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OP

September 25, 2000

Chairman Carl J. Kunasek
Commissioner Jim Irvin
Commissioner William A. Mundell
Arizona Corporation Commission
1200 West Washington
Phoenix, Arizona 85007-2996

Re: Comments of SBC Telecom, Inc.; Docket No. T-00000B-97-0238, In the Matter of US West Communications, Inc.'s Compliance with Section 271 of the Telecommunications Act of 1996 (the "Act")

Dear Chairman and Commissioners:

SBC Telecom, Inc. ("SBC-T"), a subsidiary of SBC Communications Inc. ("SBC"), is a telecommunications company certified in Arizona to provide local and long distance services. SBC-T files the following comments for the Commission's consideration.

This proceeding is for the purpose of determining whether Qwest Communications Corporation, f/k/a, US West Communications, Inc. ("Qwest") has satisfied certain requirements of the Act. If the Commission concludes that these requirements have been met, Qwest will be able to petition the Federal Communications Commission (the "FCC") for approval to provide interLATA telecommunications services in Arizona pursuant to Section 271 of the Act. SBC-T takes no position in this proceeding as to whether Qwest has met these requirements.

To date, many Regional Bell Operating Companies ("RBOC") have filed applications with state commissions and the FCC pursuant to Section 271, just as Qwest has done in this proceeding. Thus far, the FCC has approved only two such applications: Verizon in New York and Southwestern Bell in Texas. An area of substantial scrutiny in each of these applications has been a determination of whether the RBOC has sufficiently opened the local telephone market to competition. This determination frequently has focused on performance measurement results which demonstrate that the service provided by the RBOC to competitive local exchange carriers meets the requirements of the Act. In addition, in both the Texas and New York Orders, the FCC spoke approvingly of performance measurement and remedy plans as a means to ensure against "backsliding" once the RBOC obtains 271 relief.

During the August 22, 2000 Workshop in this proceeding, SBC-T described the performance measurement plan approved by the FCC for Texas. Others presented the plan approved by the FCC for New York. In contrast to both the New York and Texas plans, the performance measure and assurance plan proposed by Qwest in this proceeding provides far fewer performance guidelines.

In order to assist the Commission in its evaluation of Qwest's 271 application, SBC-T has included as Attachment A to these comments a performance measurement and assurance plan that, with the exception of some minor numbering changes, is identical to the plan implemented in Texas, as recently modified by the Texas Commission.

Sincerely,

Kevin M. Chapman

for Jon Loehman
Managing Director – External Affairs
SBC Telecom, Inc.

Enclosure
Attachment A: Performance Measurement and Assurance Plan

ATTACHMENT A

PERFORMANCE MEASUREMENT AND ASSURANCE PLAN

PERFORMANCE MEASUREMENT AND ASSURANCE PLAN

PERFORMANCE MEASUREMENT AND ASSURANCE PLAN

Article 1 Introduction

1.1 Performance Assurance Measurements set forth the measurements of performance that may have a direct and immediate impact upon CLEC's end user customers. It further sets forth the terms and conditions by which QWEST will pay CLEC liquidated damages in the event a Performance Measurement indicates that QWEST is not providing parity performance.

Article 2 Performance Measurements

2.1 The performance measurements designed to demonstrate whether QWEST is providing parity or benchmark performance to CLEC are listed in Attachment A-1. Attachment A-2 provides a description of the definitions, exclusions, business rules, levels of disaggregation, calculation, and reporting structure for each of the performance measurements.

2.2 Where QWEST provides CLEC a service that has a retail analog, the performance QWEST provides to its own retail operations shall be compared with the performance QWEST provides to CLEC to determine if parity exists. Where QWEST provides CLEC a service for which there is no retail analog, the performance QWEST provides to CLEC shall be compared with a benchmark.

2.3 Generally accepted statistical analyses – i.e., modified Z-tests and a critical Z-value – shall be utilized to determine whether QWEST is in parity or has met the benchmark. Attachment A-3 provides the description of how these statistical analyses shall be used.

Article 3 Records and Reports

3.1 QWEST will not levy a separate charge for provision of the data to CLEC called for under this Appendix. Notwithstanding other provisions of this Agreement, the Parties agree that such records will be deemed Proprietary Information.

3.2 QWEST shall provide CLEC with access to QWEST's Internet website, where CLEC can obtain performance measurements demonstrating QWEST's monthly performance provided to QWEST itself or its affiliates on an individual basis, and to the aggregate of all CLECs.

3.3 Reports are to be made available to CLEC by the 15th day following the close of the calendar month. If the 15th falls on a weekend or holiday, the reports will be made available the next business day. If requested by CLEC, data files of CLEC raw data are to be transmitted by QWEST to CLEC on the 15th day pursuant to mutually acceptable format, protocol, and transmission media.

3.4 On reporting monthly data for each measurement, QWEST will report, for individual CLECs and for CLECs in the aggregate, the total number of CLEC transactions that were excluded by QWEST in reporting the results. The raw data to be available to CLECs for each measurement will include the raw data related to all excluded transactions and will include an identification of the particular exclusion category that QWEST determined to be applicable to the transaction. The exclusion should be one that is expressly provided under the rules for the particular measurement.

3.5 CLEC and QWEST will consult with one another and attempt in good faith to resolve any issues regarding the accuracy or integrity of data collected, generated, and reported pursuant to this Appendix. In the event that CLEC requests such consultation and the issues raised by CLEC have not been resolved within 30 days after CLEC's request for consultation, then QWEST will allow CLEC to commence a mini-audit, at CLEC's expense, upon providing QWEST 5 days advance written notice (including e-mail).

3.6 CLEC may not request more than five (5) mini-audits of performance measures during the year and is limited to auditing five (5) single measures during the year. CLEC will pay for the mini-audits, including QWEST's reasonable associated costs and expenses, unless QWEST is found to be misreporting or misrepresenting data or to have non-compliant procedures, in which case, QWEST will pay for the mini-audit, including CLEC's reasonable associated costs and expenses. If during the mini-audit of individual measures, more than 50% of the measures in a major service category are found to have flawed data or reporting problems, the entire service category will be re-audited at the expense of QWEST. The major service categories are listed below:

- OSS
- Provisioning
- Maintenance
- Interconnection/Network
- Billing
- Database Updates, including 911 and directory listings
- Collocation
- Billing
- Operator Services/Directory Assistance
- Number Portability

3.7 In addition to the mini-audits, QWEST will perform an annual comprehensive audit of QWEST's reporting procedures and reportable data. This audit will be performed on

behalf of the aggregate of CLECs and performed by independent auditors. The cost of the annual audit will be shared among CLEC, QWEST and any other CLEC that has agreed or is otherwise obligated to share in the cost of such audit.

Article 4 Liquidated Damages and Voluntary Payments

4.1 Each performance measurement is categorized as being in either the High, Medium, or Low payment level. Attachment A-2 specifies the payment level that applies each year for each respective performance measurement. Attachment A-4 specifies the liquidated damages for measurements categorized as High, Medium or Low, respectively.

4.2 QWEST shall pay liquidated damages directly to CLEC each month QWEST fails to provide parity or benchmark performance on any measurement, as determined by use of the modified Z-tests and a critical Z-value. Liquidated damages shall be paid on a per occurrence basis and on a per measurement basis as indicated in Attachment A-1. Liquidated damages shall be calculated on those measurements where QWEST has failed to provide parity or benchmark performance exceeding the K value. If QWEST fails to provide parity or benchmark performance for the same measurement two or more months in a row, the amount of liquidated damages payable on a per occurrence or per measurement basis shall increase each month up to and including the 6th month. If QWEST fails to provide parity or benchmark performance for the same measurement in the 7^{th} or any succeeding month, the per occurrence or per measurement amount payable in month 6 shall apply. Attachment A-4 provides for the liquidated damages payable on a per occurrence and per measurement basis each month.

4.3 Performance measurement results for each month shall be available to CLEC on the 15^{th} day of the following month. If QWEST becomes liable for payment of liquidated damages to CLEC such payments shall be made 30 days after the performance measurement results become available.

4.4 QWEST shall not be liable for the payment of liquidated damages to CLEC if QWEST's failure to provide parity or benchmark performance is caused by a) the other Party's failure to perform any of its obligations set forth in this Agreement, b) any delay, act or failure to act by an end user, agent, or subcontractor of the other Party, or c) any Force Majeure Event.

4.5 Acceptance of liquidated damages by CLEC shall not foreclose CLEC from initiating other legal and regulatory causes of action or claims; provided however, that in the event CLEC initiates other legal or regulatory causes of action or claims and QWEST is held liable for damages or other monetary payments for a failure to provide parity or benchmark performance for which CLEC has already accepted liquidated damages, QWEST is given a credit for the amount of liquidated damages it has paid to CLEC related to the same performance.

4.6 By incorporating these liquidated damages terms into an interconnection agreement, QWEST and CLEC agree that proof of damages from any "noncompliant"

performance measure would be difficult to ascertain and, therefore, liquidated damages are a reasonable approximation of any contractual damage resulting from a non-compliant performance measure. QWEST and CLEC further agree that liquidated damages payable under this provision are not intended to be a penalty.

Article 5 Procedural Safeguards and Exclusions

5.1 QWEST agrees that the application of the assessments and damages provided for herein is not intended to foreclose other noncontractual legal and regulatory claims and remedies that may be available to CLEC.

5.2 Every six months, QWEST and CLEC will review the performance measures to determine whether measurements should be added, deleted, or modified; whether the applicable benchmark standards should be modified or replaced by parity standards; and whether to reclassify a measure as High, Medium or Low payment level. The criterion for reclassification of a measure shall be whether the actual volume of data points was lesser or greater than anticipated. Criteria for review of performance measures, other than for possible reclassification, shall be whether there exists an omission or failure to capture intended performance, and whether there is duplication of another measurement. Performance measures for 911 may be examined at any six-month review to determine whether they should be reclassified.

5.3 The first six-month period will begin when an interconnection agreement is adopted by a CLEC and approved by the Commission. Any changes to existing performance measures shall be by mutual agreement of the parties and, if necessary, with respect to new measures and their appropriate classification, by arbitration. The current measurements and benchmarks will be in effect until modified hereunder or expiration of the interconnection agreement.

Article 6 General Assessments:

6.1 If, by the 20th day of the month, QWEST fails to submit to CLEC the performance reports required by Sections 3.2 and 3.3, the following assessments apply:

- If no reports are filed, $5,000 per day past due;
- If incomplete reports are filed, $1,000 per day for each missing performance results.

6.2 When QWEST performance creates an obligation to pay liquidated damages to CLEC under the terms set forth herein, QWEST shall make payment in the required amount on or before the 30th day following the due date of the performance measurement report for the month in which the obligation arose (e.g., if QWEST performance through March is such that QWEST owes liquidated damages to CLEC for March performance, then those payments will be due May 15, 30 days after the April 15 due date for reporting March data). For each day after the due date that QWEST fails to pay the required amount, QWEST will pay interest to CLEC at the

maximum rate permitted by law for a past due liquidated damages obligation.

Attachment A-1
PERFORMANCE MEASUREMENTS

Schedule A – Performance Measurements Subject to Per Occurrence Damages:

OSS
1. % Firm Order Confirmations (FOCs) Returned
2. % Mechanized Completions Returned Within Specified Timeframe of Completion
3. % Rejects Returned Within Specified Time Frame

Billing
4. % of Accurate and Complete Formatted Mechanized Bills
5. % Usage Records Transmitted Correctly

Provisioning
6. % QWEST Caused Missed Due Dates
7. % Trouble Reports Within "X" Days of Installation
8. Mean Installation Intervals
9. Average Delay Days For QWEST Caused Missed Due Dates
10. Average Installation Interval
11. Average Response Time For Loop Make-Up Information
12. % Pre-mature Disconnects (Coordinated Cutovers)
13. % QWEST Missed Due Dates Due To Lack Of Facilities
14. % Installations Completed Within "X" Days
15. Average Time of Out of Service for LNP Conversions

Maintenance
16. % Missed Repair Commitments
17. % Repeat Reports
18. Mean Time To Restore
19. Receipt To Clear Duration
20. Trouble Report Rate
21. % Out Of Service (OOS) < "X" Hours

Interconnection/Network
22. Average Trunk Restoration Interval
23. Average Interconnection Trunk Installation Interval
24. % NXXs loaded and tested prior to the LERG effective date
25. % Missed Due Dates – Interconnection Trunks
26. % QWEST Caused Missed Due Dates > 30 Days – Interconnection Trunks
27. Average Delay Days for NXX Loading and Testing

Local Number Portability

28. % Pre-Mature Disconnects (Coordinated Cutovers)
29. % Missed Due Dates (INP)
30. % Installations Completed Within Industry Guidelines for LNP With Loop

Database Updates

31. Average Time to Clear Errors
32. Average Time Required to Update 911 Database
33. % of Update into DA Database within 72 hours
34. % of Electronic Updates flow through DSR Process w/o manual intervention

Schedule B – Performance Measurements Subject to Per Measurement Damages:

OSS
35. OSS Interface Availability
36. Average Response Time For OSS Pre-Order Interfaces
37. Order Process Percent Flow Through
38. % Responses Received within "X" Seconds – OSS Interfaces
39. Local Service Center (LSC) Grade Of Service
40. % Busy in the Local Service Center (LSC)
41. Local Operations Center (LOC) Grade of Service
42. % Busy in the Local Operations Center (LOC)

Interconnection/Network
43. % Trunk Blockage
44. Common Transport Trunk Blockage
45. % Requests for Poles, Conduits and Right – of- Ways Processed Within 35 Days

Collocation
46. % Missed Collocation Due Dates
47. Average Delay Days for QWEST Missed Due Dates
48. % Requests Processed Within the Tariffed Timelines

Billing
49. Billing Timeliness

Directory Assistance/Operator Services
50. DA Speed of Answer
51. OS Speed of Answer

Database Updates
49. % Accuracy for 911 Database Updates

ATTACHMENT A-2

RESALE POTS, RESALE SPECIALS AND UNES

Pre-Ordering/Ordering

1. Measurement
Average Response Time For OSS Pre-Order Interfaces
Definition:
The average response time in seconds from the QWEST side of the Remote Access Facility (RAF) and return for pre-order interfaces by function.
Exclusions:
None.
Business Rules:
The clock starts on the date/time when the request is received by QWEST and the clock stops on the date/time when QWEST has completed the transmission of the response to CLEC. The measurement is at the QWEST side of the RAF. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by QWEST during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on QWEST's web site.
Levels of Disaggregation:
• Address Verification • Request For Telephone Number • Request For Summary Customer Service Record (CSR) < = 30 WTNs (Also broken down for Lines as required for DIDs). • Request For Summary Customer Service Record (CSR) > 30 WTNs (Also broken down for Lines as required for DIDs). • Request for Detailed Customer Service Request (CSR) • Service Availability • Service Appointment Scheduling (Due Date) • Dispatch Required • PIC • Actual Loop Makeup Information requested - actual data returned • Actual Loop Makeup Information requested - design data returned • Design Loop Makeup Information requested - design data returned • Protocol translation time - QWEST OSS INTERFACES input messages • Protocol translation time - QWEST OSS INTERFACES output messages • Protocol translation time - CORBA input messages • Protocol translation time - CORBA output messages

Calculation:	Report Structure:
Σ[(Query Response Date & Time) - (Query Submission Date & Time)] ÷ (Number of Queries Submitted in Reporting Period)	Reported on a CLEC, all CLECs, QWEST or QWEST affiliate where applicable per interface.

Liquidated Damages:

None

Benchmark:

Benchmarks for summary CSR applies to < = 30 WTNs.

Measurement	DataGate/EDI/CORBA	Verigate
Address Verification	4.7 seconds	4.7 seconds
Request For Telephone Number	4.5 seconds	4.5 seconds
Request For Customer Service Record (CSR)	6.6 seconds	6.6 seconds
Service Availability	6.6 seconds	6.6 seconds
Service Appointment Scheduling (Due Date)	1.0 second	1.0 second
Dispatch Required	12.6 seconds	12.6 seconds
PIC	19.1 seconds	19.2 seconds
Actual Loop Makeup Information requested - Actual data returned	12.6 seconds	12.6 seconds
Actual Loop Makeup Information requested - Design data returned	23 seconds	23 seconds
Design Loop Makeup Information requested - Design data returned	10 seconds	10 seconds
Protocol translation time - EDI input messages	Diagnostic	Not Applicable
Protocol translation time - EDI output messages	Diagnostic	Not Applicable
Protocol Translation Time – CORBA input messages	Diagnostic	Not Applicable
Protocol Translation Time – CORBA output messages	Diagnostic	Not Applicable

2. Measurement

Average Response Time for Manual Loop Make-Up Information

Definition:

The average time required to provide manual loop qualification for xDSL capable loops measured in business days.

Exclusions:

- Manual requests for Loop Makeup Information not initiated by the CLEC; however, manual requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.

Business Rules:

For a DataGate/EDI/CORBA or Verigate initiated request, the start date and time is when the request is received in the Loop Qual System. The end date and time for the DataGate/EDI/CORBA or Verigate request is when the loop makeup information has either has been e-mailed back to CLEC or, if CLEC does not want email, is available in the Loop Qual System.

For manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual System.

QWEST will provide raw data to CLEC in an agreed to format, on a monthly basis, without the need for a request from CLEC, until such time as both parties agree it is no longer necessary.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
Σ(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualifications	By CLEC, All CLECs and QWEST or its affiliates

Liquidated Damages:

Low per measure.

Benchmark:

3 business days, Critical z-value applies.

3. Measurement	
Accuracy of Actual Loop Makeup Information Provided for DSL Orders	
Definition:	
The percent of accurate DSL actual Loop Makeup Information provided to CLEC.	
Exclusions:	
None	
Business Rules:	
This measurement compares the accuracy of the actual loop makeup information provided to CLEC with the actual loop makeup as shown by QWEST's engineering work confirmation/design layout records (DLR).	
Levels of Disaggregation:	
• **DSL actual Loop Makeup Information provided manually** • DSL actual Loop Makeup Information provided electronically	
Calculation:	**Report Structure:**
(# of orders for which Loop makeup information provided by QWEST is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100	Reported on a CLEC, all CLECs, QWEST DSL affiliate, and QWEST DSL Retail basis by interface or manually, depending on method of provision of actual loop makeup information.
Liquidated Damages:	
Low per Measure	
Benchmark:	
95% accurate for each level of disaggregation, or parity with QWEST DSL Retail, QWEST DSL Affiliate, or other CLECs, whichever is higher.	

4. Measurement

Percent Responses Received within "X" seconds - OSS Interfaces

Definition:

The percent of responses completed in "x" seconds for pre-order interfaces by function.

Exclusions:

- None

Business Rules:

See Measurement No. 1

Levels of Disaggregation:

See Measurement No. 1

Calculation:	Report Structure:
(# of responses within each time interval / total responses) * 100	Reported by interface.

Liquidated Damages:

Low per measure

Benchmark:

Measurement	EDI	GUI
Address Verification	90% in = 8.0 seconds 95% in = 12.0 seconds	80% in = 5.0 seconds 90% in = 7.0 seconds
Request For Telephone Number	90% in = 7.0 seconds 95% in = 9.5 seconds	80% in = 4.0 seconds 90% in = 6.0 seconds
Request For Customer Service Record (CSR)	90% in = 8.0 seconds 95% in = 13.0 seconds	80% in = 7.0 seconds 90% in = 10.0 seconds
Service Availability	90% in = 12.0 seconds 95% in = 16.0 seconds	80% in = 11.0 seconds 90% in = 13.0 seconds
Service Appointment Scheduling (Due Date)	90% in = 1.0 seconds 95% in = 2.0 seconds	80% in = 2.0 seconds 90% in = 3.0 seconds
Dispatch Required	90% in = 15.0 seconds 95% in = 25.0 seconds	80% in = 17.0 seconds 90% in = 19.0 seconds
PIC	90% in = 27.0 seconds 95% in = 41.0 seconds	80% in = 25.0 seconds 90% in = 27.0 seconds
Actual Loop Makeup Information requested - actual data returned	90% in = 15.0 seconds 95% in = 25.0 seconds	80% in = 17.0 seconds 90% in = 19.0 seconds

Actual Loop Makeup Information requested - design data returned	90% in - 25.0 seconds 95% in = 35.0 seconds	80% in =27.0 seconds 90% in = 29.0 seconds
Design Loop Makeup Information - design data returned	90% in = 11.9 seconds 95% in = 20.0 seconds	80% in - 13.5 seconds 90% in = 15.0 seconds

5. Measurement	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is available compared to scheduled availability.	
Exclusions:	
None	
Business Rules:	
The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which QWEST plans to offer and support CLEC access to QWEST's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the QWEST interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. QWEST will not schedule normal maintenance during business hours (8:00 a.m. to 5:30 p.m. Monday through Friday).	
Levels of Disaggregation:	
QWEST OSS INTERFACES reported by protocol	
Calculation:	**Report Structure:**
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)] * 100	Reported by interface on an aggregate CLEC basis. The RAF will be reported on an individual CLEC basis.
Liquidated Damages:	
High Per Measure	
Benchmark:	
99.5%.	

6. Measurement

Pre-Order Backend System Database Query Availability

Definition:

Percent of time backend systems used for pre-order are available compared to scheduled availability.

Exclusions:

None

Business Rules:

The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which QWEST plans to offer and support CLEC access to QWEST's backend systems used for pre-order functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the backend systems are capable of providing pre-order responses to CLEC queries. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. QWEST will not schedule normal maintenance during business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). When a backend system experiences partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to CLEC. Determination of the availability factor is governed by QWEST on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever a backend system experiences complete unavailability to CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. QWEST shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

Wholesale and Retail Impacts Identified for:

- Address Verification
- Request for Telephone Numbers
- PIC
- Request for Summary Customer Service Record
- Service Availability
- CLLI
- Due Date
- Dispatch Required

Loop Makeup Information

Calculation:	Report Structure:
[(Hours functionality is available during the scheduled available hours) / Scheduled system available hours)] * 100	Reported on a QWEST and aggregate CLEC basis by backend system.

Liquidated Damages:

None

Benchmark:
Diagnostic

7 Measurement:

Percent Firm Order Confirmations (FOCs) Returned on time for LSR requests

Definition:

Percent of FOCs returned to the CLEC within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected (manual and electronic) LSRs.
- QWEST only Disconnect orders.
- Services ordered out of the Access Tariff.
- XDSL orders see (PM 8)
- Unbundled Dedicated Transport Orders (See PM 9)

Business Rules:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m.-5:30p.m, excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. The returned confirmation to CLEC will establish the actual end date/time. Provisions shall be established within the reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours. For UNE Loop and Port combinations, orders requiring N, C, and D orders; the FOC is sent back at the time the last order that establishes service is distributed.

All UNE P orders are categorized as Simple or Complex in the same manner as Retail or Resale orders are categorized..

EDI

For EDI originated LSRs, the start date and time is the receive date and time that is automatically populated by the interface (EDI) with the system date and time. The end date and time is recorded by EDI and reflect the actual date and time the FOC is available to CLEC. This data is extracted daily from EDI and is used to calculate the FOC measurements. For LSRs where FOC times are negotiated with CLEC, the entry on the service order indicating the negotiated FOC time is used in the calculation. The request type from the LSR and the Class of Service tables are used to report the LSRs in the various levels of disaggregation. The Class of Service tables are based on the Universal Service Order practice.

VERBAL or MANUAL REQUESTS

Manual service order requests are those initiated by CLEC either by telephone or fax. The receive date and times are recorded and input on each service order for each FOC opportunity. The end times are the actual dates and times the paper faxes are sent back to CLEC. The LSC must provide an end date and time for each entry, which depicts the date and time the FOC was actually faxed back to CLEC.

Levels of Disaggregation:

Manually submitted:

- Simple Res. And Bus. < 24 Hours
- Simple Residence and Business LNP Only (1-19 Lines) < 24 Hours
- Simple Residence and Business LNP Only (20+ Loops) < 48 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- LNP Complex Business (1-19 Lines) < 24 Hours
- LNP Complex Business (20-50 Lines) < 48 Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 hours
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- LNP with Loop (1-19 Lines) < 24 Hours
- LNP with Loop (20+ Loops) < 48 Hours
- Switch Ports < 24 Hours

Electronically submitted via EDI:

- Simple Res. And Bus. < 5 Hours
- Simple Residence and Business LNP Only (1-19 Lines) < 5 Business Hours
- Simple Residence and Business LNP Only (20+ Loops) < 48 Hours
- Complex Business (1-200 Lines) < 24 Hours
- Complex Business (>200 Lines) < 48 Hours
- LNP Complex Business (1-19 Lines) < 24 Hours
- LNP Complex Business (20-50 Lines) < 48 Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 hours
- UNE Loop (1-49 Loops) < 5 Hours
- UNE Loop (> 50 Loops) < 48 Hours
- LNP with Loop (1-19 Loops) < 5 Business Hours
- LNP with Loop (20+ Loops) < 48 Hours
- **Switch Ports < 5 Hours**

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported for QWEST OSS INTERFACES and manual (FAX or phone orders) by CLEC, all CLECs, QWEST, and QWEST affiliate.

Liquidated Damages:

Low Per Occurrence

Benchmark:

All 5 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95%/Acct Restr. 95% the Average for the last 5% for 95% benchmark or the last 6% for 94% benchmark shall not exceed 20% of the established benchmark, excluding projects. Violations with respect to the "tail" (the last 5/6%) are subject to Tier 1 low damages and Tier 2 medium damages, and will apply only if QWEST has met the benchmark on the corresponding "percent within x" measurement.

The critical z-value does not apply to the following categories

- Simple res. and bus – QWEST OSS INTERFACES, and Manual
- Complex business – QWEST OSS INTERFACES, Manual
- UNE (1-49) – QWEST OSS INTERFACES
- Simple res. and bus LNP only (1-19) – QWEST OSS INTERFACES,
- Simple res. and bus. LNP with loop (1-19) – QWEST OSS INTERFACES
- LNP Complex Business – QWEST OSS INTERFACES

The critical z-value applies to all other categories.

8. Measurement:

Percent Firm Order Confirmations (FOCs) for XDSL-capable loops & Line Sharing Returned Within "x" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC

Exclusions:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- QWEST only Disconnect orders.
- Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR

Business Rules:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m.-5:30 p.m., excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation. The returned confirmation to CLEC will establish the actual end date/time. Provisions are established within the reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours.

EDI

For EDI originated LSRs that do not require manual loop makeup information after the receipt of the LSR (requests where mechanized loop makeup information is available when LSR is submitted) the start date and time is the receipt date and time that is automatically recorded by the EDI interface. The end date and time is automatically recorded by the EDI interface and reflects the actual date and time the FOC is available to the CLEC.

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the start time for the FOC is the date and time the loop makeup information is available in the Loop Qual System. The end date and time is automatically recorded by the EDI interface and

reflects the actual date and time the FOC is available to CLEC.

MANUAL REQUESTS

Manual service order requests are those requests initiated by CLEC by fax. For manual requests that do not require a loop qualification after the receipt of the LSR, the receive date and time is when a good LSR is received in the LSC. The end time is the fax date and time the fax (FOC) is sent back to CLEC or the time of the fax attempt by QWEST. The LSC must provide an end date and time for each entry, which depicts the date and time the FOC was actually faxed back to CLEC.

For a manual request that requires an associated loop qualification, the start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system, and the end date and time is when the fax is sent back to CLEC.

Levels of Disaggregation:

Manually submitted

- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours

Electronically submitted

- UNE xDSL Capable Loop (1-20 Loops) < 6 Business Hours
- UNE xDSL Capable Loop (> 20 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC, all CLECs, and QWEST affiliate where applicable. This includes mechanized from QWEST OSS INTERFACES and manual (FAX or phone orders). These are reported by the percent within x and by the average of the remainder.

Liquidated Damages:

UNE xDSL Capable Loops: **Low per Occurrence**
Line Sharing: Diagnostic

Benchmark:
Line Sharing: Diagnostic for first three months of implementation of the measure. All 6 Hour FOC 95% / 14 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95% The Average for the last 5% for 95% benchmark shall not exceed 20% of the established benchmark, excluding projects.

9. Measurement

Percent Firm Order Confirmations (FOCs) Returned within X days on ASR request

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- All LSRs
- Access Orders purchased from QWEST tariffs
- Rejected (manual and electronic) ASRs
- QWEST only Disconnect orders.

Business Rules:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday 8:00 a.m. -5:30 p.m., excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday - Friday between 8:00 a.m. and 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. and 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. on Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. The returned confirmation to CLEC will establish the actual end date/time. Provisions are established within the reporting systems to accommodate situations when the LSC works holidays, weekends, and when request are received outside normal working hours.

Levels of Disaggregation:

- Interconnection Facilities and Trunks < 7 Business Days
- Unbundled Dedicated Transport
  - DS3s < 5 Business Days
  - DS1s < 1 Business Day
- Projects - Negotiated
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.)

Calculation:	Report Structure:
(# FOCs returned within "X" hours / total FOCs sent) * 100	Reported by CLEC all CLECs and QWEST affiliates.

Liquidated Damages:

Diagnostic for 3 months then Low per Occurrence

Benchmark:
• **Diagnostic for first 3 months of implementation of measure** • Interconnection Facilities and Trunks = 95% < 7 Business Days • Unbundled Dedicated Transport DS3s = 95% < 5 Business Days • Unbundled Dedicated Transport DS1s = 95% < 1 Business Day Z value applies

10. Measurement

Average Time to Return FOC

Definition:

The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected Orders
- Orders involving major projects
- QWEST only Disconnect orders.

Business Rules:

See Measurement No. 8

Levels of Disaggregation:

Disaggregate for LEX and EDI by the following:

- Mechanically received via LEX/EDI and FOC'd without LSC intervention (mechanical/mechanical) - Overall average
  - Reported for 90% and 95%
- Mechanically received via LEX/EDI and FOC'd with LSC intervention (mechanical/manual) - Overall average
  - Reported for 90% and 95%
- Received manually via FAX/paper and FOC'd via FAX (manual/manual)
  - Overall average
  - Reported for 90% and 95%

Calculation:	Report Structure:
Σ\{(Date and Time of FOC) - (Date and Time of Order Received by QWEST)\}/ (# of FOCs)	Reported by CLEC all CLECs.

Liquidated Damages:

None

Benchmark:

- Diagnostic

11. Measurement:

Average Time to Return DSL FOC's

Definition:

The average time to return DSL FOC's from receipt of complete and accurate service request to return of confirmation to CLEC

Exclusions:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- QWEST only Disconnect orders.
- Orders involving major projects.
- Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR

Business Rules:

See Measurement No. 8

Levels of Disaggregation:

Disaggregate for LEX and EDI by the following:

- Mechanically received via LEX/EDI and FOC'd without LSC intervention (mechanical/mechanical) – Overall average
  - Reported for 90% and 95%
- Mechanically received via LEX/EDI and FOC'd with LSC intervention (mechanical/manual)
  - Overall average
  - Reported for 90% and 95%
- Received manually via FAX/paper and FOC'd via FAX (manual/manual)
  - Overall average
  - Reported for 90% and 95%
  -

Calculation:	Report Structure:
Σ[(Date and Time of FOC) - (Date and Time of Order Received by QWEST)]/(# of FOCs)	Reported for CLEC and all CLECs and QWEST or QWEST Affiliate.

Liquidated Damages:

None

Benchmark:

Diagnostic

12. Measurement	
Percent Mechanized Completions Available Within 1 Day of Work Completion	
Definition:	
Percent mechanized completions notifications available within 1 day	
Exclusions:	
Excludes Weekends and Holidays	
Business Rules:	
Days are calculated by subtracting the date the SOC was available to CLEC via QWEST OSS INTERFACES minus the order completion date. If CLEC accesses QWEST systems using a Service Bureau Provider, the measurement of QWEST's performance does not include Service Bureau Provider processing, availability or response time.	
Levels of Disaggregation:	
• QWEST OSS INTERFACES	
Calculation:	**Report Structure:**
(# mechanized completions returned to CLEC within 1 Day of work completion of completion ÷ total mechanized completions) * 100	Reported by CLEC; All CLECs; and QWEST or QWEST Affiliate.
Liquidated Damages:	
Low Per Occurrence	
Benchmark:	
97% The critical z-value does not apply.	

13. Measurement	
Percent Rejects	
Definition:	
The number of rejects compared to the issued unique LSRs and SUPPs for the electronic interfaces (QWEST OSS INTERFACES).	
Exclusions:	
• Notifications returned post-FOC as electronic jeopardies.	
Business Rules:	
A reject is a notification to a CLEC that an LSR received via QWEST OSS INTERFACES did not pass LASR edit checks, other system edits, or edits by the LSC.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(# of rejects ÷ total unique LSRs and SUPPs) * 100	Reported by CLEC, QWEST DSL Affiliate and all CLECs for the electronic interfaces QWEST OSS INTERFACES
Liquidated Damages:	
None	
Benchmark:	
Measurement is diagnostic. No benchmark required.	

14. Measurement	
Percent Mechanized Rejects Returned Within one hour of receipt of LSR	
Definition:	
Percent of mechanized rejects returned within 1 hour of receipt of the LSR.	
Exclusions:	
None	
Business Rules:	
The start time used is the date and time the LSR is recorded by the QWEST OSS interface. The end time is the date and time that reject notice is provided to QWEST OSS INTERFACES, and is available to CLEC. A mechanized reject is any reject made available to CLEC electronically without manual intervention. If CLEC accesses QWEST systems using a Service Bureau Provider, the measurement of QWESTs performance does not include Service Bureau Provider processing, availability or response time.	
Levels of Disaggregation:	
• QWEST OSS INTERFACES	
Calculation:	**Report Structure:**
(# mechanized rejects returned within 1 hour/ total rejects) * 100	Reported by CLEC all CLECs and QWEST affiliates.
Liquidated Damages:	
Low per Occurrence	
Benchmark:	
97% within 1 hour. The Critical z-value applies.	

