state
Formula: $\Sigma[(\text{Date and Time of Call Answer}) - (\text{Date and Time of First Ring})] \div (\text{Total Calls Answered by Center})$	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center.	
Product Reporting: None	Standard: Parity by design
Availability: <div style="text-align: center;">Available</div>	Notes:

Operator Services

OS-1 – Speed of Answer – Operator Services

Purpose: Evaluates timeliness of customer access to Qwest's operators, focusing on how long it takes for calls to be answered.	
Description: Measures the time following first ring until a call is answered by the Qwest agent. <ul style="list-style-type: none"> • Includes all calls to Qwest's operator services during the reporting period, subject to exclusions specified below. • Measurements are taken by sampling calls from the network queue at 10-second intervals. A count of calls in the queue is taken for every sampling event (10-second snapshot), and this count is multiplied by 10 to get a measurement of waiting intervals. • Using this method, calls that enter the queue after a sample is taken but exit before the next sample is taken are not counted, i.e., are effectively counted as a zero interval. However, this situation is offset by calls that enter just prior to a sampling time, but exit before the next sampling time, and which are counted as 10 seconds. The call intervals shorter than 10 seconds that are counted as 10 seconds are offset by those calls shorter than 10 seconds that are not counted. 	
Reporting Period: One month	Unit of Measure: Seconds
Reporting Comparisons: Qwest and all CLECs are aggregated in a single measure.	Disaggregation Reporting: Sub-region applicable to state
Formula: $\Sigma[(\text{Date and Time of Call Answer}) - (\text{Date and Time of First Ring})] \div (\text{Total Calls Answered by Center})$	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center.	
Product Reporting: None	Standard: Parity by design
Availability: <div style="text-align: center;">Available</div>	Notes:

Network Performance

NI-1 – Trunk Blocking

<p>Purpose: Evaluates factors affecting completion of calls from Qwest end offices to CLEC end offices, compared with the completion of calls from Qwest end offices to other Qwest end offices, focusing on average busy-hour blocking percentages in interconnection or interoffice final trunks.</p>	
<p>Description: Measures the percentage of trunks blocking in interconnection and interoffice final trunks.</p> <ul style="list-style-type: none"> Includes blocking percentages on all direct final and alternate final interconnection and interoffice trunk groups that are in service during the reporting period, subject to exclusions specified below. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent Blockage</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC, and Qwest Interoffice trunk blocking results.</p>	<p>Disaggregation Reporting: Statewide level. Reports the percentage of trunks blocking in interconnection final trunks, reported by:</p> <ul style="list-style-type: none"> NI-1A Interconnection (LIS) trunks to Qwest tandem offices, with TGSR-related exclusions applied as specified below; NI-1B LIS trunks to Qwest end offices, with TGSR-related exclusions applied as specified below; NI-1C LIS trunks to Qwest tandem offices, without TGSR-related exclusions; NI-1D LIS trunks to other Qwest end offices, without TGSR-related exclusions.
<p>Formula: $\left(\frac{\sum (\text{Blockage in Final Trunk Group of Specified Type}) \times (\text{Number of Circuits in Trunk Group})}{\text{Total Number of Final Trunk Circuits in all Final Trunk Groups}} \right) \times 100$ </p> <p>Explanation: Actual average percentage of trunk blockage is calculated by dividing the equivalent average number of trunk circuits blocking by the total number of trunk circuits in final trunks of the type being measured.</p>	
<p>Exclusions: <u>For NI-1A and NI-1B only:</u></p> <ul style="list-style-type: none"> Trunk groups, blocking in excess of one percent in the reporting period, for which: <ul style="list-style-type: none"> – A Trunk Group Service Request (TGSR)^{NOTES 1 & 2} has been issued in the reporting period; or – CLECs do not submit, within 20 calendar days of receiving a TGSR: <ul style="list-style-type: none"> a) Responsive ASRs (or have ASRs pending that are delayed for CLEC reasons^{NOTE 3}); b) Trouble Reports; or c) Notification of traffic re-routing (as described in Note 1 below). <p><u>For NI-1A, NI-1B, NI-1C, and NI-1D:</u></p> <ul style="list-style-type: none"> Trunk groups, blocking in excess of one percent in the reporting period, for which Qwest can identify, in time to incorporate in the regular reporting of this measurement, the cause as being attributable to: <ul style="list-style-type: none"> – Trunk group out-of-service conditions arising from cable cuts, severe weather, or force majeure circumstances; – The CLEC placing trunks in a “busy” condition; – Lack of interconnection facilities to fulfill LIS requests for which the CLEC did not provide a timely forecast to Qwest. (This portion of the exclusion is limited to being applied in (a) the month the LIS requests could not be fulfilled, due to <u>lack of facilities</u>, and (b) each month thereafter up to the month following facility availability OR up to five months after the month the LIS requests could not be fulfilled, whichever is sooner^{NOTE 4}); or – Isolated incidences of blocking, about which Qwest provides notification to the CLEC, that (a) are not recurring or persistent (affecting the same trunk groups), (b) do not warrant corrective action by CLEC or Qwest, and (c) thus, do not require an actionable TGSR. 	

NI-1 – Trunk Blocking (Continued)

<ul style="list-style-type: none"> • Trunk groups recently activated that have not been in service for a full “20-high-day, busy hour” review period. • Toll trunks, non-final trunks, and trunks that are not connected to the public switched network. • One-way trunks originating at CLEC end offices. • Qwest official services trunks, local interoffice operator and directory assistance trunks, and local interoffice 911/E911 trunks. • Records with invalid product codes. • Records missing data essential to the calculation of the measurement per the PID. 	
Product Reporting: LIS Trunks	Standards: Where NI-1A ≤ 1%: 1 % Where NI-1A > 1%: Parity with Qwest Interoffice Trunks to tandems Where NI-1B ≤ 1%: 1 % Where NI-1B > 1%: Parity with Qwest Interoffice Trunks to end offices NI-1C and NI-1D: Diagnostic ^{NOTE 5}
Availability: Available	Notes: <ol style="list-style-type: none"> 1. Qwest uses TGSRs to notify CLECs when trunk blocking exceeds standard thresholds or is determined to be persistent. To respond properly to TGSRs, a CLEC must (a) submit within 20 days ASRs to provide necessary trunk augmentations to avoid further blocking, (b) notify Qwest within 20 days that it is initiating a Trouble Report where Qwest traffic routing problems are causing the blocking referenced by the TGSR, or (c) notify Qwest that the CLEC will undertake its own re-routing of traffic within 20 days to alleviate the blocking. 2. The TGSR-related exclusion is applied in the month in which the TGSR is issued and in the month in which the above-specified 20-day response period ends. Thus, any trunk group excluded in one month will not be excluded in the next month, unless there is (a) a 20-day period following a TGSR ends in that month, (b) there is another TGSR applicable to the next month for the same trunk group or (c) an exception documented, in lieu of issuing a subsequent TGSR, where the CLEC’s response to the previous TGSR indicated that, for its own reasons, it plans to take no action at any time to augment the trunk group. 3. CLEC delays are reflected by CLEC-initiated order supplements that move the due date later. <ol style="list-style-type: none"> a) Qwest-initiated due date delays, including supplements made pursuant to Qwest requests to delay due dates, shall not be counted as CLEC delays in this measurement. b) Qwest-initiated due date changes to earlier dates that the CLEC does not meet shall not be counted as a CLEC delay in this measurement unless the earlier dates were mutually agreed-upon. c) CLEC delays (e.g., “customer not ready” in advance of a due date) that do not contribute to a Qwest-established due date being missed shall not be counted as a CLEC delay in this measurement. 4. The limitation on part (3) of this exclusion is intended to bound its applicability to a period of time that treats the unforecasted ASR as if it were, in effect, the first forecast for the facilities needed. <ol style="list-style-type: none"> a) Given that forecast advance intervals are currently six months, this provision allows the exclusion to apply for no longer than that period of time. b) Nevertheless, this limitation to the exclusion also recognizes that facilities may become available sooner and, if so, reduces the limitation accordingly. In that context, this limitation recognizes that, absent a CLEC forecast, Qwest still retains a responsibility to provide facilities for the ASR, although in a longer timeframe than for ASRs covered by forecasts. NI-1C and NI-1D will be reported for information purposes only, with no standard to be applied. c) This limitation may change depending on the outcome of separate workshops dealing with issues of interconnection forecasting. 5. NI-1C and NI-1D will be reported for information purposes only, with no standard to be applied.