15. Measurement	
Percent Manual Rejects Received Electronically and Returned Within X Hours	
Definition:	
Percentage of manual rejects received electronically and returned within X hours of the receipt of LSR from CLEC.	
Exclusions:	
• Rejects of LSRs received through manual process i.e. via mail, fax or courier	
Business Rules:	
The start time is the time the LSR is received electronically via QWEST OSS system. The end time is the date and time the reject notice is available to the CLEC via QWEST OSS system. A manual reject is a reject of an electronic LSR that requires manual intervention. If the CLEC accesses QWEST systems using a Service Bureau Provider, the measurement of QWEST's performance does not include Service Bureau Provider processing, availability or response time. Business Hours are 8:00 AM-5:30 PM, M-F.	
Levels of Disaggregation:	
• QWEST OSS Interfaces (for reporting purposes only, aggregated for purposes of penalty)	
Calculation:	**Report Structure:**
(# electronic manual rejects returned within X hours of receipt of LSR ÷ total electronic manual rejects) * 100	**Reported for mechanized rejects and manual rejects.**
Liquidated Damages:	
Low per Occurrence	
Benchmark:	
97% within 6 Hours. Critical z-value does not apply.	

16. Measurement:	
Percentage of Orders that receive QWEST-caused Jeopardy Notifications	
Definition:	
Percentage of total orders received electronically via QWEST OSS system and processed for which QWEST notifies CLEC that an order is in jeopardy of meeting the due date, due to QWEST cause.	
Exclusions:	
• None	
Business Rules:	
Percentage of Orders Given Jeopardy Notices measures the number of jeopardy notices sent to customers as a percentage of the total number of orders completed in the period. A jeopardy is a notification provided to CLEC where QWEST identifies the potential for not meeting the scheduled due date (LOF or additional information).	
Levels of Disaggregation:	
• Jeopardies previously referred to as Rejects • Facilities Jeopardies • Other QWEST caused Jeopardies • CLEC/EU caused Jeopardies (See Jeopardy Codes Below – Schedule 1)	
Calculation:	**Report Structure:**
(Number of orders jeopardized ÷ Number of orders confirmed) * 100	Reported by CLEC and all CLECs and QWEST affiliate.
Liquidated Damages:	
Diagnostic	
Benchmark:	
Diagnostic	

17. Measurement	
Mean Time to Return Mechanized Rejects	
Definition:	
Average time required to return a mechanized reject.	
Exclusions:	
• See Measurement No. 16	
Business Rules:	
The start time is the time the LSR is received electronically via QWEST OSS interfaces. The end time is the date and time the reject notice is available to the CLEC. A mechanized reject is any reject returned electronically (without manual intervention) to the CLEC.	
Levels of Disaggregation:	
• QWEST OSS INTERFACES	
Calculation:	**Report Structure:**
Σ[(Date and Time of Order Rejection) - (Date and Time of Order Receipt)] ÷ (# of unique LSR's and Supps Rejected)	Reported on CLEC and all CLECs and QWEST Affiliate.
Liquidated Damages:	
None	
Benchmark:	
Diagnostic	

18. Measurement:	
Mean Time to Return Manual Rejects that are Received Electronically via QWEST OSS INTERFACES	
Definition:	
Average time to return manual rejects received electronically via QWEST OSS INTERFACES ; receipt to return.	
Exclusions:	
• See Measurement 15	
Business Rules:	
See Measurement 15	
Levels of Disaggregation:	
• See Measurement 15	
Calculation:	**Report Structure:**
{Σ(receipt to CLEC of electronic manual rejects – receipt of electronic manual LSRs) ÷ total electronic manual rejects}	Reported for CLEC and all CLECs and QWEST Affiliate.
Liquidated Damages:	
None	
Benchmark:	
6 Hours Critical z value does not apply.	

19. Measurement:

Average QWEST-caused Jeopardy Notification Interval

Definition:

Measures the average remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time QWEST issues a notice to CLEC indicating an order received electronically via QWEST OSS system is in jeopardy of missing the due date (or the due date/time has been missed).

Exclusions:

- None

Business Rules:

With respect to this interval, it is assumed that the order due date time is 5:00 PM for uncoordinated orders, and the Jeopardy date and time will be the actual date and time that QWEST issues a notice and is available to CLEC indicating an order is in jeopardy of missing the due date. With regards to coordinated orders (CHC/FDT) the scheduled due date and time will be used. If CLEC accesses QWEST systems using a Service Bureau Provider, the measurement of QWEST's performance does not include Service Bureau Provider processing, availability or response time. Business Hours are 8:00 AM-5:30 PM, M-F.

Levels of Disaggregation:

- Jeopardies previously referred to as Rejects
- Facilities Jeopardies
- Other QWEST caused Jeopardies
- CLEC/EU caused Jeopardies (See Jeopardy Codes Below – Schedule 1)

Calculation:	Report Structure:
Sum ((Committed Due Date /Time for the order) – (Date/Time of Jeopardy notice))/ (number of Jeopardy Orders)	Reported by CLEC and all CLECs and QWEST affiliate.

Liquidated Damages:

Diagnostic

Benchmark:

TBD

20. Measurement	
Mechanized USOC Provisioning Accuracy	
Definition:	
Percent of mechanized orders completed as ordered.	
Exclusions:	
None	
Business Rules:	
This measurement compares the USOCs ordered on a mechanized order, to that which is provisioned based on the posted service order.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(# of orders completed as ordered ÷ total orders) * 100	Reported by individual CLEC, CLECs and QWEST, and QWEST affiliate as appropriate.
Liquidated Damages:	
Low per Occurrence	
Benchmark:	
Parity	

21. Measurement	
Percent Provisioning Accuracy for non-flow through orders	
Definition:	
Percent of posted (non-flow through) service orders submitted via QWEST OSS INTERFACES that are provisioned as requested on the CLEC submitted LSR.	
Exclusions:	
• Flow through service orders as identified in PM 22 • Cancelled Orders • Rejected orders due to CLEC caused errors	
Business Rules:	
This measurement compares all fields that can be compared mechanically (e.g. features, PIC, etc.) as submitted on the LSR to the associated service order that provisioned the requested services and posted to billing.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(# of posted, non-flow through service orders with fields provisioned as ordered on the LSR's ÷ total non-flow through service orders posted * 100	**Reported by CLEC, CLECs and QWEST.**
Liquidated Damages:	
High per Occurrence	
Benchmark:	
95%	

22. Measurement

Order Process Percent Flow Through

Definition:

Percent of orders from entry to distribution that progress through QWEST ordering systems without manual intervention.

Exclusions:

- Excludes rejected orders
- For new versions of the ordering systems which provide additional flow through capabilities, orders that have the potential to flow through in the new version, but for which CLEC utilized the older version, should be excluded from this measurement in both the numerator and denominator.

Business Rules:

The number of orders that flow through QWEST's ordering systems and are distributed in QWEST service order system without manual intervention, divided by the total number of MOG Eligible orders and orders that would flow through EASE within the reporting period. Orders that fall out for manual handling, that are worked by QWEST and not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences.

Levels of Disaggregation:

- QWEST OSS INTERFACES

The data reported by interface, as specified above, will be used to determine the amount of any Tier 1 or Tier 2 payments under this measurement. In addition, for each interface QWEST will report its performance separately by order type (Resale POTS, UNE combinations POTS, specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other). Tier 1 and Tier 2 payments will not apply to the reports that are disaggregated by order type (these same transactions will be included in the data that is reported by interface and will be subject to Tier 1 and Tier 2 payments there).

Calculation:	Report Structure:
(# of orders that flow through ÷ total MOG-eligible orders and orders that flow through EASE) * 100	Reported by CLEC, all CLECs, QWEST and QWEST affiliate.

Liquidated Damages:
Low per Occurrence
Benchmark:
Parity

23. Measurement

Overall Percent LSR Process Flow Through

Definition:

Percent of LSRs that progress through QWEST's ordering, provisioning, and billing systems without manual intervention.

Exclusions:

- LSRs rejected electronically at LASR or MOG due to a CLEC-caused entry error

Business Rules:

The number of LSRs that are completely processed, through posting and through all relevant systems and databases, without manual intervention, divided by the total number of LSRs that are not rejected electronically at LASR or MOG due to a CLEC-caused entry error within the reporting period. LSRs for which QWEST returns an erroneous electronic reject are counted in the denominator and as a failed pass through occurrence in the numerator. Other examples of LSRs that would be counted as failed pass-through occurrences in the numerator would include:

- LSRs for which QWEST returns a manually generated reject, order confirmation, or jeopardy notification,
- LSRs for which QWEST internal service orders are not electronically generated or as to which any manual entry is made on associated QWEST internal service orders,
- LSRs with any associated service orders that do not distribute out of QWEST's service order retrieval system without fall out or manual processing,
- LSRs with any associated service orders that do not update databases without fall out or manual processing,
- LSRs which result in any manual AIN trigger setting or manual switch translation work,
- LSRs with any associated service orders that do not successfully post to each QWEST back end billing systems without fall out or manual processing including error resolution.

Levels of Disaggregation:

- QWEST OSS INTERFACES

For each interface, QWEST will report its performance separately by order type (Resale POTS, UNE combinations POTS, Specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other).

Calculation:	Report Structure:
(# of LSRs completely processed without manual intervention ÷ total # of LSRs not rejects at LASR or MOG due to CLEC-caused entry error) * 100	Reported by CLEC, all CLECs, QWEST and QWEST Affiliates.
Liquidated Damages:	
None	
Benchmark:	
Diagnostic	

Billing

24. Measurement	
Percent of Accurate and Complete Formatted Mechanized Bills	
Definition:	
The percent of monthly bills sent to CLEC via the mechanized QWEST OSS INTERFACES process that are accurate and complete.	
Exclusions:	
None	
Business Rules:	
QWEST OSS INTERFACES Billing accuracy is based upon three factors: totaling, formatting, and syntax. In other words, does the bill total up correctly, does the QWEST OSS INTERFACES Billing data conform to the format outlined in the QWEST provided documentation for QWEST OSS INTERFACES Billing, and is the QWEST OSS INTERFACES Billing data syntactically correct? For completeness, QWEST OSS INTERFACES checks that the sum of all itemized calls equals the total for the itemized calls bill section, and the sum of all OC&C charges should equal the total for the OC&C section. Similar audits are performed for total current charges and the amount due.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Count of accurate and complete formatted mechanized bills via QWEST OSS INTERFACES ÷ total # of mechanized bills via QWEST OSS INTERFACES.) * 100	Reported for CLEC.
Liquidated Damages:	
Low per occurrence.	
Benchmark:	
99%	

25. Measurement:	
Percent of Usage Records Transmitted Correctly	
Definition:	
The percent of usage records transmitted correctly on the Daily Usage extract feed.	
Exclusions:	
None	
Business Rules:	
Controls and edits within the billing system uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month. The usage record data and the cycle date (when the bill was sent out) are used in the calculation of this measurement.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Count of usage records transmitted correctly ÷ total usage records transmitted) * 100	Reported for CLEC.
Liquidated Damages:	
Low per occurrence.	
Benchmark:	
95% Within 6th workday.	

26. Measurement

Billing Completeness

Definition:

Percent of service orders completed within the billing cycle that post in Qwest's billing systems prior to the customer's bill period.

Exclusions:

- Access Service Orders billed through CABS
- Interconnection Trunks

Business Rules:

The Billing Completeness Measure includes all orders and is created from the Posted Service Order DataBase (PSOD). PSOD includes copies of all posted service orders for both the CRIS and CABS. PSOD includes the Bill Period, Completion Date, and Post Date for each Service Order as well as an On-Time/Late indicator created based on these dates. This On-Time/Late indicator is calculated as follows:

1. Determine the Bill Date, Completion Date and Post Date for any order that has an OCN number regardless of order type.
2. Calculate the Bill Date minus one month by subtracting one month from the Bill Date.
3. Determine the Bill Render Date by using the Bill Date to look up the Bill Render Date on the Bill Period Calendar.
4. Compare the Completion Date, Bill Date, Bill Date Minus one month, Bill Render Date and Post Date of the service order to determine if order is on-time or late:
   - If the Completion Date of the service order is prior to the Bill Date minus one month, then the order is Late.
   - Compare the Post Date to the Bill Render Date. If the Post Date is earlier than or equal to the Bill Render Date and the Completion Date of the service order is equal to or greater than the Bill Date minus one month, then the order is on-time.
   - In all other cases, the order is Late.

The Billing Completeness Measure for each month is based on all orders that Post within that given month. The denominator of the measure is all orders with a month. The numerator is the total number of on-time orders for that same month. The Billing Completeness Measure calculation is completed for CLEC, for all Retail service orders. The CLEC orders for both CRIS and CABS are defined as all service orders that include the CLEC AECN or OCN FID. The Retail orders are all CRIS orders that do not include an AECN.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(Count of on-time service orders included in current applicable bill period ÷ total service orders in current applicable billing period) *100	Reported for CLEC and QWEST or QWEST affiliates.
Measurement Type:	
Low per occurrence	
Benchmark:	
Parity with QWEST Retail	

27. Measurement	
Service Order Posting	
Definition:	
Number of Days for Service Order Posting at the 85, 90, and 95 Percentiles	
Exclusions:	
• Access Service Orders billed through CABS • Interconnection Trunk Orders	
Business Rules:	
This measure includes all service order and retrieval system orders and is created from the Posted Service Order Database (PSOD). This measurement will determine the number days to post a service order to CRIS or CABS billing system at the 85, 90 and 95 percentiles and the percentage of that posts within 5 business days. This measurement would include all service order and retrieval system orders produced as a result of an LSR request (i.e., C, N, and D wholesale orders). The base for this measure is the total number of service order and retrieval system service orders that post in a given month.	
Levels of Disaggregation:	
• CABS • CRIS	
Calculation:	**Report Structure:**
85, 90 and 95 Percentile and the percentage of orders that posts within 5 business days	Reported by CLEC and all CLECs
Liquidated Damages:	
Diagnostic	
Benchmark:	
TBD	

28. Measurement	
Billing Timeliness (Wholesale Bill)	
Definition:	
Billing Timeliness measures the length of time from the billing date to the time it is sent or transmitted (made available) to CLEC.	
Exclusions:	
• Excludes Weekends and Holidays. • Excludes test transmissions.	
Business Rules:	
The transmission date is used to gather the data for the reporting period. The measure counts the number of workdays between the bill day and transmission date for each bill.	
Levels of Disaggregation:	
• Interface • Application	
Calculation:	**Report Structure:**
(Count of bills transmitted on time ÷ total number of bills released) * 100	Reported for CLEC, all CLECs and Qwest affiliate where applicable.
Liquidated Damages:	
Low per measure.	
Benchmark:	
95% within 6th workday	

29. Measurement	
Daily Usage Feed Timeliness	
Definition:	
Usage information is sent to CLEC on a daily basis. This usage data must be sent to CLEC within 6 work days in order to be considered timely.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
The measure uses the actual EMI usage records that are sent to CLEC. Data date is the recording date of the usage and is part of the EMI usage record. Cycle date is the day the Daily Usage file is sent to CLEC. Cycle date is found on the pack header record of the Daily Usage file.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of usage feeds transmitted on time ÷ total number of usage feeds) * 100	Reported for CLEC.
Liquidated Damages:	
None	
Benchmark:	
95% within 6th workday Critical z-value does not apply.	

Miscellaneous Administrative

30. Measurement	
Local Service Center (LSC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Service Center (LSC) within 20 seconds.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a QWEST representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the QWEST call management system queue until the CLEC customer call is transferred to QWEST personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. Hours of operation are 8:00 a.m. to 5:30 p.m. Monday through Friday.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total number of calls answered by the LSC within a specified period of time ÷ Total number of calls answered by the LSC	Reported for all calls to the LSC by operational separation and QWEST.
Liquidated Damages:	
High per measure.	
Benchmark:	
Parity with QWEST RSC / BSC	

31. Measurement	
Percent Busy in the Local Service Center (LSC)	
Definition:	
Percent of calls which are unable to reach the Local Service Center (LSC) due to a busy condition in the (automatic call distribution system) ACD.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
Blocked calls are those which are unable to reach the Local Service Center (LSC) due to a busy condition in the ACD.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Count of blocked calls ÷ total calls offered) * 100	Reported for all CLECs and QWEST.
Liquidated Damages:	
Low per measure.	
Benchmark:	
Parity with QWEST RSC / BSC	

32. Measurement	
Local Operations Center (LOC) Grade Of Service (GOS)	
Definition:	
Percent of calls answered by the Local Operations Center (LOC) within 20 seconds.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when the QWEST representative answers the call. The speed of answer is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the QWEST call management system queue until the CLEC customer call is transferred to QWEST personnel assigned to handling CLEC calls for assistance. Data is accumulated from 12:00 a.m. on the first calendar day to 11:59 p.m. on the last calendar day of the month for the reporting period. The Measure includes calls to the LOC related to provisioning activities, e.g., coordinated conversions, as well as maintenance activities.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total number of calls answered by the LOC within 20 seconds ÷ total number of calls answered by the LOC	Reported for all calls to the LOC by operational separation and QWEST Retail (Repair Bureau).
Liquidated Damages:	
High per measure.	
Benchmark:	
Parity with QWEST CSB	

33. Measurement	
Percent Busy in the Local Operations Center (LOC)	
Definition:	
Percent of calls which are unable to reach the Local Operations Center (LOC) due to a busy condition in the ACD.	
Exclusions:	
None	
Business Rules:	
Blocked calls are those, which are unable to reach the LSC due to a busy condition in the ACD.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Count of blocked calls ÷ total calls offered) * 100	Reported for all CLECs and QWEST.
Liquidated Damages:	
Low per measure.	
Benchmark:	
Parity with QWEST CSB	

RESALE POTS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY QWEST

Provisioning

34. Measurement
Mean Installation Interval
Definition:
Average business days from application date to completion date.
Exclusions:
• Excludes customer-caused misses. • Field Work orders – excludes customer requested due dates greater than 5 business days. • No Field Work orders – excluded if order applied for before 3:00 p.m.; and the due date requested is not same day; and if order applied for after 3:00 p.m.; and the due date requested is beyond the next business day. • Excludes all orders except N, T, and C orders. • Excludes Weekends and Holidays. • Excludes expedites for which the CLEC pays.
Business Rules:
The clock starts on the Application Date, which is the day that QWEST receives a correct Service Order. The clock stops on the Completion Date, which is the day that QWEST personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date). Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then [(Completion – Next Business Day) + 1]. UNE Combos are reported at order level.
Levels of Disaggregation:
POTS • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo • Field Work (FW) • No Field Work (NFW)

Calculation:	Report Structure:
[Σ(completion date – application date)]/(Total number of orders completed)	Reported for CLEC and QWEST.
Liquidated Damages:	
High per occurrence	
Benchmark:	
Resale POTS parity between Field Work compared to QWEST Field Work (N, T, C order types) and No Field Work compared to QWEST Retail No Field Work (N, T, C order types). UNE Combo Parity between Field Work compared to QWEST Field Work (N, T, C order types) and No Field Work compared to QWEST Retail No Field Work. (N, T, C order types).	

35. Measurement

Percent POTS/UNE/P Installations Completed Within the Customer Requested Due Date

Definition:

Measure of orders completed within the customer requested due date when that date is greater than or equal to the offered interval or if expedited (accepted or not accepted), the date agreed to by QWEST.

Exclusions:

- Excludes customer caused misses.
- Excludes all orders except N, T, and C orders
- Excludes Weekends and Holidays

Business Rules:

The clock starts on the Application Date, which is the date that QWEST receives a correct Service Order. The clock stops on the Completion Date which is the day that QWEST personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 p.m. and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 p.m. and Application Date = Distribution Date and Due Date is one business day after Application Date.) If order is Same Day Due then (Completion - Application Date), if the order is Next Day Due, then (Completion - Application Date), if the order is Next Day Due, then [(Completion - Next Business Day) + 1]. UNE Combos are reported at order level.

Due dated for Field Work orders are determined by the offered interval on the due date board at the time that the order is distributed, unless an expedite has been accepted by QWEST. If CLEC submits an expedite which is not accepted or the LSR contains an invalid due date, the QWEST agreed to due date will be substituted for the customer requested due date and included in this measure.

Due dated for No Field Work orders will be the due date requested on the LSR, except that, for a No Field Work Order submitted after 3:00 p.m.; and the due date requested is the same business day, the due date will be the next business day, unless an expedite has been accepted by QWEST.

Qwest will provide a diagnostic measure as to how often due date on FOC changes from request. This will be in the form of a monthly report of the percentage of CLEC requested due dates which are confirmed by FOC, reported separately for resale and for UNE-P if technically feasible. (including/disaggregated by both Field Work and No Field Work orders)>

Levels of Disaggregation:	
POTS • Field Work (FW) • No Field Work (NFW) • Business class of service • Residence class of service UNE Combo • Field Work (FW) • No Field Work (NFW)	
Calculation:	**Report Structure:**
(Count of orders installed within the requested interval / total number of orders not subject to exclusions)* 100	Reported by CLEC, all CLECs and QWEST affiliates.
Liquidated Damages:	
None	
Benchmark:	
Resale POTS parity between Field Work compared to QWEST Field Work (N, T, C order types) and No Field Work compared to QWEST Retail No Field Work (N, T, C order types). UNE Combination Parity between Field Work compared to QWEST Field Work (N, T, C order types) and No Field Work compared to QWEST No Field Work. (N, T, C order types)	

36. Measurement

Percent QWEST Caused Missed Due Dates

Definition:

Percent of N, T, and C orders where installation was not completed by the due date as a result of a QWEST caused missed due date.

Exclusions:

Excludes orders that are not N, T, or C.

Business Rules:

The due date is the negotiated date by the customer and the QWEST representative for service activation. For CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that QWEST personnel complete the service order activity. UNE Combos are reported at order level. This measure includes in both the numerator and the denominator the number of orders cancelled after a QWEST-caused missed due date.

Levels of Disaggregation:

POTS

- Field Work (FW)
  - No Field Work (NFW)
  - Business class of service
  - Residence class of service

UNE Combo

- Field Work (FW)
- No Field Work (NFW)

Calculation:	Report Structure:
(Count of N, T, C orders not completed by the due date or cancelled after the due date as a result of a QWEST caused missed due date ÷ total number of orders plus total cancels after the due date as a result of QWEST caused missed due dates) * 100	Reported for CLEC, all CLECs and QWEST.

Liquidated Damages:

High per occurrence

Benchmark:

Resale POTS parity between Field Work compared to QWEST Field Work (N, T, and C order types) and No Field Work compared to QWEST Retail No Field Work (N, T, and C order types). UNE Combo Parity between Field Work compared to QWEST Field Work (N, T, and C order types) and No Field Work compared to QWEST Retail No Field Work. (N, T, and C order types).

37. Measurement
Percent Company Missed Due Dates Due To Lack Of Facilities
Definition:
Percent N, T, and C orders with missed committed due dates due to lack of facilities.
Exclusions:
Excludes orders that are not N, T, or C.
Business Rules:
The due date is the customer requested due date when that due date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by Qwest which is the due date reflected on the FOC. The Completion Date is the day that QWEST personnel complete the service order activity. UNE Combos are reported at order level. The lack of facilities is selected based on the missed reason code.
Levels of Disaggregation:
POTS • Business class of service • Residence class of service POTS / UNE Combo • > 30 calendar days • > 90 calendar days

Calculation:	Report Structure:
(Count of orders with missed due dates due to lack of facilities ÷ total orders completed) * 100 (Calculated monthly based on posted)	Reported for CLEC and QWEST Retail for POTS.

Liquidated Damages:
None.
Benchmark:
Resale POTS parity compared to QWEST (N, T, and C order types). UNE Combo Parity compared to QWEST (N, T, and C order types).

38. Measurement

Average Delay Days For Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on company missed orders due to lack of facilities.

Exclusions:

- Excludes orders that are not N, T, or C.
- Excludes No Field Work (NFW).

Business Rules:

The Due Date is the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by QWEST which is the due date reflected on the FOC. The Completion Date is the day that QWEST personnel complete the service order activity.

UNE Combinations are reported by the order which completes the service activity. The lack of facilities is based on the missed reason code.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE Combination - None

Calculation:	Report Structure:
Σ(Completion date – due date) ÷ (total # of completed orders with a QWEST caused missed due date due to lack of facilities)	Reported for CLEC, all CLECs and QWEST.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Resale POTS parity between compared to QWEST (N, T, and C order types). UNE Combinations Parity between compared to QWEST (N, T, and C order types).

39. Measurement

Average Delay Days For QWEST Caused Missed Due Dates.

Definition:

Average calendar days from due date to completion date on company missed orders.

Exclusions:

- Excludes orders that are not N, T, or C.
- Excludes company-delayed orders as a result of lack of facilities.

Business Rules:

The Due Date is the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by QWEST which is the due date reflected on the FOC. The Completion Date is the day that QWEST personnel complete the service order activity.. Combos are reported at the order level.

Levels of Disaggregation:

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE Combo –

- Field Work (FW)
- No Field Work (NFW)

Calculation:	Report Structure:
Σ(Completion date – due date) ÷ (total # of completed orders with a QWEST caused missed due date)	Reported for CLEC, all CLECs and QWEST.

Liquidated Damages:

Medium per occurrence

Benchmark:

Resale POTS parity between Field Work compared to QWEST Field Work (N, T, and C order types) and No Field Work compared to QWEST Retail No Field Work (N, T, and C order types). UNE Combo Parity between Field Work compared to QWEST Field Work (N, T, and C order types) and No Field Work compared to QWEST Retail No Field Work (N, T, and C order types).

40. Measurement

Percent POTS/UNE-P Trouble Report Within 10 Days (I-10) of Installation

Definition:

Percent of N, T, C orders that receive an electronic or manual trouble report on or within 10 calendar days of service order completion.

Exclusions:

- Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Excludes disposition codes indicative of customer requests for instructions/information.
- Excludes reports caused by customer provided equipment (CPE) or wiring.
- Excludes trouble report received on the due date before service order completion.

Business Rules:

Includes reports received the day after QWEST personnel complete the service order through 10 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 10 days of service order completion. These will be reported the month that they are closed. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.

Levels of Disaggregation:

N, T and C Orders

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE Combo

- Field Work (FW)
- No Field Work (NFW)

Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports on or within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC and QWEST.

Liquidated Damages:

High per occurrence

Benchmark:

Resale POTS parity between Field Work compared to QWEST Field Work (N, T, and C order types) and No Field Work compared to QWEST Retail No Field Work (N, T, and C order types). UNE Combo Parity between Field Work compared to QWEST Field Work (N, T, and C order types) and No Field Work compared to QWEST Retail No Field Work (N, T, and C order types).

41. Measurement	
Percent UNE-P Trouble Reports On the Completion Date	
Definition:	
Percent of C orders for UNE-P conversions that receive an electronic or manual trouble report on the day of completion.	
Exclusions:	
• Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number. • Excludes disposition codes indicative of customer request for instructions/information. • Excludes reports caused by customer provided equipment (CPE) or wiring.	
Business Rules:	
Includes reports received on the day of completion for UNE-P conversion orders. The denominator for this measure is the total count of UNE-P orders posted within the reporting month. The numerator is the number of trouble reports received at any time on the day of completion. These will be reported the month that the trouble report is closed	
Levels of Disaggregation:	
• UNE –P No Field Work (NFW)	
Calculation:	**Report Structure:**
(Count of initial electronic or manual trouble reports on or within 10 calendar days of service order completion ÷ total # of orders) * 100	Reported for POTS Resale by CLEC, total CLECs and QWEST.
Liquidated Damages:	
None	
Benchmark:	
Diagnostic. The results of this measurement are included in PM 40. Damages and assessments will be paid based on the PM 40 results.	

42. Measurement

Percent No Access (Service Orders With No Access)

Definition:

Percent of Field Work (FW) orders with a status of "No Access."

Exclusions:

- Excludes customer caused misses. (SL – customer requests later date, SO – other customer reasons, SR – customer not ready see schedule 1 for list).
- Excludes all orders that are not N, T, or C.
- No Field Work.

Business Rules:

QWEST personnel set the "No Access" flag when access cannot be obtained to the customer's premises.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE Combination - None

Calculation:	Report Structure:
Count of orders that are No Access ÷ Total Field Work orders	Reported for CLEC, total CLECs and QWEST.

Liquidated Damages:

None

Benchmark:

Resale POTS parity between Field Work compared to QWEST Field Work (N, T, and C order types). UNE Combination Parity between Field Work compared to QWEST Field Work (N, T, and C order types). .

Maintenance

43. Measurement	
Trouble Report Rate	
Definition:	
The number of electronic or manual customer trouble reports per 100 lines.	
Exclusions:	
• Excludes reports caused by customer provided equipment (CPE) or wiring. • Excludes disposition codes indicative of customer requests for instructions/information.	
Business Rules:	
CLEC and QWEST repair reports are entered into and tracked via QWEST installation and provisioning OSS (i.e. WFA). They are downloaded nightly into QWEST maintenance OSS (i.e. LMOS). Reports are counted in the month they post to QWEST maintenance OSS (i.e. LMOS).	
Levels of Disaggregation:	
POTS • Business class of service • Residence class of service UNE Combo - None	
Calculation:	**Report Structure:**
[Total number of customer trouble reports ÷ (total lines ÷100)]	Reported for POTS Resale trouble reports by CLEC and QWEST.
Liquidated Damages:	
None.	
Benchmark:	
POTS – Parity with QWEST Retail. UNE Combo – Parity with QWEST Business and Residence combined.	

44. Measurement

Trouble Report Rate net of installation and repeat reports

Definition:

The number of electronic or manual customer trouble reports per 100 lines.

Exclusions:

- Excludes reports caused by customer provided equipment (CPE) or wiring.
- Excludes all disposition "codes indicative of customer request for instructions/information.
- Excludes trouble reports included in PM 38.
- Excludes trouble reports included in PM 48.

Business Rules:

CLEC and QWEST repair reports are entered into and tracked via QWEST installation and provisioning OSS (i.e.WFA). They are downloaded nightly into QWEST maintenance OSS (i.e. LMOS). Reports are counted in the month they post to QWEST maintenance OSS (i.e.LMOS).

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE Combination - None

Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines ÷100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and QWEST.

Liquidated Damages:

High per Occurrence

Benchmark:

POTS – Parity with QWEST Retail.
UNE Combination – Parity with QWEST Business and Residence combined.

45. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
• Excludes disposition codes indicative of customer requests for instructions/information.	
Business Rules:	
The negotiated commitment date and time is established when the repair report is received. The cleared time is the date and time that QWEST personnel clear the repair activity and complete the trouble report. If this is after the commitment time, the report is flagged as a "Missed Commitment."	
Levels of Disaggregation:	
POTS • Business class of service • Residence class of service • Dispatch • No Dispatch UNE Combo • Dispatch • No Dispatch	
Calculation:	**Report Structure:**
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC and QWEST.
Liquidated Damages:	
High per occurrence.	
Benchmark:	
POTS – Parity with QWEST Retail. UNE Combo – Parity with QWEST Business and Residence combined.	

46. Measurement

Mean Time to Restore

Definition:

Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.

Exclusions:

- Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Excludes disposition codes indicative of customer requests for instructions/information.

Business Rules:

The clock starts on the date and time QWEST receives a trouble report. The clock stops on the date and time that QWEST personnel clear the repair activity and complete the trouble report in QWEST installation and provisioning OSS (i.e. WFA).

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Dispatch
- No Dispatch
- Affecting Service
- Out of Service

UNE Combo

- Dispatch
- No Dispatch
- Affecting Service
- Out of Service

Calculation:	Report Structure:
Σ[(Date and time QWEST clears ticket with CLEC) - (Date and time ticket received)] ÷ Total customer trouble reports	Reported for POTS Resale trouble reports by CLEC and QWEST.

Liquidated Damages:

High per occurrence.

Benchmark:

POTS – Parity with QWEST Retail.
UNE Combo – Parity with QWEST Business and Residence combined.

47. Measurement

Percent Out Of Service (OOS) < 24 Hours

Definition:

Percent of OOS trouble reports cleared in less than 24 hours.

Exclusions:

- Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Excludes disposition code indicative of customer request for instructions/information.
- Excludes reports marked as "No Access" to customer premises.
- Excludes Affecting Service reports.

Business Rules:

Customer trouble reports are cleared within 24 hours when:

- The customer report is received Monday through Friday cleared within 24 hours.
- The customer report is received Saturday and cleared within 48 hours.
- The customer report is received Sunday and cleared before midnight Monday.
- Holidays are excluded.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE Combination - None

Calculation:	Report Structure:
(Count of OOS trouble reports < 24 hours ÷ total number of OOS trouble reports) * 100	Reported by CLEC, all CLECs and QWEST.

Liquidated Damages:

Medium per Occurrence

Benchmark:

POTS – Parity with QWEST Retail.
UNE Combination – Parity with QWEST Business and Residence combined.

48. Measurement

Percent Repeat Reports

Definition:

Percent of customer trouble reports received within 10 calendar days of a previous customer report.

Exclusions:

- Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open.
- Excludes disposition codes indicative of customer requests for instructions/information.
- Excludes reports caused by customer provided equipment (CPE) or wiring.

Business Rules:

Includes customer trouble reports received within 10 calendar days of an original customer report. When the second report is received in 10 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE Combo - None

Calculation:	Report Structure:
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within 10 calendar days of a previous customer report ÷ total customer trouble reports not caused by CPE or wiring and excluding subsequent reports) * 100	Reported by CLEC and QWEST.

Liquidated Damages:

High per occurrence.

Benchmark:

POTS – Parity with QWEST Retail.
UNE Combo – Parity with QWEST Business and Residence combined.