NP-1 – NXX Code Activation

<p>Purpose: Evaluates the timeliness of Qwest's NXX code activation prior to the LERG effective date or by the "revised" effective date, as set forth herein.</p>	
<p>Description: NP-1A: Measures the percentage of NXX codes activated in the reporting period that are actually loaded and tested prior to the LERG effective date or the "revised" date, subject to exclusions shown below. NP-1B: Measures the percentage of NXX codes activated in the reporting period that are delayed beyond the LERG date or "revised" date due to Qwest-caused Interconnection facility delays, subject to exclusions shown below. Included among activations counted as a Qwest delay in this sub-measurement are cases in which "2-6 codes" ^{NOTE 1} associated with the Qwest interconnection facilities are provided late by Qwest to the CLEC.</p> <ul style="list-style-type: none"> • Qwest must receive complete and accurate routing information required for code activation, which includes but is not limited to "2-6 codes" for all interconnection trunk groups associated with the activation no less than 25 days prior to the LERG Due Date or Revised Due Date. • The "revised" date, for purposes of this measurement, is a CLEC-initiated renegotiation of the activation effective date that is no less than 25 days after Qwest receives complete and accurate routing information required for code activation, which includes but is not limited to "2-6 codes" for all interconnection trunk groups associated with the activation. • The NXX code activation notice is provided by the LERG (Local Exchange Routing Guide) to Qwest. • NXX code activation is defined as complete when all translations associated with the new NXX are complete by 11:59 p.m. of the day prior to the date identified in the LERG or the "revised" date (if different than the LERG date). • The NXX code activation completion process includes testing, including calls to the test number when provided. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results.</p>	<p>Disaggregation Reporting: Statewide.</p>
<p>Formula: NP-1A = [(Number of NXX codes loaded and tested in the reporting period prior to the LERG effective date or the "revised" date) ÷ (Number of NXX codes loaded and tested in the reporting period)] x 100 NP-1B = [(Number of NXX codes loaded and tested in the reporting period that were delayed past the LERG effective date or "revised" date affected by Qwest Interconnection Facility Delays) ÷ (Number of NXX codes loaded and tested in the reporting period, including NXX codes loaded and tested in the reporting period that were delayed past the LERG effective date or the "revised" date due to Interconnection Facility Delays)] x 100</p>	
<p>Exclusions: NP-1A:</p> <ul style="list-style-type: none"> • NXX code activations completed after the LERG date or "revised" date due to delays in the installation of Qwest provided interconnection facilities associated with the activations. ^{NOTE 2} <p>NP-1A and NP-1B:</p> <ul style="list-style-type: none"> • NXX codes with LERG dates or "revised" dates resulting in loading intervals shorter than industry standard (currently 45 calendar days). • NXX codes where QWEST received complete and accurate routing information required for code activations less than 25 days prior to the LERG due date or Revised due date. 	

NP-1 – NXX Code Activation (continued)

Product Reporting: None	Standards: NP-1A: Parity NP-1B: Diagnostic
Availability: Available	Notes: 1. "2-6 codes" are industry-standard designators for local interconnection trunk groups, consisting of 2 alpha letters and six numeric digits. 2. Only Qwest-provided interconnection facilities are noted in this exclusion, because delays related to facilities provided by CLECs or others are accounted for by revising the due date.

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- The CRPM will provide a copy of the detailed CR report to the CR originator which includes the following information:
 - Description of CR
 - Assigned CRPM
 - Assigned CR number
 - Designated Qwest SME(s) and associated director(s)

Qwest will present the Change Request at the monthly Product and Process CMP meeting. The purpose of the presentation will be to:

- Clarify the proposal with the CLECs
- Confirm the disposition (e.g., level 4) of the Change (see below). If during the CMP meeting CLECs agree to change the disposition, then the type of change being made will be added to the list for the disposition to which it is changed.
- Propose suggested input approach (e.g., a 2 hour meeting, 4 meetings over a two week period, etc.), and obtain consensus for input approach.
- Confirm deadline, if change is mandated
- Provide proposed implementation date, if applicable

At the monthly CMP meeting, the parties will discuss whether to treat the Change Request as a Level 4 change. If the parties agree, the Change Request will be reclassified as a Level 0, 1, 2, or 3 change, and the change will follow the process set forth above for Level 0, 1, 2, or 3 changes, as applicable. If the parties do not agree to reclassify the Change Request as a Level 0, 1, 2 or 3 change, the following process will apply:

- The parties will develop a process for Qwest to obtain CLEC input into the proposed change. Examples of processes for input include, but are not limited to, one-day conferences, multi-day conferences, or written comment cycles.
- After completion of the input cycle, as defined during the CMP meeting, Qwest will modify the CR, if necessary, and design the solution considering all CLEC input.
- For Level 4 changes, when the solution is designed and all documentation is available for review, a notice of the planned change is provided to the CLECs. Level 4 notifications will only include Level 4 Changes, excluding notification of changes to Tech Pubs. This notice will be provided at least 31 calendar days prior to implementation. The notice will contain reference to the original CR, proposed implementation date, and the CLEC/Qwest comment cycle. In addition, any documentation changes required to PCATs and Non-FCC Tech Pubs will be available for review in the document review site (red-line for Tech Pubs and green highlighting for PCAT) with a Comment button available to provide written comments. For Level 4 changes that do not impact PCATs or NonFCC Tech Pubs, a comments link will be provided within the notification.
- CLECs have 15 calendar days following notification of the planned change to provide written comments on the notice
- Qwest will reply to CLEC comments no later than 15 calendar days following the CLEC cut-off for comments. The Qwest reply will also include confirmation of the implementation date. In the event there are extenuating circumstances, (e.g. requested change requires significant research, information is required from national standards body or industry (e.g. Telcordia)), Qwest's response will indicate the course of action Qwest is taking and Qwest will provide additional information when available. Once the information is available Qwest

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will provide a notification and any available updated documentation (e.g. Tech Pubs, PCATs) at least 15 calendar days prior to implementation.

- Qwest will implement no sooner than 15 calendar days after providing the response to CLEC comments. For example, if there are no CLEC comments, Qwest may send out a final notification on the first day following the CLEC cut-off for comments (day 16 after the initial notification). Thus, implementation would be 31 days from the initial notification. However, if Qwest does not respond to the CLEC comments until the 15th day after the CLEC cut-off for comments, the earliest possible implementation date would be 45 calendar days from the initial notification.

CLEC comments must be provided during the comment cycle as outlined for Level 4. CLEC comments may be one of the following:

- General comments regarding the change (e.g., clarification, request for modification)
- Request for stay or delay implementation, or effective date for which comments are being provided.

For general comments, Qwest will respond to comments and provide a final notice of the change. Additionally, Qwest will provide documentation of proposed changes to Qwest PCATs and NonFCC Tech Pubs available to CLECs and implement the change(s) according to the timeframes put forth above.

For a request to stay or delay, Qwest will follow the procedures as outlined in Section 4 of this document.

If the CLECs do not accept Qwest's response, any CLEC may elect to escalate the CR or pursue dispute resolution in accordance with the agreed upon CMP Escalation or Dispute Resolution procedures.

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6.0 OSS INTERFACE RELEASE CALENDAR

Qwest will provide a rolling 12 month OSS Interface release calendar in the distribution package of the first scheduled CMP Systems Meeting of each quarter. The calendar will show release schedules, for all OSS Interfaces within the scope of CMP starting in that quarter and for a total of 12 months in the future. The schedule entries will be made when applicable for application to application interfaces:

- Name of OSS Interface
- Date for CMP CR Submission Cutoff
- Date for issuing Draft Release Notes
- Date when Initial Notice for New Interfaces and Interface Retirements will be issued; date when comparable functionality will be available.
- Date for issuing Initial or Draft Technical Specifications
- Comment cycle timeline
- Prioritization, packaging and commitment timeline
- Date for issuing Final Technical Specifications
- Testing period
- Date for issuing Final Release Notes
- Planned Implementation Date
- Release sunset dates

The release calendar will be posted on the CMP web site as a stand-alone document.

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7.0 INTRODUCTION OF A NEW OSS INTERFACE

The process for introducing a new interface will be part of the CMP. Introduction of a new OSS interface may include an application-to-application or a Graphical User Interface (GUI).

It is recognized that the planning cycle for a new interface, of any type, may be greater than the time originally allotted and that discussions between CLECs and Qwest may be held prior to the announcement of the new interface.

With a new interface, CLECs and Qwest may define the scope of functionality introduced as part of the OSS Interface.

7.1 Introduction of a New Application-to-Application Interface

At least nine (9) months in advance of the target implementation date of a new application-to-application interface, Qwest will issue a Release Announcement, post the Preliminary Interface Implementation Plan on Qwest's web site, and may host a design and development meeting.

7.1.1 Release Announcement

- Where practicable, the Release Announcement and Preliminary Interface Implementation Plan will include: Proposed functionality of the interface including whether the interface will replace an existing interface
- Proposed implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle)
- Proposed meeting date to review the Preliminary Interface Implementation Plan
- Exceptions to industry guidelines/standards, if applicable
- Planned Implementation Date

7.1.2 CLEC Comments/Qwest Response Cycle and Preliminary Implementation Plan Review Meeting

CLECs have fourteen (14) calendar days from the initial release announcement to provide written comments/questions on the documentation. Qwest will respond with written answers to all CLEC issues within twenty-one (21) calendar days of the Initial Release Announcement. Qwest will review these issues and its implementation schedule at the Preliminary Implementation Plan Review Meeting approximately twenty-eight (28) calendar days after the Initial Release Announcement.

7.1.3 Initial Interface Technical Specification

Qwest will provide draft technical specifications at least one hundred twenty (120) calendar days prior to implementing the release. In addition, Qwest will confirm the schedule for the walk-through of technical specifications, CLEC comments, and Qwest response cycle.