RESALE SPECIALS AND UNE LOOP AND PORT COMBINATIONS COMBINED BY QWEST (EXCLUDES "ACCESS" ORDERS)

Provisioning

49. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N, T, and C orders by item or circuit.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes circuits that have a customer requested Due Date greater than 20 business days. • Excludes Weekends and Holidays. • Excludes Customer Caused Misses • Excludes expedited for which the customer paid.	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that QWEST personnel complete the service order activity by circuit. The base of items is out of QWEST installation and provisioning OSS (i.e. WFA) and it is reported at an item or circuit level.	
Levels of Disaggregation:	
• Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN, and any other services available for resale. • UNE Loop and Port - ISDN and other combinations.	
Calculation:	**Report Structure:**
[Σ(completion date - application date)] ÷ (Total number of circuits completed)	Reported for CLEC and QWEST.
Liquidated Damages:	
High per occurrence.	
Benchmark:	
Parity with QWEST Retail.	

50. Measurement	
Percent (Specials) Installations Completed Within The Customer Requested Due Date	
Definition:	
Measure of circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by QWEST.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes Weekends and Holidays. • Excludes Customer Caused Misses • Excludes circuits requested for less than the standard offered interval	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that QWEST personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure is reported at a circuit level.	
Levels of Disaggregation:	
• Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, DSL and any other services available for resale. • UNE Loop and Port - ISDN and other combinations	
Calculation:	**Report Structure:**
(Count of circuits installed within the customer requested due date ÷ total circuits) * 100	Reported for CLEC, all CLECs and QWEST.
Liquidated Damages:	
None	
Benchmark:	
Parity with QWEST Retail.	

51. Measurement	
Percent QWEST Caused Missed Due Dates	
Definition:	
Percentage of N, T, and C orders by circuit where installations were not completed by the due date.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C.	
Business Rules:	
The Due Date is the negotiated date that is returned on the FOC by QWEST for service activation. The Completion Date is the day that QWEST personnel complete the service order activity. The source is QWEST installation and provisioning OSS (i.e. WFA) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
UNEs contained in the UNE price Schedule, and/or agreed to by parties.	
Calculation:	**Report Structure:**
(Count of circuits with missed due dates excluding customer caused misses ÷ total number of circuits) * 100	Reported for CLEC and QWEST.
Liquidated Damages:	
High per occurrence.	
Benchmark:	
Parity with QWEST Retail.	

52. Measurement

Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation

Definition:

Percent of N, T, and C orders by circuit that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- UNE and Interconnection Trunks.
- Excludes orders that are not N, T, or C.
- Excludes trouble report received on the due date before service order completion.
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational.

Business Rules:

A trouble report is counted if it is flagged on QWEST installation and provisioning OSS (i.e. WFA) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report and must be a measured report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID… The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 30 days of service order completion and closed within the reporting month

Levels of Disaggregation:

See Measurement No. 49

Calculation:	Report Structure:
[Count of circuits that receive a network customer trouble report within 30 calendar days of service order completion ÷ total circuits (excludes trouble reports received on the due date)]* 100	Reported for CLEC and QWEST.

Liquidated Damages:

High per occurrence.

Benchmark:

Parity with QWEST Retail.

53. Measurement	
Percent Missed Due Dates Due To Lack Of Facilities	
Definition:	
Percentage of N, T, and C orders by circuit with missed committed due dates due to lack of facilities.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C.	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that QWEST personnel complete the service order activity, which stops the clock. The source is QWEST installation and provisioning OSS (i.e. WFA) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID and by selected center names that indicate resale. The lack of facilities is selected based on the missed reason code.	
Levels of Disaggregation:	
• See Measurement No. 45 • Reported for > 30 calendar days & > 90 calendar days.	
Calculation:	**Report Structure:**
(Count of circuits with missed committed due dates due to lack of facilities ÷ total circuits) * 100	Reported for Specials Resale by CLEC and QWEST Retail.
Liquidated Damages:	
None	
Benchmark:	
Parity with QWEST Retail.	

53. Measurement	
Delay Days for Missed Due Dates Due to Lack Of Facilities	
Definition:	
Average calendar days from due date to completion date on company missed circuit orders due to lack of facilities.	
Exclusions:	
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C.	
Business Rules:	
The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID and by selected center names that indicate resale. The lack of facilities is based on the missed reason code.	
Levels of Disaggregation:	
See Measurement No. 49	
Calculation:	**Report Structure:**
Σ(Completion date – Committed circuit due date) ÷ (# of completed circuits with QWEST caused missed due dates due to lack of facilities)	Reported for CLEC, all CLECs and QWEST Retail Specials.
Liquidated Damages:	
None	
Benchmark:	
Parity with Qwest Retail.	

55. Measurement
Delay Days For QWEST Caused Missed Due Dates
Definition:
Average calendar days from due date to completion date on company missed circuit orders.
Exclusions:
• UNE and Interconnection Trunks. • Excludes orders that are not N, T, or C. • Excludes Customer Caused Misses
Business Rules:
The calculation is the difference in calendar days between the completion date and the due date. The source QWEST installation and provisioning OSS (i.e. WFA) and is at an item or circuit level. Specials are selected based on a specific service code off of the circuit ID.
Levels of Disaggregation:
See Measurement No. 49

Calculation:	Report Structure:
Σ(Completion date – committed circuit due date) ÷ (# of posted – circuits with a QWEST caused missed due date)	Reported for CLEC and QWEST Retail Specials.

Liquidated Damages:
Medium per occurrence.
Benchmark:
Parity with QWEST Retail.

Maintenance

Specials are all treated as Out of Service repair reports. There is no classification or disaggregation of Affecting Service.

56. Measurement	
Mean Time To Restore	
Definition:	
Average duration in calendar days of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
• UNE and Interconnection Trunk. • No Access Time. • Delayed Maintenance Time. • Excludes trouble tickers that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational.	
Business Rules:	
The start time is when the customer report is received and the stop time is when the report is closed in QWEST installation and provisioning OSS (i.e. WFA). Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
• Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN, and any other services available for resale. • Dispatch In • Dispatch Out	
Calculation:	**Report Structure:**
Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC and QWEST.
Liquidated Damages:	
High per occurrence.	
Benchmark:	
Parity with QWEST Retail.	

57. Measurement	
Percent Repeat Reports	
Definition:	
Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
• UNE and Interconnection Trunk • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational.	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
• Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN, and any other services available for resale • Dispatch In • Dispatch Out	
Calculation:	**Report Structure:**
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC and QWEST.
Liquidated Damages:	
High per occurrence.	
Benchmark:	
Parity with QWEST Retail.	

58. Measurement	
Trouble Report Rate	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
• UNE and Interconnection Trunks • Excludes trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational.	
Business Rules:	
CLEC and QWEST repair reports are entered into and tracked via QWEST installation and provisioning OSS (i.e. WFA). Reports are counted in the month they post.	
Levels of Disaggregation:	
• Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN, and any other services available for resale • Dispatch In • Dispatch Out	
Calculation:	**Report Structure:**
[Count of network trouble reports ÷ (Total Resold circuits ÷100)]	Reported for CLEC and QWEST.
Liquidated Damages:	
Low per occurrence.	
Benchmark:	
Parity with QWEST Retail.	

UNBUNDLED NETWORK ELEMENTS (UNES)

A. Provisioning

59. Measurement	
Average Installation Interval	
Definition:	
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than "X" business days as set out in benchmark measures below.. • Excludes customer caused misses. • Excludes Weekends and Holidays. • Excludes circuits in PM 61 • Excludes expedites for which the CLEC pays an expedite charge. • Excludes xDSL loops in PM 60	
Business Rules:	
The Application Date is the day that the customer initiated the service request. The Completion Date is the day that QWEST personnel complete the service order activity. The base of items is out of QWEST installation and provisioning OSS (i.e. WFA) and it is reported at an order level to account for different measurement standards based on the number of circuits per order. (except 8.0dB loops at an order level.)	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and/or agreed to by parties.	
Calculation:	**Report Structure:**
[Σ(completion date - application date)] ÷ (Total number of orders completed)	Reported for CLEC.
Liquidated Damages:	
None	

Benchmark:

The standard offered interval is defined in business days as follows:

- **Switch Ports – Analog Port – 3 Days**
  - Switch Ports – BRI Port (1-50) - 3 Days
  - Switch Ports – BRI Port (50+) – 5 Days
  - Switch Ports – PRI Port (1-20) – 5 Days
  - Switch Ports – PRI Port (20+) – 10 Days
  - DS1 Trunk Port (1 to 10) – 3 Days
  - DS1 Trunk Port (11 to 20) – 5 Days
  - DS1 Trunk Port (20+) – ICB
  - Dark Fiber (1 to 10) – 5 Days
  - Dark Fiber (11 to 20) – 7 Days
  - Dark Fiber (20+) – 10 Days
  - Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
  - Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
  - Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – Negotiate
  - BRI Loop (1 to 10) - 4 Days
  - BRI Loop (11 to 20)– 10 Days
  - BRI Loop (20+) – Negotiate
  - 8.0 dB Loops (1 to 10) – 3
  - 8.0 dB Loops (11 to 20) – 7
  - 8.0 dB Loops (20+) – 10
  - 5.0 dB Loops (1 to 10) – 3
  - 5.0 dB Loops (11 to 20) – 7
  - 5.0 dB Loops (20+) – 10
  - INP (1-10 Numbers) – 3 days
  - INP (11-20 Numbers) – 7 days
  - INP (> 20 Numbers) – 10 days

60. Measurement

Average Installation Interval - DSL

Definition:

Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval.

Exclusions:

- Exclude orders that are not N, T, or C.
- Excludes customer requested due dates greater than the offered interval
- Excludes customer caused misses.
- Excludes Weekends and Holidays.
- Excludes expedites (less than 3 days)
- Excludes rejects for non-conformance as to PSD masks if, and only if, the CLEC request such qualification on the LSR.

Business Rules:

The Application Date is the day that the customer authorizes QWEST to provision the DSL based on the loop qualification. If the CLEC uses the "one-step" process (combined loop qualification request and LSR), and the loop qualification determines that the existing loop, in its current condition, meets the CLEC's specifications, QWEST will initiate the service order when the loop qualification is returned from QWEST engineering and this date will be the application date. If the loop in its current condition does not meet the CLEC's specifications, QWEST will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying QWEST of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, QWEST will issue the order and the application date will be the date that QWEST receives the supplement. If the CLEC uses the "two-step" process (loop qualification performed on a pre-order basis) or waives the loop qualification for a loop that pre-qualifies as "green," QWEST will issue the order upon receipt of a valid LSR and the Application Date will be the date that QWEST receives the valid LSR. The Completion Date is the day that QWEST personnel complete the service order activity. If the CLEC has requested that Cooperative Acceptance Testing be performed on the loop, the Completion Date is the day that successful Cooperative Acceptance Testing is completed. This is reported at a circuit level.

NOTE: For all of the above scenarios, the CLEC's specifications for the loop will be considered met under the following circumstances:

- If the CLEC has specified "AS IS" on the initial LSR, the loop meets the CLEC's specifications if the loop qualification does not show that the end user's address is served exclusively by Digital Loop Carrier ("DLC").
- If the CLEC has pre-authorized conditioning on the initial LSR, the loop meets the CLEC's specifications if the loop qualification does not show that the end user's address is served exclusively by DLC. Any load coils, repeaters and/or bridged/end tap greater than or equal to 2.5 kft, revealed on the loop qualification will be removed per the requirements of the SPEC code. If the CLEC pre-authorizes conditioning, CLEC will not have to provide an additional LSR requesting provision of the loop.

Levels of Disaggregation:

- Loops requiring no conditioning with Line Sharing
- Loops requiring conditioning with Line Sharing
- Loops requiring no conditioning with no Line-Sharing
- Loops requiring conditioning with no Line-Sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
[Σ(completion date - application date)] ÷ (Total number of orders completed)	Reported for CLEC, all CLECs QWEST and QWEST affiliates.

Liquidated Damages:

High per occurrence.

Benchmark:

- Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies.
- Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies.
- Loops with line sharing – Parity

61. Measurement

Average Installation Interval for Loop With LNP

Definition:

Average business days from the receipt of an accurate LSR to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than "X" business days. The "X" business days is determined based on quantity of UNE loops ordered and the associated standard interval.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.
- Excludes customer requested due dates greater than "X" business days. X is defined as follows:
  Loop with LNP (1-10) – 4 business days
  Loop with LNP (11-20) – 8 business days
  Loop with LNP (>20) – 11 business days
- Excludes customer caused misses.
- Excludes Weekends and Holidays.
- NPAC caused delays unless caused by QWEST.

Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that QWEST personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3-day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4-day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

Levels of Disaggregation:	
• CHC Loop with LNP (1-10) Loop with LNP (11-20) Loop with LNP (>20) • FDT Loop with LNP (1-10) Loop with LNP (11-20) Loop with LNP (>20)	
Calculation:	**Report Structure:**
[Σ(completion date - application date)] ÷ (Total number of orders completed)	Reported for CLEC.
Liquidated Damages:	
None	
Benchmark:	
Diagnostic	

62. Measurement	
Percent xDSL-capable loop orders requiring the removal of load coils and or repeaters.	
Definition:	
The percentage of all xDSL-capable loops, greater than 12,000 feet (based on designed loop makeup information), ordered that require the removal of load coils or repeaters to provision xDSL services.	
Exclusions:	
Loops under 12,000 feet	
Business Rules:	
The percentage of all orders for xDSL-capable loops where the removal of load coils or repeaters has been requested by CLEC.	
Levels of Disaggregation:	
• Loops between 12,000 feet and 17,500 feet • Loops over 17,500 feet	
Calculation:	**Report Structure:**
[Σ(number of xDSL-capable loops requesting the removal of load coils or repeaters] ÷ (Total number of orders for xDSL-capable loops UNEs completed)	Reported for CLEC, QWEST, QWEST DSL Affiliate, and all CLECs.
Liquidated Damages:	
None	
Benchmark:	
Diagnostic only.	

63. Measurement

Percent (UNEs) Installations Completed Within The Customer Requested Due Date

Definition:

Measure of circuits completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by QWEST.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Exclude orders that are not N, T, or C.
- Excludes customer caused misses.
- Excludes Weekends and Holidays
- Excludes circuits captured in PM 64 (LNP With Loop)

Business Rules:

The Application Date is the day that the customer initiated the service request. The Completion Date is the day that QWEST personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure includes expedites agreed to by QWEST. This measure is reported at a circuit level.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line Sharing
- DSL loops with no line sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
Count of circuits installed within the customer requested due date ÷ total circuits) * 100	Reported for CLEC, all CLECs, and QWEST for parity measures affiliate as appropriate.

Liquidated Damages:

None

Benchmark:

95% within the customer requested due date. The following standard offered intervals apply:

- 2 Wire Analog and Digital and INP (1-10) – 3 Days
- 2 Wire Analog and Digital and INP (11-20) – 7 Days
- 2 Wire Analog and Digital and INP (20+) – 10 Days
- BRI Loops (1-10) – 4 Days
- BRI Loops (11-20) – 10 Days
- BRI Loops (20+) – Negotiate
- **DS1 loop(includes PRI) (1-10) – 3 Days**
- **DS1 loop(includes PRI) (11-20) – 7 Days**
- **DS1 loop(includes PRI) (20+) – 10 Days**
- **Switch Ports – Analog Port – 2 Days**
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) – 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 Days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 Days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB
- DSL with no Line Sharing – Non Conditioned – 5 Days
- DSL with no Line Sharing – Conditioned – 10 Days

Parity with QWEST or QWEST affiliate

- DSL with Line Sharing

90% within the customer requested due date. The following standard offered intervals apply:

- INP (1-10 Numbers) – 3 days
- INP (11-20 Numbers) – 7 days
- INP (> 20 Numbers) – 10 days

64. Measurement

Percent Installations Completed Within the Customer Requested Due Date for LNP With Loop

Definition:

Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by QWEST.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Exclude orders that are not N, T, or C.
- Excludes customer caused misses.
- NPAC caused delays unless caused by QWEST.

Business Rules:

See Measurement No. 61

Levels of Disaggregation:

- Aggregate
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)
- CHC – Diagnostic
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)
- FDT – Diagnostic
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)

Calculation:	Report Structure:
Count of N, T, C orders installed within customer requested due date ÷ total N, T, C orders excluding those requested earlier than the standard offered interval) * 100	Reported for CLEC and all CLECs.

Liquidated Damages:

High per occurrence.

Benchmark:

95% within the customer requested due date for aggregate only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.

65 . Measurement	
Percent QWEST Caused Missed Due Dates	
Definition:	
Percentage of UNEs (8db loops are measured at an order level) where installations are not completed by the negotiated due date.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Exclude orders that are not N, T, or C. • Excludes customer caused misses.	
Business Rules:	
The Due Date starts the clock. The Completion Date is the day that QWEST personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail. This measure includes in both the numerator and the denominator the number of orders cancelled after QWEST-caused missed due date.	
Levels of Disaggregation:	
• UNEs contained in the UNE price schedule, and/or agreed to by parties including INP only. • DSL loops with line sharing • DSL loops with no line sharing • Broadband service (Note: Additional disaggregations may be required as necessary in the future.).	
Calculation:	**Report Structure:**
Count of UNEs (8dB loops are measured at an order level)with missed due dates excluding customer caused misses ÷ total number of UNEs (total orders for 8db loops) *100	Reported for CLEC.
Liquidated Damages:	
High per occurrence.	