7.1.4 Initial Notification Content

This notification will contain:

- Purpose

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- Logistical information (including a conference line) for walk-through
- Reference to draft technical specifications, or web site
- Additional pertinent material
- CLEC Comment/Qwest Response cycle
- Draft Connectivity and Firewall Rules
- Draft Test Plan

7.1.5 Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning one-hundred and ten (110) calendar days prior to implementation and ending one-hundred and six (106) calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

7.1.6 Conduct Walk-through

Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items.

7.1.7 CLEC Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments/concerns to the Systems CMP Manager no later than one-hundred and four (104) calendar days prior to implementation.

7.1.8 Qwest Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns and action items captured at the walk through, no later than one hundred (100) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the final notification letter. The notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

7.1.9 Final Interface Technical Specifications

Generally, no less than one hundred (100) calendar days prior to the implementation of the new interface, Qwest will issue the Final Release Requirements to CLECs via web site posting and a CLEC notification.

Final Release Requirements will include:

- Final Notification Letter, including:
 - Summary of changes from Qwest response to CLEC comments on Draft Technical Specifications

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- If applicable, Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Purpose
- Reference to final technical specifications, or web site
- Additional pertinent material
- Final Connectivity and Firewall Rules
- Final Test Plan (including Joint Testing Period)
- Release date

Qwest's planned implementation date will not be sooner than one hundred (100) calendar days from the date of the final release requirements. The implementation time line for the release will not begin until final specifications are provided. Production Support type changes within the thirty (30) calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

7.2 Introduction of a New GUI

Qwest will issue a Release Notification forty-five (45) calendar days in advance of the Release Production Date. This will include:

- Proposed functionality of the interface including whether the new interface will replace an existing interface.
- Implementation time line (e.g., milestone dates, CLEC/Qwest comment cycle, Interface overview date)
- Implementation date
- Logistics for GUI Interface Overview
- At least twenty-eight (28) calendar days in advance of the target implementation date of a new GUI interface, Qwest will issue a Release Announcement. At a minimum, the Release Announcement will include Draft User Guide
- How and When Training will be administered

7.2.1 Interface Overview

The Interface Overview meeting should be held no later than twenty-seven (27) calendar days prior to the Release Production Date. At the meeting, Qwest will present an overview of the new interface.

7.2.2 CLEC Comments and Qwest Response

At least twenty-five (25) calendar days prior to the Release Production Date, CLECs must forward their written comments and concerns to Qwest. Qwest will consider CLEC comments and may address them with the release of the Final Notification.

7.2.3 Final Notification

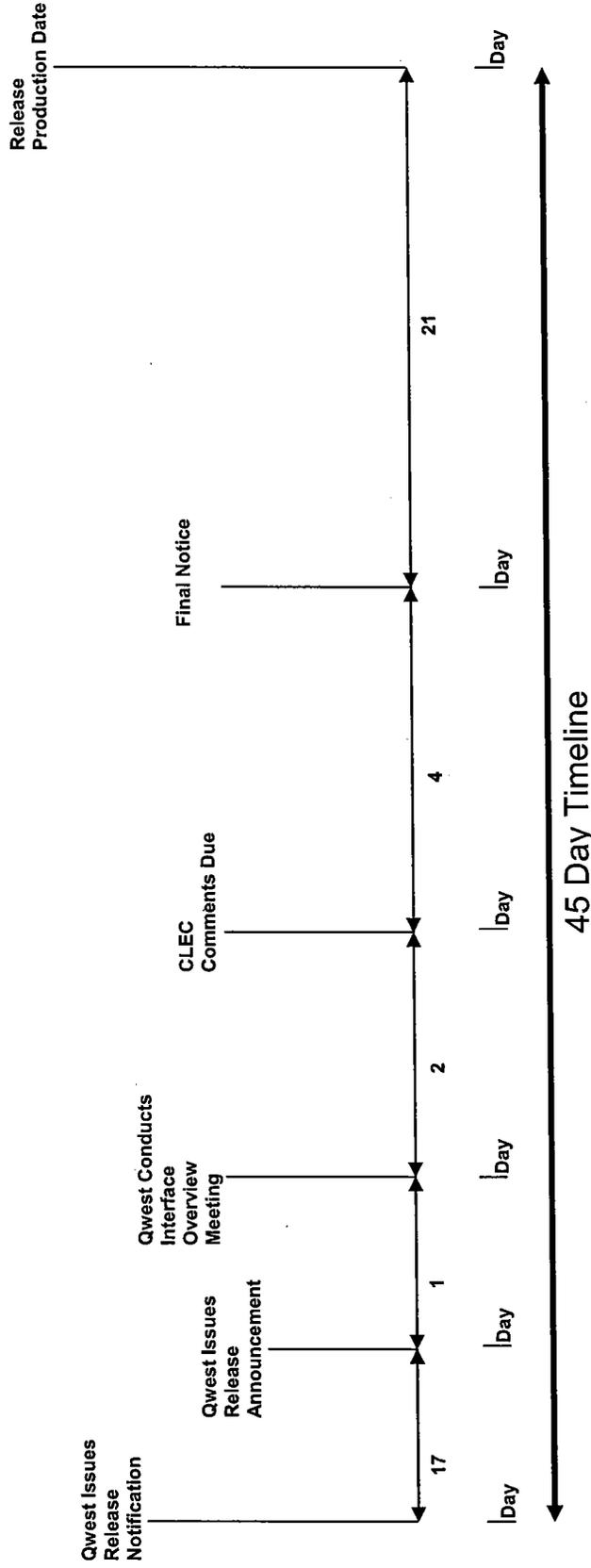
Qwest will issue a final notice no less than twenty-one (21) calendar days prior to the Release Production date. The final notice will include:

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- A summary of changes from the initial notice, including type of changes (e.g., documentation change, clarification, business rule change).
- Final User Guide
- Final Training information
- Final Implementation date

**Exhibit G
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**Qwest-CLEC Change Management Process
Introduction of A New Graphical User Interface (GUI)
Timeline**



The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

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8.0 CHANGE TO EXISTING OSS INTERFACES

At the first CMP systems monthly meeting of each quarter, Qwest will also provide a rolling twelve (12) month view of its OSS interface development schedule.

Qwest standard operating practice is to implement 3 major releases and 3 point releases (for IMA only) within a calendar year. Unless mandated as a Regulatory Change, Qwest will implement no more than four (4) releases per IMA OSS Interface requiring coding changes to the CLEC interfaces within a calendar year. The Major release changes should occur no less than three (3) months apart.

Application-to-Application OSS Interface

Qwest will support the previous major Interconnect Mediated Access (IMA) EDI release for six (6) months after the subsequent major IMA EDI release has been implemented. Past Releases of IMA EDI will only be modified as a result of production support changes. When such production support changes are made, Qwest will also modify the related documentation. All other changes become candidates for future IMA EDI releases.

Qwest makes one Release of the Electronic Bonding-Trouble Administration (EBTA) and billing interfaces available at any given time, and will not support any previous Releases.

Graphical User Interface (GUI)

Qwest makes one Release of a GUI available at any given time and will not support any previous Releases.

IMA GUI changes for a pre-order or ordering will be implemented at the same time as an IMA EDI release.

8.1 Application-to-Application Interface

This section describes the timelines that Qwest, and any CLEC choosing to implement on the Qwest Release Production Date, will adhere to in changing existing interfaces. ²For any CLEC not choosing to implement on the Qwest Release Production Date, Qwest and the CLEC will negotiate a mutually agreed to CLEC implementation time line, including testing.

8.1.1 Draft Interface Technical Specifications

Prior to Qwest implementing a change to an existing interface, Qwest will notify CLECs of the draft Technical Specifications. Qwest will provide draft technical specifications at least seventy-three (73) calendar days prior to implementing the release unless an exception has been granted (see Section 8.0) Technical specifications are documents that provide information the CLECs need to code the interface. CLECs have eighteen (18) calendar days from the initial

² For a CLEC converting from a prior release, the CLEC implementation date can be no earlier than the weekend after the Qwest Release Production Date, if production LSR conversion is required.

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publication of draft technical specifications to provide written comments/questions on the documentation.

8.1.2 Content of Draft Interface Technical Specifications

The Notification letter will contain:

- Written summary of change(s)
- Target time frame for implementation

Draft Technical Specifications documentation, or instructions on how to access the draft Technical Specifications documentation on the Web site.

8.1.3 Walk Through of Draft Interface Technical Specifications

Qwest will sponsor a walk through, including the appropriate internal subject matter experts (SMEs), beginning sixty-eight (68) calendar days prior to implementation and ending no less than fifty-eight (58) calendar days prior to implementation. A walk through will afford CLEC SMEs the opportunity to ask questions and discuss specific requirements with Qwest's technical team. CLECs are encouraged to invite their technical experts, systems architects, and designers, to attend the walk through.

8.1.3.1 Walk through Notification Content

This notification will contain:

- Purpose
- Logistical information (including a conference line)
- Reference to draft technical specifications, or reference to a web site with draft specifications
- Additional pertinent material

8.1.3.2 Conduct the Walk-through

Qwest will lead the review of technical specifications. Qwest technical experts will answer the CLEC SMEs' questions. Qwest will capture action items such as requests for further clarification. Qwest will follow-up on all action items and notify CLECs of responses 45 calendar days prior to implementation.

8.1.4 CLEC's Comments on Draft Interface Technical Specifications

If the CLEC identifies issues or requires clarification, the CLEC must send written comments to the Systems CMP Manager no less than fifty-five (55) calendar days prior to implementation.

8.1.5 Qwest Response to Comments

Qwest will review and respond with written answers to all CLEC issues, comments/concerns no less than forty-five (45) calendar days prior to implementation. The answers will be shared with all CLECs, unless the CLECs question(s) are marked proprietary. Any changes that may occur as a result of the responses will be distributed to all CLECs in the same notification letter. The

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notification will include the description of any change(s) made as a result of CLEC comments. The change(s) will be reflected in the final technical specifications.

8.1.6 Final Interface Technical Specifications

The notification letter resulting from the CLEC's comments from the Initial Release Notification will constitute the Final Technical Specifications. After the Final Technical Specifications are published, there may be other changes made to documentation or the coding that is documented in the form of addenda. The following is a high level overview of the current disclosure, release and addendum process.

- Draft Developer Worksheets -- 45 days prior to a release the draft Developer Worksheets are made available to the CLEC's.
- Final Disclosure -- 5 weeks prior to a release the Final Disclosure documents, including charts and developer worksheets are made available to the CLECs.
- Release Day -- On release day only those CLECs using the IMA GUI are required to cut over to the new release.
- 1st Addendum -- 2 weeks after the release the 1st addendum is sent to the CLECs.
- Subsequent Addendum's -- Subsequent addendum's are sent to the CLECs after the release as needed. There is no current process and timeline.
- EDI CLECs -- 6 months after the release those CLECs using EDI are required to cut over to the new release. CLECs are not required to support all new releases.

8.1.7 Content of Final Notification Letter

The Final Release will include the following:

- Reference to Final Technical Specifications, or web site
- Qwest response to CLEC comments
- Summary of changes from the prior release, including any changes made as a result of CLEC comments on Draft Technical Specifications
- Indication of type of change (e.g., documentation change, business rule change, clarification change)
- Final Joint Test Plan including transactions which have changed
- Joint Testing Period
- Release date

Qwest's planned implementation date will be at least forty-five (45) calendar days from the date of the final release requirements, unless the exception process has been invoked. The implementation time line for the release will not begin until final specifications are provided. Production Support type of changes that occur within the thirty (30) calendar day test window can occur without advance notification but will be posted within 24 hours of the change.

8.1.8 Joint Testing Period

Qwest will provide a thirty (30) day test window for any CLEC who desires to jointly test with Qwest prior to the Release Production Date.

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8.2 Graphical User Interface (GUI)

8.2.1 Draft GUI Release Notice

Prior to implementation of a change to an existing interface, Qwest will notify CLECs of the draft release notes and the planned implementation date.

Notification will occur at least twenty-eight (28) calendar days prior to implementing the release unless an exception has been granted. This notification will include draft user guide information if necessary.

CLECs must provide comments/questions on the documentation no less than twenty-five (25) calendar days prior to implementation.

Final notice for the release will be published at least twenty-one (21) calendar days prior to production release date.

8.2.2 Content of Draft Interface Release Notice

The notification will contain:

- Written summary of change(s)
- Target time frame for implementation
- Any cross-reference to draft documentation such as the user guide or revised user guide pages.

8.2.3 CLEC Comments on Draft Interface Release Notice

Any CLEC comments must be submitted in writing to the Systems CMP Manager.

8.2.4 Qwest Response to Comments

Qwest will consider CLEC comments and may address them in the final GUI release notice within four (4) calendar days after receipt of CLEC comments.

8.2.5 Content of Final Interface release Notice

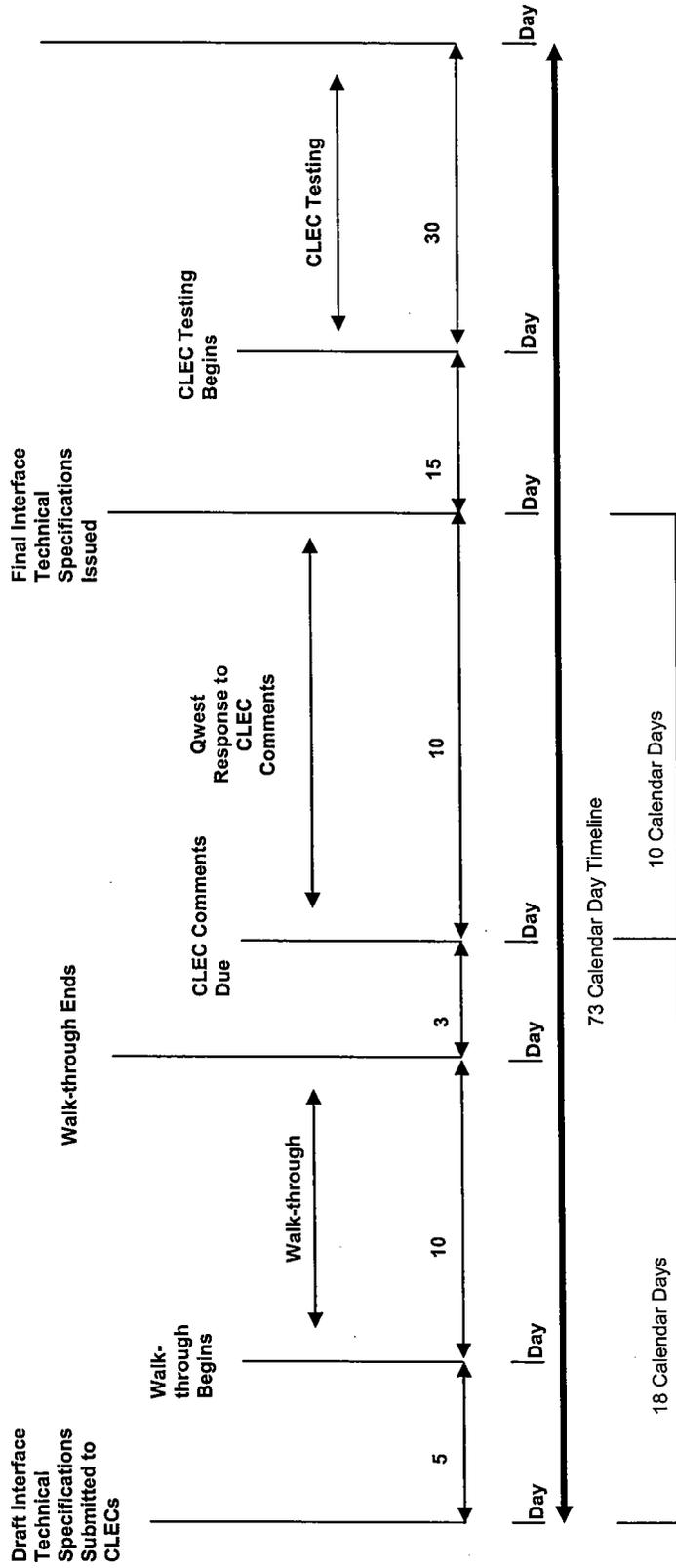
CLEC comments to the draft notice may be incorporated into the final notice, which shall include:

- Final notification letter
- Summary of changes from draft interface release notice
- Final user guide (or revised pages)
- Release date

Qwest's planned implementation date will be no later than twenty-one (21) calendar days from the date of the final release notice. Qwest will post this information on the CMP web site. Production support type changes that occur without advance notification will be posted within 24 hours of the change. The implementation time line for the release will not begin until all related documentation is provided.