Benchmark:	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW)
1a.8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with QWEST VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	Parity with ASI –Benchmark:
14. DSL Loops – Non-Line Sharing	5%, (No critical z-value applies)

66. Measurement

Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation

Definition:

Percentage of UNEs that receive a network customer trouble report within 30 calendar days of service order completion.

Exclusions:

- Specials and Interconnection Trunks.
-
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes trouble report received on the due date before service order completion.
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access - BRI
- Excludes orders that are not N, T, or C.
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 115
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

A trouble report is counted if it is received within 30 calendar days of a service order completion. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 30 calendar days of service order completion that were closed during the reporting month.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line Sharing
- DSL loops with no line sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
(Count of UNEs that receive a customer trouble report within 30 calendar days of service order completion ÷ total UNEs) * 100	Reported for CLEC, all CLECs, QWEST or its affiliates..
Liquidated Damages:	
High per occurrence.	
Benchmark:	
See following:	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with QWEST VGPL
3. BRI Loop with Test Access	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing
DSL Loops – No Line Sharing	6.0% (No Critical z-value applies)

67. Measurement

Percent Missed Due Dates Due To Lack Of Facilities

Definition:

Percentage of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.

Business Rules:

Any completion date that is greater than the due date with a QWEST lack of facilities missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

UNEs contained in the UNE price schedule, and/or agreed to by parties.

- DSL loops with line Sharing
- DSL loops with no line sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
Count of UNEs (8db loops are measured at an order level) with missed committed due dates due to lack of facilities ÷ total UNEs (total orders for 8db loops) * 100	Reported by CLEC. Reported for > 30 calendar days & > 90 calendar days.

Liquidated Damages:

None

Benchmark:

Diagnostic

68. Measurement

Average Delay Days for Missed Due Dates Due To Lack Of Facilities

Definition:

Average calendar days from due date to completion date on company missed UNEs (8db loops are measured at an order level) orders due to lack of facilities.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.

Business Rules:

The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is at an item or circuit level. UNEs are selected based on a specific service code off of the circuit ID. The lack of facilities is selected based on the missed reason code. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line Sharing
- DSL loops with no line sharing
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
Σ(Completion date – committed UNE (8.db loops are measured at the order level) due date) ÷ (# of completed UNEs (total completed orders for 8db loops) with QWEST caused missed due dates due to lack of facilities)	Reported for CLEC and all CLECs and QWEST or QWEST affiliate for UNEs contained in the UNE price schedule.

Liquidated Damages:

None

Benchmark:

Diagnostic

69. Measurement

Average Delay Days For QWEST Caused Missed Due Dates

Definition:

Average calendar days from the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by QWEST which is the due date reflected on the FOC, to completion date on company missed UNEs (8.0 dB loops are measured at an order level).

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.

Business Rules:

The calculation is the difference in calendar days between the completion date and the FOC due date. The Due Date is the customer requested due date when that date is greater than or equal to the offered interval. If expedited (accepted or not accepted), the Due Date is the date agreed to by QWEST, which is the due date reflected on the FOC. The data is reported at a circuit level. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8.0 dB loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line Sharing
- DSL loops with no line sharing
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
Σ(Completion date – committed UNE (8db loops are measured at the order level) due date) ÷ (# of posted UNEs (total completed orders for 8db loops) with QWEST caused missed due dates)	Reported for CLEC, all CLECs, QWEST or affiliate..

Liquidated Damages:

Medium per occurrence.

Benchmark:	
Parity:	Retail Comparison
1. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW)
1a. 8.0 dB Loop with Test Access and 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW) –
8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW)
2. 5.0 dB Loop with Test Access and 5.0 dB Loop without Test Access	Parity with QWEST VGPL
3. BRI Loop with Test Access	ISDN/BRI
4. ISDN BRI Port	ISDN/BRI
5. DS1 Loop with Test Access	DS1
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B)	DDS
8. Subtending Channel (1D)	DDS
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing
DSL Loops – No Line Sharing	6.5 Days (No Critical z value applies)

70. Measurement

Percent QWEST Caused Missed Due Dates > 30 days

Definition:

Percentage of UNEs (8.0 dB loops are measured at an order level) where installation was completed greater than 30 days following the due date, excluding customer caused misses.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE Combinations captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.
- Excludes customer caused misses.

Business Rules:

The Due Date starts the clock. The Completion Date is the day that QWEST personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8.0dB loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
(Count of UNEs (8.0 dB loops are measured at an order level) completed greater than 30 days following the due date, excluding customer caused misses ÷ total number of total UNEs (total orders for 8.0 dB loops)) * 100	Reported for CLEC, all CLECs, QWEST or affiliates.

Liquidated Damages:

None

Benchmark:

Diagnostic

Maintenance

71. Measurement	
Trouble Report Rate	
Definition:	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes UNE Combos captured in the POTS or Specials measurements. • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational • Excludes loops without test access - BRI • Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office. • Excludes PTRs as defined in PM 115 • Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.	
Business Rules:	
Repair reports are entered into and tracked via QWEST installation and provisioning OSS (i.e. WFA). Reports are counted in the month they post.	
Levels of Disaggregation:	
• See PM 66 • DSL loops with line sharing • DSL loops with no line sharing • Broadband service product (Note : Additional disaggregations may be required as necessary in the future	
Calculation:	**Report Structure:**
[Count of network trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC and QWEST.
Liquidated Damages:	
None.	

Benchmark:
See Measurement No. 66 except for 8db loops – Parity with QWEST POTS Business DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing – 3% (No Critical z applies.) Broadband service product (Note : Additional disaggregations may be required as necessary in the future

72 Measurement

Trouble Report Rate net of installation and repeat reports

Definition:

The number of customer trouble reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks.
-
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access - BRI
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 116
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and xDSL capable loops where acceptance testing is available and not selected by CLEC
- Excludes any trouble reports counted in PM 66 or PM 75.

Business Rules:

Repair reports are tracked by trouble ticket type. Reports are counted in the month they post.

Levels of Disaggregation:

- See PM 66
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
[Count of trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and QWEST and QWEST affiliates.

Liquidated Damages:

High per Occurrence

Benchmark:
See Measurement No. 65 except for 8db loops – Parity with QWEST POTS Business DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing – 3.0% (critical z-value does not apply) Broadband service product (Note : Additional disaggregations may be required as necessary in the future

73. Measurement	
Percent Missed Repair Commitments	
Definition:	
Percentage of trouble reports not cleared by the commitment time for QWEST reasons.	
Exclusions:	
• Specials and Interconnection Trunks. • Excludes all UNE Combos other than 8db loops with test access. • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational.	
Business Rules:	
The commitment time is currently defined as 24 hours for both 8.0dB loops and DSL line sharing. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. (If at such time, the contractual commitment for DSL line sharing changes, this measurement will be changed to reflect the appropriate interval.)	
Levels of Disaggregation:	
• "POTS type" loops (2-Wire Analog 8dB Loop) with test access. • DSL line sharing	
Calculation:	**Report Structure:**
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for CLEC and QWEST or QWEST affiliate.
Liquidated Damages:	
High per occurrence.	
Benchmark:	
Parity with QWEST POTS Business and Residence combined.	

74. Measurement

Mean Time To Restore

Definition:

Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access – BRI
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which the CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes PTRs as defined in PM 112
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

The start time is when the report is received. The stop time is when the report is cleared in QWEST installation and provisioning OSS (i.e. WFA).

Levels of Disaggregation:

- See Measurement No. 66
- DSL loops with line sharing
- DSL loops with no line sharing
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future*?*
- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- Also disaggregated by Dispatch/No Dispatch

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC and QWEST.

Liquidated Damages:

High per occurrence.

Benchmark:
See Measurement No. 66 DSL Loops with Line Sharing - Parity DSL Loops with no Line Sharing - 9.0 hours (critical z-value does not apply) Broadband service products (Note: Additional disaggregations mat be required as necessary in the future)

75. Measurement

Percent Repeat Reports

Definition:

Percentage of network customer trouble reports received within 30 calendar days of a previous customer report.

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE Combos captured in the POTS or Specials measurements.
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes loops without test access – BRI
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap for which CLEC has not authorized conditioning unless coded to the Central Office.
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and xDSL capable loops where acceptance testing is available and not selected by CLEC.

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and/or agreed to by parties.
- DSL loops with line sharing
- DSL loops with no line sharing

Broadband service product (Note : Additional disaggregations may be required as necessary in the future

Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC and QWEST.

Liquidated Damages:
High per occurrence.
Benchmark:
See Measurement No. 66 8db loops – Parity with QWEST POTS Business DSL Loops with Line Sharing – Parity DSL Loops with no Line Sharing – 12.0% (Critical z-value does not apply) Broadband service product (Note : Additional disaggregations may be required as necessary in the future

INTERCONNECTION TRUNKS

76. Measurement:

Percentage of Trunk Blockage

Definition:

Percentage of calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from QWEST end office to CLEC end office and from QWEST tandem to CLEC end office.

Exclusions:

- Excludes Weekends and Holidays
- CLECs have trunks busied-out for maintenance at their end, or have other network problems that are under their control.
- QWEST is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks, e.g. not ready to accept traffic from QWEST on the due date or CLEC has no facilities or equipment at CLEC end.
- CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days (day 0 is the business day the TGSR is emailed/faxed to the CLEC) when a Call Blocking situation is identified by QWEST or in the timeframe specified in the Interconnection Agreement (ICA).
- If CLEC does not take action upon receipt of TGSR within 10 business days (day 0 as described above) when a pre-service of 75% or greater occupancy situation is identified by QWEST for a time frame specified in the ICA.
- If CLEC fails to provide a forecast within the last six months unless a different timeframe is specified in an interconnection agreement.
- For trunks extending from the QWEST tandem to the CLEC end office designated as direct end office trunks, if CLEC's actual trunk usage for a market region, as shown by QWEST from traffic usage studies, is more than 25% above CLEC's most recent forecast for the market region, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.
- For trunks extending from the QWEST end office to the CLEC end office, if CLEC's actual trunk usage for a wire center or end office, as shown by QWEST from traffic usage studies, is more than 25% above CLEC's most recent forecast for the wire center or end office, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement.

The exclusions do not apply if QWEST fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if QWEST refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

Business Rules:	
Twenty days of data consisting of blocked calls and total calls are collected and aggregated each month.	
Levels of Disaggregation:	
• Qwest end office to CLEC end office and QWEST tandem to CLEC end office trunk blockage will be reported separately. • By Market Region.	
Calculation:	Report Structure:
(Count of blocked calls ÷ total calls offered) * 100	Reported for CLEC and QWEST.
Liquidated Damages	
High per measure.	
Benchmark:	
Blocked Calls on Dedicated Trunk Groups not to exceed blocking standard of B.01. (B.01 standard is 1%)	

77. Measurement:	
Trunk Blockage Exclusions	
Definition:	
Number of calls blocked on outgoing traffic from QWEST end office to CLEC end office and from QWEST tandem to CLEC end office that are excluded from the trunk blockage data reported under PM 76.	
Exclusions:	
• None	
Business Rules	
Number of blocked calls and total calls excluded from the monthly blockage data reported under Performance Measurement 70. No penalties or liquidated damages apply. See PM 76 for list of the exclusions.	
Levels of Disaggregation:	
• By Market Region.	
Calculation:	Report Structure:
Count of Excluded blocked calls	Reported for CLEC and all CLECs.
Measurement Type:	
None	
Benchmark:	
Diagnostic	

78. Measurement:	
Common Transport Trunk Blockage	
Definition:	
Percentage of local common transport trunk groups exceeding 2%, 1% blockage.	
Exclusions:	
No data is collected on weekends or holidays.	
Business Rules:	
Common transport trunk groups that reflect blocking in excess of 2% and 1% (if a separate common transport trunk group is established to carry CLEC traffic only) using a time consistent busy hour from the four most recent weeks of data.	
Levels of Disaggregation:	
• Common trunk groups where CLECs share QWEST trunks, and Common trunk groups for CLECs not shared by QWEST. • By Market Region.	
Calculation:	**Report Structure:**
(Number of common transport trunk groups exceeding 2%, 1% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups.
Liquidated Damages	
High per measure.	
Benchmark:	
Parity. QWEST shall compare common trunk groups exceeding 1% blockage, reported for switch based CLECs, be compared to QWEST's dedicated trunk groups designed for B.01 standard for parity compliance.	

79. Measurement	
Distribution Of Common Transport Trunk Groups > 2%/1%.	
Definition:	
A distribution of trunk groups exceeding 2% reflecting the various levels of blocking.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 72	
Levels of Disaggregation:	
By Market Region.	
Calculation:	**Report Structure:**
The number of trunk groups exceeding 2%/1% will be shown in histogram form based on the levels of blocking	Reported on local common transport trunk groups.
Liquidated Damages:	
None	
Benchmark:	
Aggregate measurement. No benchmark required.	

80. Measurement

Percentage of Installations Completed Within the Customer Requested Due Date

Definition:

Percentage of interconnection trunks completed within the customer requested due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited (accepted or not accepted) the date agreed to by QWEST.

Exclusions:

CLEC Caused Misses

Business Rules:

QWEST will compare the completion date to the customer desired due date, where the requested customer requested due date is greater than or equal to 20 days of if expedited (accepted or not accepted) the date agreed to by QWEST to determine the count of missed installations. The completion date is the date the work is completed and accepted by the CLEC. The measurement is taken from all circuits that complete in the reporting period. Interconnection trunks are selected based on a specific service code off of the circuit ID. Unsolicited FOCs will not be acknowledged in calculating due dates,(i.e., if an unsolicited FOC is received by CLEC, the due date on the first FOC will still be used as the due date. Orders that are completed more than 30 days after the customer requested due date and reported as held orders under PM 81 also are included in reporting this measure.

Levels of Disaggregation:

- By Market Region
- 911
- OS/DA
- SS7
- Interconnection Trunks

Calculation:	Report Structure:
(Count trunk circuits completed within the customer requested due date, where the requested customer requested due date is greater than or equal to 20 days or if expedited (accepted or not accepted) the date agreed to by QWEST ÷ total trunk circuits completed) * 100	Reported for CLEC, all CLECs and QWEST.

Liquidated Damages

High per occurrence.

Benchmark:

95% within the customer requested due date or agreed to expedited interval. Critical z-value applies.

81. Measurement	
Percentage Held Interconnection Trunks	
Definition:	
Percentage of interconnection trunk orders held greater than 30, 60 or 90 calendar days.	
Exclusions:	
• Customer Caused Misses	
Business Rules:	
The Customer Desired Due Date or the 21st business day after the interconnection trunk order is received by QWEST, whichever is greater, starts the clock. The Completion Date is the day that QWEST personnel complete the service order activity and it is accepted by CLEC, which stops the clock. The data is collected at a circuit level. Interconnection trunks are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
• By Market Region; 30, 60 and 90 days • Interconnection • 911 • OS/DA • SS7	
Calculation:	**Report Structure:**
(Count of trunk circuits held for greater than 30, 60 or 90 calendar days ÷ total trunk circuits) * 100	Reported by CLEC, all CLECs and QWEST.
Liquidated Damages:	
Medium per occurrence	
Benchmark:	
Parity with QWEST interconnection trunks. For purposes of damages, only applicable to trunk orders held greater than 30 days.	

82. Measurement

Average Delay Days For Missed Due Dates - Interconnection Trunks

Definition:

Average calendar days from customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by QWEST to completion date on company missed interconnection trunk orders.

Exclusions:

- Customer Caused Misses

Business Rules:

The calculation is the difference in calendar days between the completion date (the date the CLEC accepts the circuit) and the customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by QWEST. The data is reported at a circuit level. Interconnection Trunks are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

- By Market Region
- Interconnection
- 911
- OS/DA
- SS7.

Calculation:	Report Structure:
Σ (Completion date – customer requested due date where the date is greater than or equal to 20 days or if expedited (accepted or not) the date agreed to by QWEST) ÷ (# of completed trunk circuits with missed Due Dates)	Reported by CLEC, all CLECs and QWEST.

Liquidated Damages

Low per occurrence.

Benchmark:

Parity

83. Measurement	
Average Trunk Restoration Interval – Interconnection Trunks	
Definition:	
Average time to repair interconnection trunks. This measure is based on calendar days.	
Exclusions:	
• Excludes non-measured tickets (CPE, Interexchange, or Information). • No access delayed maintenance.	
Business Rules:	
The source is QWEST installation and provisioning OSS (i.e., WFA) and is at an item or circuit level. Interconnection Trunks are selected based on the circuit being identified as a message type circuit. Start time is when CLEC reports trouble and stop time is when QWEST notifies CLEC of service restoral.	
Levels of Disaggregation:	
• By Market Region. • 911 • OS/DA • SS7 • INTERCONNECTION TRUNKS	
Calculation:	**Report Structure:**
Total trunk outage duration ÷ total trunk trouble reports	Reported for CLEC and QWEST.
Liquidated Damages	
Low per occurrence.	
Benchmark:	
Parity	

84. Measurement	
Average Trunk Restoration Interval for Service Affecting Trunk Groups	
Definition:	
The average time to restore service-affecting trunk groups.	
Exclusions:	
Customer Caused Outages	
Business Rules:	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from CLEC that identifies a service affecting condition. The clock stops after completion of work by QWEST.	
Levels of Disaggregation:	
• Tandem trunk groups. • Non-Tandem trunk groups. • By Market Region. • 911 • OS/DA • SS7 • INTERCONNECTION TRUNKS	
Calculation:	**Report Structure:**
Total trunk group outage time / total trunk group trouble reports	Reported for CLEC and QWEST.
Liquidated Damages	
High per occurrence.	
Benchmark:	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.	

DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)

85. Measurement	
Directory Assistance Average Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a QWEST representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the QWEST call management system queue until the CLEC customer call is transferred to QWEST personnel assigned to handling CLEC calls for assistance during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered	Reported for the aggregate of QWEST and CLECs.
Liquidated Damages	
Low per measure.	
Benchmark:	
PUC requirements (5.9 second average) Critical z-value does not apply.	

86. Measurement	
Operator Services Speed Of Answer	
Definition:	
The average time a customer is in queue.	
Exclusions:	
None	
Business Rules:	
The clock starts when the customer enters the queue and the clock stops when a QWEST representative answers the call or the customer abandons the call. The length of each call is determined by measuring and accumulating the elapsed time from the entry of a CLEC customer call into the QWEST call management system queue until the CLEC customer call is transferred to QWEST personnel assigned to handling CLEC calls for assistance during hours of operation.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Total queue time ÷ total calls answered.	Reported for the aggregate of QWEST and CLECs.
Liquidated Damages	
Low per measure	
Benchmark:	
PUC Requirements (3.3 second average) Critical z-value does not apply.	

LOCAL NUMBER PORTABILITY (LNP)

87. Measurement:	
Percentage of LNP Only Due Dates within Industry Guidelines	
Definition:	
Percentage of LNP Due date interval that meets the industry standard established by the North American Numbering Council (NANC).	
Exclusions:	
• CLEC or Customer caused or requested delays. • NPAC caused delays unless caused by QWEST.	
Business Rules:	
Industry guidelines for due dates for LNP are as follows: • For Offices in which NXXs are previously opened – 3 Business Days. • New NXX – 5 Business days on LNP capable NXX. The above-noted due dates are from the date of the FOC receipt. For partial LNP conversions that require restructuring of customer account: • 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new. • >30 TNs, including entire NXX: The due dates are negotiated.	
Levels of Disaggregation:	
NXXs previously opened and NXX new (1-30 TNs and greater than 30 TNs)	
Calculation:	**Report Structure:**
(Count of LNP TNs implemented within Industry guidelines ÷ total number of LNP TNs) *100	Reported for CLEC.
Liquidated Damages	
None	
Benchmark:	
96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here. Critical z-value does not apply.	

88. Measurement:	
Percent of Customer Account Restructured Prior to LNP Due Date	
Definition:	
Percent of accounts restructured within the LNP order due date established in measurement No. 87 , and/or negotiated due date for orders that contain more than 30 TNs	
Exclusions:	
• None	
Business Rules:	
See Measurement No. 87	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Number of LNP orders for which customer accounts were restructured prior to LNP due date) ÷ (total number of LNP orders that require customer accounts to be restructured) *100	Reported for CLEC
Measurement Type	
Low per measure	
Benchmark:	
96.5% Critical z-value applies.	

89. Measurement:

Percentage of Time the Old Service Provider Releases the Subscription Prior to the Expiration of the Second 9 Hour (T2) Timer

Definition:

Percentage of time the old service provider releases subscription(s) to NPAC within the first (T1) or the second (T2) 9-hour timers.

Exclusions:

- Customer caused or requested delays.
- NPAC caused delays unless caused by QWEST.
- Cases where QWEST did the release but the New Service Provider did not respond prior to the expiration of the T2 timer. This sequence of events causes the NPAC to send a cancel of QWEST's release request. In these cases, QWEST may have to re-work to release the TN so it can be ported to meet the due date.

Business Rules:

Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer.

Levels of Disaggregation:

None

Calculation:	Report Structure:
(Number of LNP TNs for which subscription to NPAC was released prior to the expiration of the second 9-hour (T2) timer ÷ total number of LNP TNs for which the subscription was released) *100	Reported by CLEC and all CLECs.

Measurement Type:

None

Benchmark:

96.5%. The benchmark will be revised either up or down if industry guidelines are established that are different than the objective stated here. Critical z-value does not apply.

90. Measurement:	
Percentage Pre-mature Disconnects for Stand Alone LNP Orders	
Definition:	
Percentage of Stand Alone LNP telephone numbers where QWEST disconnects the customer (e.g. switch translations are removed) prior to the scheduled start time.	
Exclusions:	
• Stand alone LNP telephone numbers where the CLEC request that the cut-over begin prior to the scheduled time. • Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time. • Stand alone LNP telephone numbers where QWEST disconnects $\leq$ 10 minutes of the scheduled start time.	
Business Rules:	
A premature disconnect occurs any time QWEST begins the cut-over more than 10 minutes prior to the scheduled start time.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Count of prematurely disconnected Stand Alone LNP telephone numbers ÷ total Stand Alone LNP telephone numbers * 100	Reported by CLEC and all CLECs.
Liquidated Damages	
High per occurrence.	
Benchmark:	
$\leq$ 2% premature disconnects. Critical z-value applies.	

91. Measurement:	
Percent of Time QWEST Applies the 10-digit Trigger Prior to the LNP Order Due Date	
Definition:	
Percent of time QWEST applies 10-digit trigger, where technically feasible, for LNP or LNP with loop TNs prior to the due date.	
Exclusions:	
• Excludes Remote Call Forwarding in DMS 100s in all offices and ISDN Data TNs • Excludes CLEC or Customer caused misses or delays.	
Business Rules:	
Obtain number of LNP or LNP with loop TNs where the 10-digit trigger was applied on the day prior to due date, and the total number of LNP or LNP with Loop TNs where the 10-digit trigger was applied, where technically feasible.	
Levels of Disaggregation:	
• LNP only, and LNP with Loop	
Calculation:	**Report Structure:**
(Count of LNP TNs for which 10-digit trigger was applied prior to due date ÷ total LNP TNs for which 10-digit triggers were applied) * 100.	Reported for CLEC, all CLECs.
Measurement Type:	
High per occurrence	
Benchmark:	
96.5% Critical z-value applies.	

92. Measurement:	
Percentage Stand Alone LNP I-Reports in 10 Days	
Definition:	
Percentage of Stand Alone LNP and LNP with Loop Orders that receive a LNP related network customer trouble report within 10 calendar days of service order completion.	
Exclusions:	
• Excludes Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational.	
Business Rules:	
The Start time is the date/time of completion of the service order. End time is the date/time of receipt of trouble report. Count the number of Stand Alone LNP and LNP with loop Orders which receive an LNP related trouble report within 10 calendar days of completion.	
Levels of Disaggregation:	
Stand Alone LNP	
Calculation:	**Report Structure:**
(Count of Stand Alone LNP and LNP with loop Orders that receive a network customer trouble report within 10 calendar days of service order completion ÷ total LNP and LNP with loop Orders) * 100.	Reported for CLEC, all CLECs, and QWEST.
Liquidated Damages	
High per occurrence.	
Benchmark:	
Parity with QWEST Retail POTS – No Field Work.	

93. Measurement:	
Average Delay Days for QWEST Missed Due Dates for Stand Alone LNP Orders	
Definition:	
Average calendar days from due date to completion date on company missed orders.	
Exclusions:	
• On time or early completions	
Business Rules:	
The clock starts on the due date and the clock ends on the completion date based on posted Stand Alone LNP orders.	
Levels of Disaggregation:	
LNP Only	
Calculation:	**Report Structure:**
Σ(Stand Alone LNP Completion Date–Stand Alone LNP Order due date) ÷ # total Stand Alone LNP Orders where there was a QWEST caused missed due date* 100	Reported By CLEC and all CLECs and QWEST.
Liquidated Damages:	
Medium	
Benchmark:	
Parity with QWEST Retail POTS – No Field Work.	

94. Measurement:	
Average Time of Out of Service for LNP Conversions	
Definition:	
Average time to facilitate the activation request in QWEST's network.	
Exclusions:	
• CLEC-caused errors. • NPAC-caused errors unless caused by QWEST. • Stand Alone LNP Orders with more than 500 number activations..	
Business Rules:	
The Start time is the Receipt of the NPAC broadcast activation message in QWEST's LSMS. The End time is when the Provisioning event is successfully completed in QWEST's network as reflected in QWEST's LSMS. Calculate the total minutes of difference between the start time and end time in minutes for LNP activations during the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(LNP start time – LNP stop time) ÷ # total LNP activated messages	Reported for CLEC, all CLECs.
Liquidated Damages	
None	
Benchmark:	
60 Minutes unless a different industry guideline is established that will override the benchmark referenced here. Critical z-value does not apply.	

95. Measurement:	
Percent Out of Service < 60 minutes	
Definition:	
The Number of LNP related conversions where the time required to facilitate the activation of the port in QWEST's network is less than 60, expressed as a percentage of total number of activations that took place.	
Exclusions:	
• CLEC-caused errors. • NPAC-caused errors unless caused by QWEST. • Stand Alone LNP Orders with more than 500 number activations..	
Business Rules:	
The Start time is the receipt of the NPAC broadcast activation message in QWEST's LSMS. The End time is when the Provisioning event is successfully completed in QWEST's network as reflected in QWEST's LSMS. Count the number of activations that took place in less than 60 minutes.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of activation events provisioned in less than 60 minutes) ÷ (total LNP provisioning events) * 100.	Reported for CLEC, all CLECs.
Liquidated Damages	
High per occurrence.	
Benchmark:	
96.5% Critical z-value does not apply.	

911

96. Measurement	
Average Time To Clear Errors	
Definition:	
The average time it takes to clear an error after it is detected during the processing of the 911-database file. This is only on resale or UNE loop and port combination orders that QWEST installs.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt of the error file and the clock stops when the error is corrected.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date and time error detected – date and time error cleared) ÷ total number of errors	Reported for CLEC, all CLECs and QWEST.
Liquidated Damages	
Low per occurrence.	
Benchmark:	
Parity	

97. Measurement	
Percent Accuracy for 911 Database Updates(Facility Based Providers)	
Definition:	
The percentage of 911 records that were updated by QWEST in error.	
Exclusions:	
CLEC caused errors.	
Business Rules:	
The data required to calculate this measurement will be provided by CLEC based on the compare file. CLEC will provide the number of records transmitted and the errors found. QWEST will verify the records determined to be in error to validate that the records were input by QWEST incorrectly. An update is completed without error if the database completely and accurately reflects the activity specified on the order submitted by CLEC.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of QWEST caused update errors ÷ Total number of updates) * 100	CLEC and QWEST.
Liquidated Damages	
Low per measure.	
Benchmark:	
Parity	

98. Measurement	
Average Time Required to Update 911 Database (Facility Based Providers)	
Definition:	
The average time it takes to update the 911-database file.	
Exclusions:	
None	
Business Rules:	
The clock starts on the date/time when the data processing starts and the clock stops on the date/time when the data processing is complete.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date and time data processing begins - date and time data processing ends) ÷ total number of files	Reported for CLEC and QWEST.
Liquidated Damages	
Low per occurrence.	
Benchmark:	
Parity	

99. Measurement	
The average time it takes to unlock the 911 record	
Definition:	
The average time it takes to unlock the 911 record to allow the record to be claimed by CLEC.	
Exclusions:	
None	
Business Rules:	
The clock starts on the date of completion and the clock stops on the date/time when the 911 record is unlocked.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Sum (SOC Date - date 911 record is unlocked)	Reported for individual CLEC, and all CLECs and QWEST and/or QWEST affiliates
Measurement Type:	
Tier 1 – None Tier 2 – None	
Benchmark:	
Diagnostic	

POLES, CONDUIT AND RIGHTS OF WAY

100. Measurement	
Percentage of requests processed within 35 Days	
Definition:	
The percentage of requests for access to poles, conduits, and right-of-ways processed within 35 days.	
Exclusions:	
None	
Business Rules:	
The clock starts upon the receipt date of the application for access to poles, conduits, and right-of-ways and the clock stops upon response date of the application granting or denying access to poles, conduits and right-of-ways.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(count of number of requests processed within 35 days ÷ total number of requests) * 100	Reported for CLEC.
Liquidated Damages	
Low per measure.	
Benchmark:	
90% within 35 days. Critical z-value does not apply.	

101. Measurement	
Average Days Required to Process a Request	
Definition:	
The average time it takes to process a request for access to poles, conduits, and right-of-ways.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 100	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ(Date request returned to CLEC – date request received from CLEC) ÷ total number of requests	Reported for CLEC.
Liquidated Damages	
None	
Benchmark:	
Benchmark will be 90% within 14 days.	

COLLOCATION

102. Measurement	
Percentage Missed Collocation Due Dates	
Definition:	
The percentage of QWEST caused missed due dates for collocation projects.	
Exclusions:	
None	
Business Rules:	
The clock starts when QWEST receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy. The CLEC will then have 5 business days to accept or not accept the collocation space. If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies QWEST of such within 5 business days, the collocation will be considered not complete and the time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for QWEST to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by QWEST and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to: • CLEC return to QWEST corrected and complete floor plan drawings. • CLEC placement of required component(s). If the business rules and tariff are inconsistent, the terms of the tariff will apply.	
Levels of Disaggregation:	
Physical • Caged • Shared Caged • Caged Common • Cageless • Adjacent On-site • Adjacent Off-site • Augments to Physical Collocation • Virtual • Augments to Virtual.	
Calculation:	**Report Structure:**

(count of number of QWEST caused missed due dates for physical collocation facilities ÷ total number of physical collocation projects) * 100	Reported for CLEC and all CLECs.

Liquidated Damages
High per occurrence.
Benchmark:
95% within the due date. Damages and Assessments will be calculated based on the number of days late. Critical z-value does not apply.

103. Measurement	
Average Delay Days for QWEST Missed Due Dates	
Definition:	
The average delay days caused by QWEST to complete collocation facilities.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 102	
Levels of Disaggregation:	
Physical, • Caged • Shared Caged • Caged Common • Cageless • Adjacent On-site • Adjacent Off-site • Augments to Physical Collocation • Virtual • Augments to Virtual.	
Calculation:	**Report Structure:**
Σ(Date collocation work completed - collocation due date) ÷ total number of QWEST caused missed collocation projects	Reported for CLEC by active and non-active as defined in the tariff
Liquidated Damages	
Low per measure.	
Benchmark:	
10% of the tariffed intervals. Critical z-value does not apply.	

104. Measurement	
Percent of Requests Processed Within the Timelines Specified in the Interconnection Agreement	
Definition:	
The percent of requests for collocation facilities processed within the Tariffed timelines, or no space available notification.	
Exclusions:	
Excludes Weekends & Holidays.	
Business Rules:	
The clock starts when QWEST receives the application. The clock stops when QWEST responds back to the application request with a quote; or no space available notification.	
Levels of Disaggregation:	
Physical, • Caged • Shared Caged • Caged Common • Cageless • Adjacent On-site • Adjacent Off-site • Augments to Physical Collocation • Virtual • Augments to Virtual. .	
Calculation:	**Report Structure:**
(count of number of requests processed within the tariff timeline ÷ total number of requests) * 100	Reported for CLEC.
Liquidated Damages	
Low per measure.	
Benchmark:	
90% within the tariff timeline. Critical z-value does not apply.	

DIRECTORY ASSISTANCE DATABASE

105. Measurement	
Percentage of Facility Based Updates Completed into the DA Database within 72 Hours for Facility Based CLECs	
Definition:	
The percentage of DA database updates completed within 72 hours of receipt of the update from CLEC for directory change only and within 72 hours of the completion date on the provisioning service order where a provisioning order is required.	
Exclusions:	
Excludes Weekends and Holidays.	
Business Rules:	
The date and time stamp on fax updates starts the clock and the date and time when the listing is updated stops the clock. For directory changes that also have a provisioning order, the clock starts when the provisioning order completes and ends when the listing is updated.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Count of updates completed within 72 hours ÷ total updates) * 100	Reported for CLEC.
Liquidated Damages	
Low per occurrence.	
Benchmark:	
95% updated within 72 hours. Critical z-value does not apply.	

106. Measurement	
Percentage of Electronic Updates that Flow Through the DSR process Without Manual Intervention	
Definition:	
Percentage of DSRs from entry to distribution that progress through QWEST ordering systems to ALPS/LIRA.	
Exclusions:	
Rejected DSRs due to CLEC error.	
Business Rules:	
The number of DSRs, that flow through QWEST's ordering systems and are passed to ALPS/LIRA without manual intervention, divided by the total number of DSRs issued within the reporting period.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of DSRs that flow through to ALPS/LIRA ÷ Total DSRs) * 100	CLEC
Liquidated Damages	
Low per occurrence.	
Benchmark:	
97% Critical z-value applies.	