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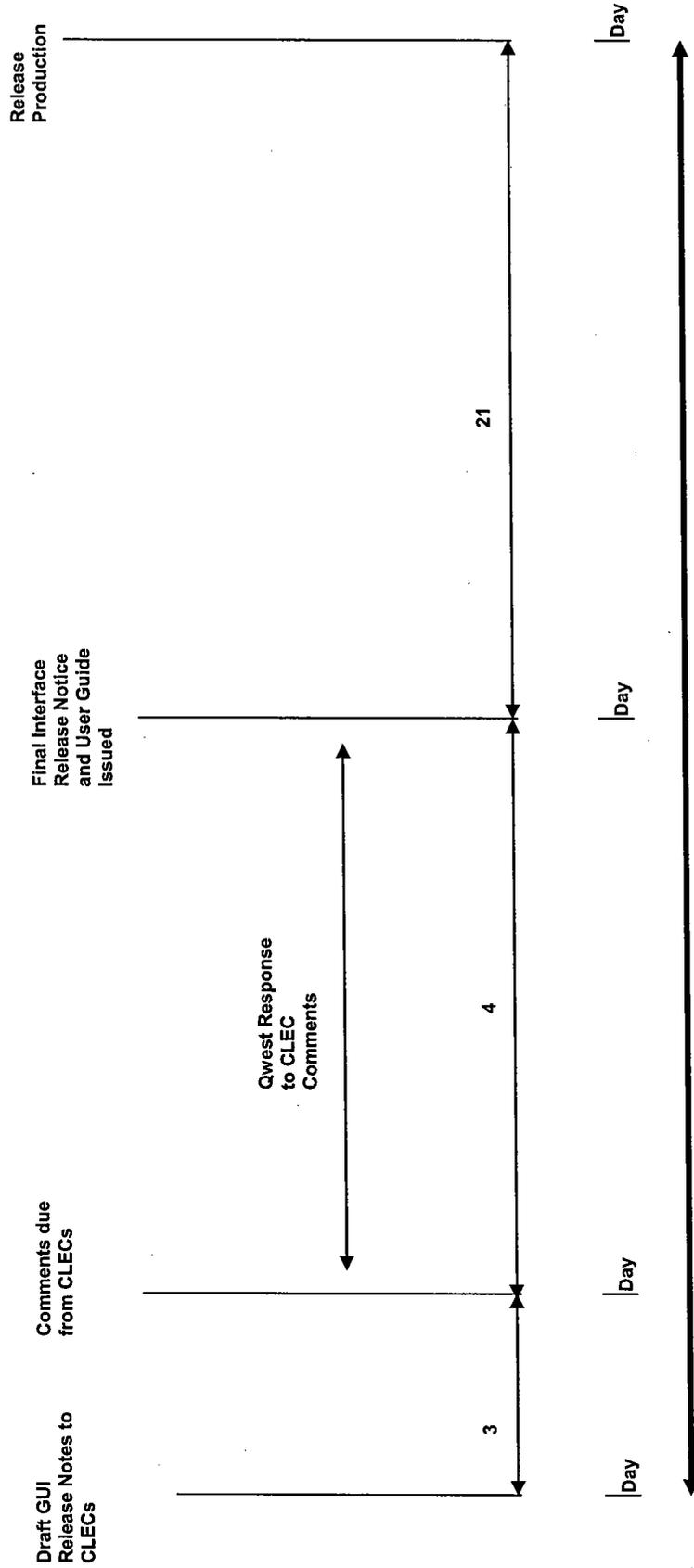
Qwest-CLEC Change Management Process Changes to An Existing Application-to-Application OSS Interface



The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

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Qwest-CLEC Change Management Process Changes to An Existing Graphic User Interface (GUI) Timeline



The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

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9.0 RETIREMENT OF EXISTING OSS INTERFACES

The retirement of an existing OSS Interface occurs when Qwest ceases to accept transactions using a specific OSS Interface. This may include the removal of a Graphical User Interface (GUI) or a protocol transmission of information (Application-to-Application) interface.

9.1 Application-to-Application OSS Interface

9.1.1 Initial Retirement Plans

At least nine (9) months before the retirement date of Application-to-Application interfaces, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

9.1.2 Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Targeted retirement date

9.1.3 CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

9.1.4 Comparable Functionality

Unless otherwise agreed to by Qwest and a CLEC user, when Qwest announces the retirement of an interface for which a comparable interface does or will exist, a CLEC user will not be permitted to commence building to the retiring interface. CLEC users of the retiring interface will be grandfathered until the retirement of the interface. Qwest will ensure that an interface with comparable functionality is available no less than six months prior to retirement of an Application-to-Application interface.

9.1.5 Final Retirement Notice

The Final Retirement Notice will be provided to CLECs no later than two-hundred and twenty-eight (228) calendar days prior to the retirement of the application-to-application interface. The Final Retirement Notice will contain:

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- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

9.2 Graphical User Interface (GUI)

9.2.1 Initial Retirement Plans

At least two (2) months in advance of the target retirement date of a GUI, Qwest will share the retirement plans via web site posting and CLEC notification. The scheduled new interface is to be in a CLEC certified production release prior to the retirement of the older interface.

Alternatively, Qwest may choose to retire an interface if there is no CLEC usage of that interface for the most recent three (3) consecutive months. Qwest will provide thirty (30) calendar day notification of the retirement via web posting and CLEC notification.

9.2.2 Initial Retirement Notice to CLECs:

Initial Retirement Notices will include:

- The rationale for retiring the OSS Interface
- Available alternative interface options for existing functionality
- The proposed detailed retirement time line (e.g., milestone dates, CLEC-Qwest comment and response cycle)
- Targeted retirement date

9.2.3 CLEC Comments to Initial Retirement Notice

CLEC comments to the Initial Retirement Notice are due to Qwest no later than fifteen (15) calendar days following the Initial Retirement Notice.

9.2.4 Comparable Functionality

Qwest will ensure comparable functionality no less than thirty-one (31) days before retirement of a GUI.

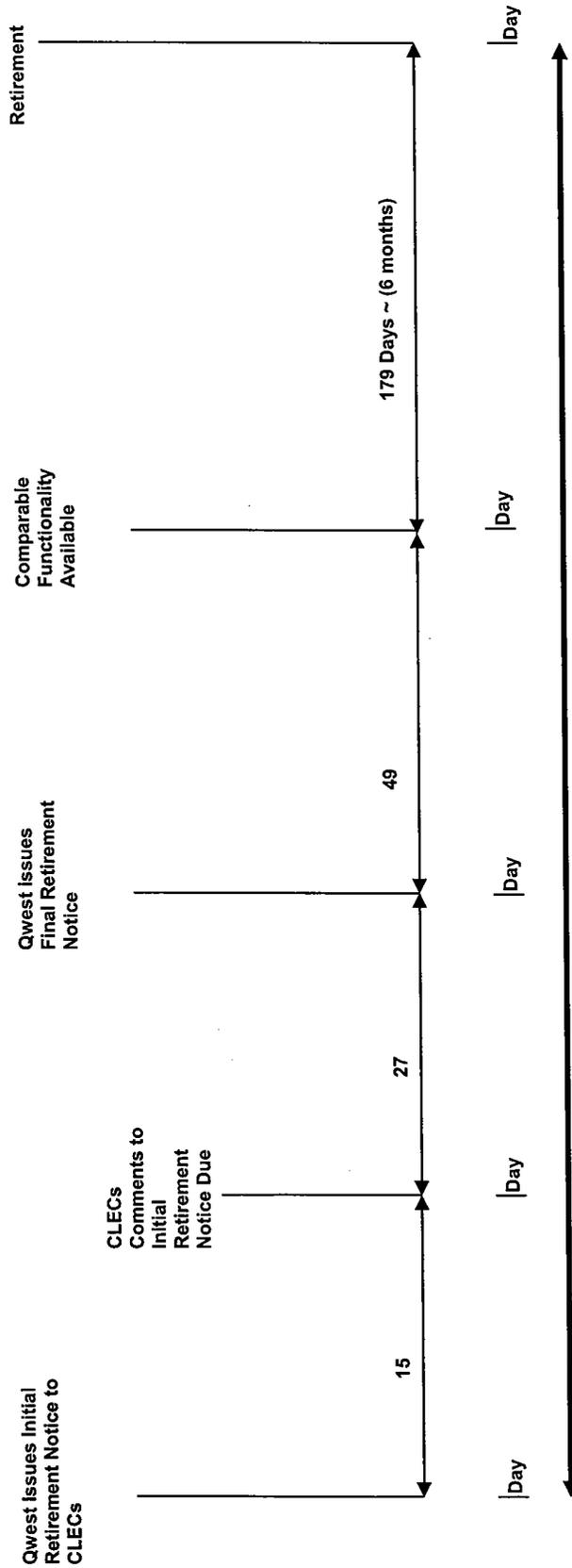
9.2.5 Final Retirement Notice

The Final Retirement Notice, for GUI retirements, will be provided to CLECs no later than twenty-one (21) calendar days before the retirement date. The Final Retirement Notice will contain:

- The rationale for retiring the OSS Interface (e.g., no usage or replacement)
- If applicable, where the replacement functionality will reside in a new interface and when the new interface has been certified by a CLEC
- Qwest's responses to CLECs' comments/concerns
- Actual retirement date

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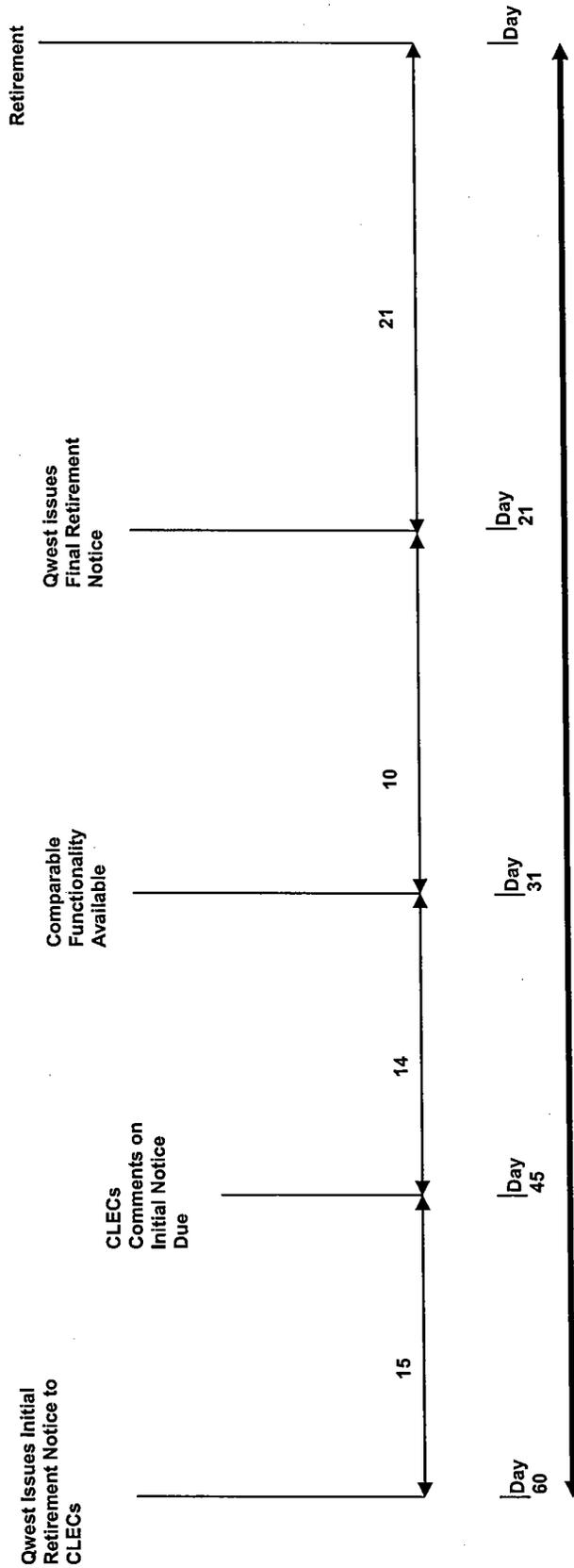
Qwest-CLEC Change Management Process
Retirement of An Existing Application-to-Application OSS
Interface
Timeline



The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

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Qwest-CLEC Change Management Process
Retirement of An Existing Graphic User Interface
Timeline



The events listed above are intended to occur on business days. If the date on which any event is scheduled to occur falls on a weekend or holiday, then Qwest and the CLECs may negotiate a revised timeline.

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10.0 PRIORITIZATION

Each OSS Interface and Test Environment release is prioritized separately. If the Systems CMP Change Requests for any interface or test environment do not exceed release capacity, no prioritization for that release is required. The prioritization process provides an opportunity for CLECs to prioritize CLEC and Qwest originated OSS Interface change requests (CRs). CLEC or Qwest originated CRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Sections 7.0 and 9.0, respectively.

10.1 Regulatory and Industry Guideline Change Requests

[See Action Items 212 and 169]

Regulatory and Industry Guideline changes, are defined in Section 4.0. , Separate procedures are required for prioritization of CRs requesting Regulatory and Industry Guideline changes to ensure that Qwest can comply with the recommended or required implementation date, if any. The process for determining whether a CR is Regulatory Change or Industry guideline is set forth in Section 5.1.

Qwest will send CLECs a notice when it posts Regulatory or Industry Guideline CRs to the Web and identify when comments are due, as described in Section 5.1. Regulatory and Industry Guideline CRs will also be identified in the CMP Systems Monthly Meeting Distribution Package.

10.1.1 Regulatory Changes

For Regulatory Changes, Qwest will implement changes no later than the time specified in the legislation, regulatory requirement, court ruling. If no time is specified, Qwest will implement the change as soon as practicable.

Regulatory CRs will be ranked with all other CRs. If the implementation date for a Regulatory CR requires all or a part of the change to be included in the upcoming Major Release, the CR will not be subject to ranking and will be automatically included in that Major Release.

10.1.2 Industry Guideline Changes

For Industry Guideline changes, Qwest will use the national implementation timeline, if any. If no national implementation timeline is specified, Qwest will implement any related changes as soon as practicable, taking into account the benefit of the guideline change and CLEC input regarding the implementation timeline.

Industry Guideline CRs will be ranked with all other CRs. If the recommended implementation date for a Industry Guideline CR requires all or a part of the change to be included in the upcoming Major Release, the CR will not be subject to ranking and will be automatically included in that Major Release, unless Qwest and CLECs unanimously agree otherwise.

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10.1.3 Regulatory and Industry Guideline Change Implementation

When more than one Major Release is scheduled before the mandated or recommended implementation date for a Regulatory or Industry Guideline CR, Qwest will present information to CLECs regarding any technical, practical, or development cycle considerations, as part of the CR review and up to the packaging options, that may affect Qwest's ability to implement the CR in any particular Major Release. At the monthly CMP meeting where the Regulatory or Industry Guideline CR is presented, Qwest will advise CLECs of the possible scheduled releases in which Qwest could implement the CR and the CLECs and Qwest will determine how to allocate those CRs among the available Major Releases, taking into account the information provided by Qwest regarding technical, practical, and/or development considerations. If the Regulatory or Industry Guideline CR is not included in a prior release, it will be implemented in the latest release specified by Qwest.

10.2 Prioritization Process

10.2.1 Prioritization Review

At the last Monthly Systems CMP Meeting before Prioritization, Qwest will facilitate a Prioritization Review including a discussion of all CRs eligible³ for prioritization in a major release. Qwest will distribute all materials five (5) calendar days prior to the prioritization review. The materials will include:

- Agenda
- Summary document of all CRs eligible for prioritization. (see Appendix A - Sample – IMA 11.0 Rank Eligible CRs)

Both CLECs and Qwest should have appropriate subject matter experts in attendance at the Prioritization Review. The review and discussion meetings are open to all CLECs.

The Prioritization Review objectives are to:

- Introduce newly initiated CLEC and Qwest OSS Interface and test environment change requests.
- Allow CLECs and Qwest to prioritize eligible OSS Interface or test environment change requests by providing specific input as to the relative importance that CLECs, as a group, and Qwest assign to each such change request.

10.2.2 Ranking

Within three (3) business days following the CMP Meeting that includes the Prioritization Review, Qwest will distribute the Prioritization Form for ranking. Ranking should be conducted according to the following guidelines:

- Each CLEC and Qwest may submit one numbered ranking of the Release Candidate List. The ranking must be submitted by the primary Point of Contact (POC, the secondary POC, or CMP Team Representative). The ranking will be submitted to the Qwest Systems CMP Manager in accordance with the guidelines described in Section 10.2.3 below. Refer to Appendix B: Sample – IMA 11.0 Initial Prioritization Form

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- Qwest and each CLEC ranks each change request on the Release Candidate List by providing a point value from 1 through n, where n is the total quantity of CRs. The highest point value should be assigned to the CR that Qwest and CLECs wish to be implemented first. The total points will be calculated by the Qwest Systems CMP Manager and the results will be distributed to the CLECs in accordance with the Prioritization Process described in Section 10.2.3 below. Refer to Appendix C – Sample – IMA 11.0 Prioritization List.

10.2.3 Ranking Tabulation

CLECs and Qwest who choose to vote must submit their completed Prioritization Form via e-mail within three (3) business days following Qwest's distribution of the Prioritization Form. Within two (2) business days following the submission of ranking, Qwest will tabulate all rankings and e-mail the resulting Initial Prioritization List to the CLECs. The results will be announced at the next scheduled CMP Monthly Meeting. Prioritization is based on the results of the votes received by the deadline. Based on the outcome of the final ranking of the CR candidates, an Initial Prioritization List is produced. Qwest will place in order the candidates based on the ranking responses received by the deadline.

10.2.4 Ranking of Late Added CRs

For those late added CRs that are eligible for inclusion, as a candidate, in the most recently prioritized release (Section 10.2.4), the prioritization process will be as follows:

- Within three (3) business days following the CMP Meeting that resulted in the decision to include the late added CR as a candidate in the recently prioritized release, Qwest will distribute the late added CR for ranking, along with the initial prioritization.
- Each CLEC and Qwest may submit a suggested rank for the late added CR. The suggested rank will be the number, from 1-n, corresponding to the position on the Initial Prioritization List that the CLEC or Qwest believes the late added CR should be inserted.
- CLECs and Qwest who choose to vote must return their suggested rank for the late added CR via e-mail within three (3) business days following Qwest's distribution of the late added CR for ranking.

Within two business days following the return of the suggested rank, Qwest will tabulate the results by averaging the returned suggested ranks for the late added CR. Qwest will insert the late added CR into the Initial Prioritization List at the resulting point on the list and will renumber the remaining candidates on the list based on this insertion. Qwest will e-mail the newly resulting Initial Prioritization List to the CLECs. The results will be announced at the next scheduled CMP Monthly Meeting.

10.3 Special Change Request Process (SCRIP)

In the event that a Systems CR is not ranked high enough in prioritization for inclusion in the next Release, the CR originator may elect to invoke the CMP Special Change Request Process (SCRIP) as described in this section. The SCRIP does not supercede the process defined in Section 5.0 (Change Request Initiation Process).

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To invoke the SCRP, the CR originator must send an e-mail to the Qwest CMP SCRP mailbox (URL TBD). The subject line of the e-mail message must include:

- "SCRP REQUEST"
- CR originator's company name
- CR number and title

The text of the e-mail message must include a description of the CR, CR originator's name, phone number, and e-mail address, and the circumstances which have necessitated the invocation of the SCRP.

Qwest will acknowledge receipt of the complete SCRP e-mail with a confirmation e-mail no later than two (2) business days following receipt of the SCRP e-mail. If the SCRP e-mail does not contain the required information, Qwest will notify the originator within two (2) business days following receipt of the SCRP e-mail requesting information not included in the original SCRP e-mail. When the SCRP e-mail is complete, the confirmation e-mail will include:

- Date and time of receipt of complete SCRP e-mail
- Date and time of confirmation e-mail
- SCRP title and number
- The name, telephone number and e-mail of the Qwest contact assigned to process the SCRP

Within ten (10) business days after the confirmation e-mail, Qwest will schedule and hold a meeting to work with the SCRP Originator to prepare the SCRP form.

SCRP may be invoked prior to prioritization. Analysis on the cost would be done for a fee. CLEC may decide to invoke SCRP process up to 5 days after prioritization results are posted. If the estimate increases, Qwest will communicate the cost increase. If the CLEC chooses to cancel the request during the process, the CLEC will pay all costs incurred by Qwest up to that point.

This form shall be accompanied by the non-refundable Processing Fee specified in Attachment X. The form will request, and the originator will need to provide the following information as well as any additional information that may be helpful in describing and analyzing SCRP originator's request:

- [Information TBD]

As soon as feasible, but in any case within (x) business days after receipt of a completed SCRP form, Qwest will provide the SCRP originator with a SCRP quote. The SCRP quote will, at a minimum, include the following information:

- A description of the work to be performed
- Development costs
- Targeted release
- [Additional elements TBD]Qwest agrees with AT&T Comments

The SCRP originator has (x) business days, upon receipt of the SCRP quote, to either agree to purchase under the quoted price or cancel its SCRP.

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Once development work has begun, if at any time the SCRP originator decides to cancel the SCRP, the SCRP originator will pay Qwest's reasonable development costs incurred in providing the requested functionality.

All time intervals within which a response is required from one Party to another under this Section are maximum time intervals. Each Party agrees that it will provide all responses in writing to the other Party as soon as the Party has the information and analysis required to respond, even if the time interval stated herein for a response is not over.

The foregoing process applies to Qwest and CLEC originated CRs. In the event a Qwest CR is submitted through this process, Qwest agrees that it will not divert IT resources available to work on the systems CRs for the next Release to support Qwest's SCRP request. Like CLECs, Qwest will have to apply separate, additional resources to CR it seeks to implement through the SCRP.

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11.0 APPLICATION-TO-APPLICATION INTERFACE TESTING

If CLEC is using an application-to-application interface, CLEC must work with Qwest to certify the business scenarios that CLEC will be using in order to ensure successful transaction processing in production. If multiple CLECs are using a service bureau provider, the service bureau provider need only be certified for the first participating CLEC; subsequent CLECs using the service bureau provider need not be certified. Qwest and CLEC shall mutually agree to the business scenarios for which CLEC requires certification. Certification will be granted for the specified release of the application-to-application interface. If CLEC is certifying multiple products or services, CLEC has the option of certifying those products or services serially or in parallel if technically feasible.

New releases of the application-to-application interface may require re-certification of some or all business scenarios. A determination as to the need for re-certification will be made by the Qwest coordinator in conjunction with the release manager of each release. Notice of the need for re-certification will be provided to CLEC as the new release is implemented. The suite of re-certification test scenarios will be provided to CLEC with the initial and final Technical Specifications. If CLEC is certifying multiple products or services, CLEC has the option of certifying those products or services serially or in parallel, if technically feasible. If multiple CLECs are using a service bureau provider, the service bureau provider need only be re-certified for the first participating CLEC; subsequent CLECs using the service bureau provider need not be re-certified.

Qwest provides a separate Customer Test Environment (CTE) for the testing of transaction based application-to-application interfaces for pre-order, order, and maintenance/repair. The CTE will be developed for each major release and updated for each point release that has changes that were disclosed but not implemented as part of the major release. Qwest will provide test files for batch/file interfaces (e.g. billing). The CTE for Pre-order and Order currently includes:

- Stand Alone Test Environment (SATE)
- Interoperability Testing
- Controlled Production Testing

The CTE for Maintenance and Repair currently includes:

- CMIP Interface Test Environment (MEDIACC)

Qwest provides initial implementation testing, and migration testing (from one release to the next) for all types of OSS Interface change requests. Controlled Production Testing is also provided for Pre-Order and Order. Such testing provides the opportunity to test the code associated with those OSS Interface exchange requests. The CTE will also provide the opportunity for regression testing of OSS Interface functionality.

11.1 Testing Process

Qwest will send an industry notification, including testing schedules (see Section 8.0 – Changes to Existing OSS Interfaces), to CLECs so they may determine their intent to participate in the test. CLECs wishing to test with Qwest must participate in at least one joint planning session and determine:

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- Connectivity (required)
- Firewall and Protocol Testing (required)
- Controlled Production (required)
- Production Turn-up (required)
- Test Schedule (required)

A joint CLEC-Qwest test plan may also include some or all of the following based on type of testing requested:

- Requirements Review
- Test Data Development
- Progression Testing Phase

Qwest will communicate any agreed upon changes to the test schedule. CLECs are responsible for establishing and maintaining connectivity to the CTE.

Provided a CLEC uses the same software components and similar connectivity configuration as it uses in production, the CLEC should, in general, experience response times similar to production. However, this environment is not intended for volume testing. The CTE contains the appropriate applications for pre-ordering and Local Service Request (LSR) ordering up to but not including the service order processor. Qwest intends to include the service order processor as part of the SATE component of the CTE by the end of 2002. Production code problems identified in the test environment will be resolved by using the Production Support process as outlined in Section 12.0.

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12.0 Production Support

12.1 Notification of Planned Outages

Planned Outages are reserved times for scheduled maintenance to Operations Support Systems (OSS). Qwest sends associated Notifications to all CLECs. Planned Outage Notifications must include:

- Identification of the subject OSS.
- Description of the scheduled OSS maintenance activity.
- Impact to the CLECs (e.g. geographic area, products affected, system implications, and business implications).
- Scheduled date and scheduled start and stop times.
- Work around, if applicable.
- Qwest contact for more information on the scheduled OSS maintenance activity.

Planned Outage Notifications will be sent to CLECs and appropriate Qwest personnel within 2 days of the scheduling of the OSS maintenance activity.

12.2 Newly Deployed OSS Interface Release

Following the release production date of an OSS Interface change, Qwest will use production procedures for maintenance of software as outlined below. Problems encountered by the CLEC should be reported to the IT Wholesale Systems Help Desk (IT Help Desk). Qwest will monitor, track, and address troubles reported by CLECs or identified by Qwest, as set forth in Section 12.X. Problems reported will be known as IT Trouble Tickets. A week after the deployment of an IMA Release into production, Qwest will host a conference call with the CLECs to review any identified problems and answer any questions pertaining to the newly deployed software. Qwest will follow CMP process for documenting the meeting (includes issues/action items and status/solution). Issues will be addressed with specific CLECs and results/status will be reviewed at the next Monthly OSS CMP Meeting.

12.3 Request for a Production Support Change

The IT Help Desk supports Competitive Local Exchange Carriers who have questions regarding connectivity, outputs, and system outages. The IT Help Desk serves as the first point of contact for reporting trouble. If the IT Help Desk is unable to assist the CLEC, it will refer information to the proper subject matter expert, also known as Tier 2 or Tier 3 support, who may call the CLEC directly. Often, however, an IT Help Desk representative will contact the CLEC to provide information or to confirm resolution of the trouble ticket.

Qwest will assign each CLEC-generated and Qwest-generated IT Trouble ticket a Severity Level 1 to 4, as defined in Section 12.X. Severity 1 and Severity 2 IT trouble tickets will be implemented immediately by means of an emergency release of process, software or documentation (known as a patch). If Qwest and CLEC deem implementation is not timely, and a work around exists or can be developed, Qwest will implement the work around in the interim. Severity 3 and Severity 4 IT trouble tickets may be implemented when appropriate taking into

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consideration upcoming patches, major releases and point releases and any synergies that exist with work being done in the upcoming patches, major releases and point releases.

The first time a trouble is reported by Qwest or CLEC, the Qwest IT Help Desk will assign a IT Trouble Ticket tracking number, which will be communicated to the CLEC at the time the CLEC reports the trouble. The affected CLEC(s) and Qwest will attempt to reach consensus on resolution of the problem and closing the IT Trouble Ticket. If no consensus is reached, any party may use the Technical Escalation Process. When the IT Trouble Ticket has been closed, Qwest will notify CLECs with one of the following disposition codes:

- No Trouble Found – to be used when Qwest investigation indicates that no trouble exists in Qwest systems.
- Trouble to be Resolved in Patch – to be used when the IT Trouble Ticket will be resolved in a patch. Qwest will provide a date for implementation of the patch. This is typically applied to Severity 1 and Severity 2 troubles, although Severity 3 and Severity 4 troubles may be resolved in a patch where synergies exist.
- CLEC Should Submit CMP CR – to be used when Qwest's investigation indicates that the System is working pursuant to the Technical Specifications (unless the Technical Specifications are incorrect), and that the IT Trouble Ticket is requesting a systems change that should be submitted as a CMP CR.
- Date TBD – to be used when the IT Trouble Ticket is not scheduled to be resolved in a patch or change, but Qwest may resolve in a patch, release, or otherwise, if possible where synergies exist. This disposition is applied to Severity 3 and Severity 4 troubles.

Qwest will track "Date TBD" trouble tickets and report status and resolution of these trouble tickets and associated systems work on its CMP website. The status of these trouble tickets will be regularly discussed in CMP meetings.

For "Date TBD" trouble tickets, either Qwest or a CLEC may initiate the Change Request to correct the problem. (See Section 5.0 for CR Initiation) If the initiating party knows that the CR relates to a trouble ticket, it will identify the trouble ticket number on the CR.

Instances where Qwest or CLECs misinterpret Technical Specifications and/or business rules must be addressed on a case-by-case basis. All parties will take all reasonable steps to ensure that any disagreements regarding the interpretation of a new or modified OSS Interface are identified and resolved during the change management review of the change request.

12.4 Reporting Trouble to IT

Qwest will open a trouble ticket at the time the trouble is first reported by CLEC or detected by Qwest. The IT Help Desk representative will communicate the ticket number to the CLEC at the time the CLEC reports the trouble.

If a ticket has been opened, and subsequent to the ticket creation, CLECs call in on the same problem, and the IT Help Desk recognizes that it is the same problem, a new ticket is not created. The IT Help Desk documents each subsequent call in the primary ticket.

If one or more CLECs call in on the same problem, but it is not recognized as the same problem, one or more tickets may be created. When the problem is recognized as the same,

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one of the tickets becomes the primary ticket, and the other tickets are linked to the primary ticket. When the problem is closed, the primary and all related tickets will be closed.

12.5 Severity Levels

Severity level is a means of assessing and documenting the impact of the loss of functionality to CLEC(s) and impact to the CLEC's business. The severity level gives restoration or repair priority to problems causing the greatest impact to CLEC(s) or its business.

Guidelines for determining severity levels are listed below. Severity level may be determined by one or more of the listed bullet items under each Severity Level (the list is not exhaustive). Examples of some trouble ticket situations follow. Please keep in mind these are guidelines, and each situation is unique. The IT Help Desk representative, based on discussion with the CLEC, will make the determination of the severity level and will communicate the severity level to the CLEC at the time the CLEC reports the trouble. If the CLEC disagrees with the severity level assigned by the IT Help Desk personnel, the CLEC may escalate using the Technical Escalation Process.

Severity 1: Critical Impact

- Critical.
- High visibility.
- A large number of orders or CLECs are affected.
- A single CLEC cannot submit its business transactions.
- Affects online commitment.
- Production or cycle stopped – priority batch commitment missed.
- Major impact on revenue.
- Major component not available for use.
- Many and/or major files lost.
- Major loss of functionality.
- Problem can not be bypassed.
- No viable or productive work around available.

Examples:

- Major network backbone outage without redundancy.
- Environmental problems causing multiple system failures.
- Large number of service or other work order commitments missed.
- A Software Defect in an edit which prevents any orders from being submitted.

Severity 2: Serious Impact

- Serious.
- Moderate visibility.
- Moderate to large number of CLECs, or orders affected.
- Potentially affects online commitment.
- Serious slow response times.
- Serious loss of functionality.
- Potentially affects production – potential miss of priority batch commitment.

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- Moderate impact on revenue.
- Limited use of product or component.
- Component continues to fail. Intermittently down for short periods, but repetitive.
- Few or small files lost.
- Problems may have a possible bypass; the bypass must be acceptable to CLECs.
- Major access down, but a partial backup exists.

Examples:

- A single company, large number of orders impacted
- Frequent intermittent logoffs.
- Service and/or other work order commitments delayed or missed.

Severity 3: Moderate Impact

- Low to medium visibility.
- Low CLEC, or low order impact.
- Low impact on revenue.
- Limited use of product or component.
- Single CLEC device affected.
- Minimal loss of functionality.
- Problem may be bypassed; redundancy in place. Bypass must be acceptable to CLECs.
- Automated workaround in place and known. Workaround must be acceptable to CLECs.

Example:

- Hardware errors, no impact yet.

Severity 4: Minimal Impact

- Low or no visibility.
- No direct impact on CLEC.
- Few functions impaired.
- Problem can be bypassed. Bypass must be acceptable to CLECs.
- System resource low; no impact yet.
- Preventative maintenance request.

Examples:

- Misleading, unclear system messages causing confusion for users.
- Device or software regularly has to be reset, but continues to work.

12.6 Status Notification for IT Trouble Tickets

There are two types of status notifications for IT Trouble Tickets:

- Ticket Notifications: for tickets that relate to only one reporting CLEC
- Event Notifications: for tickets that relate to more than one CLEC
- Event Notifications are sent by Qwest to all CLECs who subscribe to the IT Help Desk as described in Process X. Event Notifications will include ticket status (e.g. open, no change, resolved) and as much of the following information as is known to Qwest at the time the notice is sent:

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- Description of the problem
- Impact to the CLECs (e.g. geographic area, products affected, business implications)
- Estimated resolution date and time if known
- Resolution if known
- Severity level
- Trouble ticket number(s), date and time
- Work around if defined
- Qwest contact for more information on the problem
- System affected
- Escalation information as available

Both types of notifications will be sent to the CLECs and appropriate Qwest personnel within the time frame set forth in the table below and will include all related system trouble ticket number(s).

12.7 Notification Intervals

Notification Intervals are based on the severity level of the ticket. "Notification Interval for any Change in Status" means that a notification will be sent out within the time specified from the time a change in status occurs. "Notification Interval for No Change in Status" means that a notification will be sent out on a recurring basis within the time specified from the last notification when no change in status has occurred, until resolution. "Notification Interval upon Resolution" means that a notification will be sent out within the time specified from the resolution of the problem.

Notification will be provided during the IT Help Desk normal hours of operation. Qwest will continue to work severity 1 problems outside of Help Desk hours of operation which are Monday-Friday 6:00 a.m. - 8:00 p.m. Mountain time and Saturday 7:00 a.m. - 3:00 p.m. Mountain time, and will communicate with the CLEC(s) as needed. A severity 2 problem may be worked outside the IT Help Desk normal hours of operation on a case-by-case basis.

The chart below indicates the response intervals a CLEC can expect to receive after reporting a trouble ticket to the IT Help Desk.

Severity Level of Ticket	Notification interval for initial ticket	Notification Interval for any Change in Status	Notification Interval for No Change in Status	Notification Interval upon Resolution
Severity Level 1	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level 2	Immediate acceptance	Within 1 hour	1 hour	Within 1 hour
Severity Level 3	Immediate acceptance	Within 4 hours	48 hours	Within 4 hours
Severity Level 4	Immediate acceptance	Within 8 hours	48 hours	Within 8 hours

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13.0 TRAINING

All changes to existing interfaces, as well as the introduction of new interfaces, will be incorporated into CLEC training.

Qwest may conduct CLEC workshops. CLEC workshops are organized and facilitated by Qwest and can serve any one of the following purposes:

- Educate CLECs on a particular process or business function*
- Collect feedback from CLECs on a particular process or business function*
- Provide a forum for Qwest or CLECs to lobby for the implementation of a particular process or business function*

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14.0 ESCALATION PROCESS

14.1 Guidelines

- The escalation process will include items that are defined as within the CMP scope.
- The decision to escalate is left to the discretion of the CLEC, based on the severity of the missed or unaccepted response/resolution.
- Escalations may also involve issues related to CMP itself, including the administration of the CMP.
- The expectation is that escalation should occur only after change management procedures have occurred per the CMP.

14.2 Cycle

Item must be formally escalated as an e-mail sent to the Qwest CMP escalation e-mail address, http://www.qwest.com/wholesale/cmp/escalations_dispute.html. Late provider escalation level.

- Subject line of the escalation e-mail must include:
 - CLEC Company name
 - "ESCALATION"
 - Change Request (CR) number and status, if applicable
- Content of e-mail must enclose appropriate supporting documentation, if applicable, and to the extent that the supporting documentation does not include the following information, the following must be provided:
 - Description of item being escalated
 - History of item
 - Reason for Escalation
 - Business need and impact
 - Desired CLEC resolution
 - CLEC contact information including Name, Title, Phone Number, and e-mail address
 - CLEC may request that impacted activities be stopped, continued or an interim solution be established.
- Qwest will acknowledge receipt of the complete escalation e-mail with an acknowledgement of the e-mail no later than the close of business of the following business day. If the escalation email does not contain the following specified information Qwest will notify the CLEC by the close of business on the following business day, identifying and requesting information that was not originally included. When the escalation email is complete, the acknowledgement email will include:
 - Date and time of escalation receipt
 - Date and time of acknowledgement email
 - Name, phone number and email address of the Qwest Director, or above, assigned to the escalation.
- Qwest will post escalated issue and any associated responses on the CMP web site within 1 business day of receipt of the complete escalation or response.
- Qwest will give notification that an escalation has been requested via the Industry Mail Out process
- Any other CLEC wishing to participate in the escalation must submit an e-mail notification to the escalation URL within one (1) business day of the mail out. The subject line of the e-mail must include the title of the escalated issue followed by "ESCALATION PARTICIPATION"