107. Measurement	
Average Update Interval for DA Database for Facility Based CLECs	
Definition:	
The average update interval for DA database changes for facility based CLECs.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 105	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
Σ (8:00 a.m. of the day following the input into the LSS database – Time update received from CLEC) ÷ total updates	Reported by CLEC and all CLECs for facility based providers.
Liquidated Damages:	
Low per Occurrence	
Benchmark:	
36 Hours. The critical z-test does apply. This benchmark to be re-evaluated in 6 months.	

108. Measurement	
Percentage DA Database Accuracy For Manual Updates	
Definition:	
The percentage of DA records that were updated by in error. The data required to calculate this measurement will be provided by CLEC. CLEC will provide the number of records transmitted and the errors found. QWEST will verify the records determined to be in error to validate that the records were input by QWEST incorrectly.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 105	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(Number of QWEST caused update errors ÷ Total number of updates) *100	Reported by CLEC and all CLECs for facility based providers.
Liquidated Damages:	
Low per Occurrence	
Benchmark:	
97%. Critical z-value does not apply.	

COORDINATED CONVERSIONS

109. Measurement	
Percent Pre-mature Disconnects for CHC/FDT LNP with Loop Lines Coordinated Cutovers)	
Definition:	
Percent of CHC/FDT LNP with Loop Lines where QWEST disconnects the customer (e.g. switch translations and/or the cross connect is removed) prior to the scheduled start time.	
Exclusions:	
• CHC/FDT LNP with Loop Lines where the CLEC request that the cut-over begin prior to the scheduled time. • Change of the Due Date by the CLEC less than four business hours prior to the scheduled Date/Time.	
Business Rules:	
A premature disconnect occurs any time QWEST disconnects the CLEC customer prior to the scheduled start time.	
Levels of Disaggregation:	
• Coordinated Hot Cuts (CHC) – LNP with Loop • Frame Due Time (FDT) – LNP with Loop	
Calculation:	**Report Structure:**
(Count of prematurely disconnected CHC/FDT LNP with Loop Lines ÷ total CHC/FDT LNP with Loop Lines) * 100	Reported by CLEC
Liquidated Damage::	
High per measure	
Benchmark:	
≤ 2% premature disconnects. Critical z-value does not apply.	

110. Measurement

CHC/FDT LNP with Loop Provisioning Interval.

Definition:

The % of CHC/FDT LNP with Loop Lines completed by QWEST within the established provisioning intervals.

Exclusions:

- CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date).
- CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow QWEST the opportunity to complete CHC/FDT LNP with Loop within the designated interval.
- IDLC (pair gain systems) identified on or before the due date.

Business Rules:

The start time is at the direction of CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC) and on the frame due time for frame due time (FDT). For CHC orders, the clock starts when CLEC calls the QWEST LOC to start the conversion, and ends when the QWEST technician completes the cross connect to CLEC facilities and has called CLEC to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the QWEST technician completes the cross connect to CLEC facilities. This measurement only includes Coordinated Hot Cuts and Frame Due Time with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with CLEC at the time of conversion.

Levels of Disaggregation:

CHC
- LNP with loop
  - < 10 lines
  - 10-24 lines

FDT
- LNP with loop
  - < 10 lines
  - 10-24 lines

Calculation:	Report Structure:
Total CHC/FDT LNP with Loop Lines within the designated interval ÷ total CHC/FDT LNP with Loop lines.	Reported by CLEC and all CLECs.

Liquidated Damages:
Diagnostic
Benchmark:
This measurement will be diagnostic for six months.

111. Measurement	
Percent Provisioning Trouble Reports (PTR)	
Definition:	
Measures the percent of CHC/FDT circuits for which CLEC submits a trouble report on the day of conversion, or before noon on the next business day.	
Exclusions:	
• Reports for which the trouble is attributable to the QWEST network (unless QWEST had knowledge of the trouble prior to the due date) • IDLC (pair gain systems) identified on or before the due date.	
Business Rules:	
The percent of CHC/FDT circuits for which CLEC submits a trouble report on the day of conversion, or before noon on the next business day. PMs 61, 64, 65, 87, and 93 will include the PTRs that extend past the original due date in the calculation as appropriate. PMs 66, 75, and 92 will exclude PTRs from the calculation.	
Levels of Disaggregation:	
• CHC and FDT	
Calculation:	**Report Structure:**
(Count of CHC/FDT circuits for which the CLEC submits a trouble report on or before noon on the next business day after conversion÷ total # of CHC/FDT circuits converted.	Reported by CLEC and all CLECs.
Liquidated Damages::	
Diagnostic	
Benchmark:	
This measurement will be diagnostic for six months.	

112. Measurement	
Mean Time To Restore – Provisioning Trouble Report (PTR)	
Definition:	
Average duration of the outage from the receipt of the PTR to the time it is cleared.	
Exclusions:	
• Excludes Non-measured reports (CPE, Interexchange, and Information reports.) • Excludes no access to the end user's location.	
Business Rules:	
The start time is when the report is received. The stop time is when the report is cleared.	
Levels of Disaggregation:	
• CHC and FDT	
Calculation:	**Report Structure:**
Σ[(Date and time PTR is closed with the customer) - (date and time PTR is received)] ÷ total PTRs.	Reported by CLEC, all CLECs.
Liquidated Damages:	
Diagnostic	
Benchmark:	
Diagnostic	

NXX

113. Measurement	
Percent NXXs loaded and tested prior to the LERG effective date	
Definition:	
The percent of NXXs loaded and tested in the end office and/or tandem switches by the LERG effective date.	
Exclusions:	
None	
Business Rules:	
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s), where an appropriate point of interconnection was not established prior to the LERG effective date. Data for additional NXXs in the local calling area will be based on the LERG effective date.	
Levels of Disaggregation:	
By Market Region	
Calculation:	**Report Structure:**
(Total Count of NXXs loaded and tested by LERG date, or interconnection date ÷ total NXXs loaded and tested) * 100	Reported by CLEC and QWEST.
Liquidated Damages	
High per occurrence.	
Benchmark:	
Parity	

114. Measurement	
Average Delay Days for NXX Loading and Testing	
Definition:	
Average calendar days from due date to completion date on company missed NXX orders.	
Exclusions:	
None	
Business Rules:	
See Measurement No. 113	
Levels of Disaggregation:	
By Market Region	
Calculation:	**Report Structure:**
Σ(Completion Date - LERG date or interconnection date) ÷ (number of QWEST caused late orders)	Reported for CLEC and QWEST.
Liquidated Damages	
Low per occurrence.	
Benchmark:	
Parity	

BONA FIDE/SPECIAL REQUEST PROCESS (BFRs)

115. Measurement	
Percentage of Requests Processed Within 30 Business Days	
Definition:	
Percentage of Bona fide/Special requests processed within 30 business days.	
Exclusions:	
Excludes weekends and holidays.	
Business Rules:	
The clock starts when QWEST receives the application. The clock stops when QWEST responds with the preliminary analysis.	
Levels of Disaggregation:	
• None	
Calculation:	**Report Structure:**
(Count of number of requests processed within 30 days ÷ total number of requests) * 100	Reported by CLEC.
Liquidated Damages	
None	
Benchmark:	
90% within 30 business days. Critical z-value does not apply.	

116. Measurement	
Percent of Quotes Provided for Authorized BFRs/Special Request Within X (10, 30, 90) Days	
Definition:	
Percent quotes provided in response to Bona-fide/Special Request requests within X (10, 30, 90) days.	
Exclusions:	
• Request that are subject to pending arbitration.	
Business Rules:	
The clock starts when QWEST receives the application. The clock stops when QWEST responds back to the application request with a quote.	
Levels of Disaggregation:	
• New Network Elements that are operational at the time of the request • New Network Elements that are ordered by the FCC. • New Network Elements that are not operational at the time of the Request.	
Calculation:	**Report Structure:**
(Count of number of requests processed within X (10, 30, 90) days ÷ total number (10, 30, 90 days) of requests) * 100	Reported by CLEC, all CLECs and QWEST affiliates.
Measurement Type:	
High per measure	
Benchmark:	
90% within 10, 30, 90 business days • Network Elements that are operational at the time of the request - 10 days • Network Elements that are Ordered by the FCC - 30 days • New Network Elements - 90 days.	

CHANGE MANAGEMENT

117. Measurement

Percent of Timely and Compliant Change Management Notices

Definition:

The percent of timely and compliant change management notices (as specified in the current Change Management Process (CMP), QWEST OSS INTERFACES ordering, and Pre-ordering interfaces. This measure also includes Provisioning Order Status, Order Status, and Trouble Administration. Timely and complete documentation provided to the CLECs for requirements associated with releases will be part of this measurement.

Exclusions:

- Regulatory mandates as described in the CMP documentation
- Emergency fixes
- CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by QWEST identified by CLEC)
- QWEST-initiated enhancements/changes to Requirements for which it requests that this Performance Measurement does not apply and CLECs agree

Business Rules:

Performance standards are set forth in the CLEC Change Management Procedure documentation, providing specific intervals/timeframes for issuance of change management interface release notices, for making available the associated Initial and Final Requirements and release associated documentation, and for allowing defined CLEC comment time periods and prescribed testing intervals. This measure is designed to measure the percent of compliant change management notices, Initial Requirements, and Final Requirements sent to CLEC within the intervals/timeframes prescribed by the Change Management Procedure documentation for all OSS interfaces in QWEST (the Category 1 interfaces for ordering, for pre-ordering; and the Category 2 interfaces for Order Status, Provisioning Order Status and Trouble Administration.

Documentation that is not complete or not compliant with the Change Management Procedure (CMP) documentation is not considered compliant for purposes of this measure (e.g. calls for abbreviated CLEC comment time periods, fails to identify and provide the appropriate testing intervals, etc). Any changes made without notice will be considered sent late.

QWEST will be measured on the Release Announcement (for Category One) and Initial Requirements based on whether CLECs were provided with the appropriate interval per the CMP. For purposes of the Final Requirements, QWEST will be measured on whether the notice provided the appropriate interval relative to the implementation date. Notices sent to CLECs that provide corrections to Final Requirements initiated by QWEST that require coding changes by the CLECs will be considered late under this performance measurement. Requirement changes that do not necessitate CLEC coding corrections

will not be counted in this measurement.

QWEST initiated changes to Final Requirements, including changing the Implementation Date, will be considered late. QWEST may invoke the exception process to add either a CLEC requested enhancement or a QWEST initiated enhancement to the release. However, if QWEST requests of CLECs in the Exception Request Accessible Letter, that this exception not be counted as late in this performance measurement, and if CLECs unanimously agree to the enhancement, then it will not be counted as late.

When the Exception process is invoked, the timelines/intervals set through that Exception agreement between QWEST and the CLECs as outlined in the CMP documentation would be included in this measurement.

In the event final documentation is submitted in one reporting period and a change to that documentation considered late falls into another reporting period, the miss will count in the current reporting period only and will not be retroactive.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
Percent of compliant change management notices providing the appropriate interval = (# of compliant change management notices providing the appropriate interval within the reporting period ÷ total # of change management notices sent during the reporting period) * 100	Reported for all CLECs.

Liquidated Damages:

Diagnostic for 1st 6 months to collect data and determine appropriate means of measurement.

Benchmark:

90% compliant notices sent on time
Diagnostic for 6 months

118. Measurement

Timely resolution of significant Software Failures related with Releases

Definition:

Measures timely resolution of software errors after a Release that is having a significant impact on CLEC business activity.

Exclusions:

- Errors where a workaround is available (workaround in this sense does not include manual faxing to the LSC)

Business Rules:

Software errors identified in production within two weeks of the release with no work-arounds that have a disabling affect on CLECs ability to conduct business. Significant or disabling effect on the CLEC is defined as an inability to pass to QWEST or receive back from QWEST order activity on more than 10% of the CLEC LSRs relative to normal work volumes. This impact will be viewed on a per CLEC basis, upon notification by the CLEC to the OSS Help Desk that they are impacted. Problem resolution time will start being measured from the time the problem is reported to the help desk to the time the software fix is implemented or a workaround is in place. For Tier 1 damages, the CLEC is responsible for reporting the problem to the OSS Help Desk in order for this measure to apply to the individual CLECs and will be paid to those identified with an impact of 10% or more as outlined above.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(# Significant Software Failures resolved within 48 hours ÷ Total Significant Software Failures)*100	By CLEC

Liquidated Damages:

High per occurrence

Benchmark:

- 95% completed within 48 hours or 2 days. Critical z-value applies.

Schedule One

Subsequent Due Date Indicator	
Added to the service order whenever the due date is changed. Order can carry multiple codes. Company delay code overrides subscriber delay code.	
Subscriber(customer) Reasons:	
SA	No Access
SL	Subscriber requests later date
SO	Subscriber – Other
SP	Subscriber requests earlier date
SR	Subscriber not ready
Company (QWEST) Reasons:	
CA	Assignment office
CB	Residence/Business office
CE	Back order / unavailability of equipment or supplies from vendors
CF	Lack of Facilities (outside plant or buried service wires)
CL	Work Load
CO	Other company reasons
CS	Lack of Central Office facilities
CU	Uncontrollable circumstances

Schedule Two

Disposition Codes
The following is a list of Excluded (13) disposition codes.
1301 Request for directories 1302 Reports received as a result of dual service 1303 Request for information revertive dialing codes – multiparty line (no longer applicable) 1304 CVAS Disconnect or hang up 1305 Request for information provided by another department – Business office, claims, etc. 1306 Request for QWEST to locate buried facilities 1307 Request to lower or raise wire 1308 Report on phone number which is properly disconnected, unassigned or suspended with disconnect recording on line. 1309 Report on feature customer is not being billed for 1310 Request to verify busy condition of line 1311 Report of non-QWEST plant or facilities 1313 Reports due to incorrect network administration records 1314 Request that QWEST ground be connected to electric company ground 1316 Report on service order activity prior to midnight of completion date 1317 Report on incorrect number; Regenerate report on correct number 1320 Request from Business Office 1321 Customer unable to reach business office 1322 Request from vendor for testing 1323 Changes in network structure (i.e. 10 digit dialing) 1324 Miscellaneous (Commendations, callback request for information only) 1335 Customer request service guarantee (tech gave credit) 1336 Customer request service guarantee (tech did not give credit) 1380 CNA Report Cancel by customer

Schedule Three

Percentage of Missed Collocation Due Dates Damages and Assessments Methodology

The following methodology will apply in calculating liquidated damages for the percentage of missed collocation due dates measurement.

1. The benchmark will be 95% of Collocations completed within the due date. For example, if CLEC has 30 collocations complete in the study month, QWEST can miss two due dates and still be in compliance. In this case no damages would apply. If, three due dates out of 30, QWEST would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 95% benchmark.
2. Damages are calculated based on the number of days that QWEST misses the due date using the per occurrence values, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. QWEST will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, in the example above, if the three misses had missed days of 20, 10 and three, QWEST would pay damages on 20 missed days.
4. The collocation measurement will be used in the determination of the "K" number of allowances. The number of underlying data points used for the purposes of determining the order of exclusion will be the total days late for collocation projects.
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.

Attachment A-3

CALCULATION OF PARITY AND BENCHMARK PERFORMANCE And LIQUIDATED DAMAGES

Z-Tests

- Modified Z-tests, as outlined below, will be used to determine parity when comparing QWEST's and CLEC's results for the difference between two means or two percentages, or the difference in two proportions.

- The modified Z-tests are applicable if the number of data points is greater than 30 for averages or means. For measurements with less than 30 data points QWEST may use the permutations test or Alternative-1 described under "Qualifications to use Z-Test heading below.

- Parity exists when the measured results in a single month (whether in the form of means, percents, or proportions) for the same measurement, at equivalent disaggregation, for both QWEST and CLEC are used to calculate a Z-test statistic and the resulting value is no greater than the critical Z-value as discussed below.

- For parity measurement results that are expressed as averages or means:

  $Z = (DIFF) / \delta_{DIFF}$

  Where;
  $DIFF = M_{QWEST} - M_{CLEC}$
  M_{QWEST} = QWEST Average
  M_{CLEC} = CLEC Average
  $\delta_{DIFF} = SQRT [\delta^2_{QWEST} (1/ n_{CLEC} + 1/ n_{QWEST})]$
  δ^2_{QWEST} = Calculated variance for QWEST.
  n_{QWEST} = number of observations or samples used in QWEST measurement
  n_{CLEC} = number of observations or samples used in CLEC measurement

- For benchmark measurement results that are expressed as averages or means:

  $z = (DIFF) / \delta_{DIFF}$

  Where;
  $DIFF = Benchmark - M_{CLEC}$
  M_{CLEC} = CLEC Average
  $\delta_{DIFF} = SQRT [\delta^2_{CLEC} (1/ n_{CLEC})]$
  n_{CLEC} = number of observations or samples used in CLEC measurement

For parity measurement results that are expressed as percentages or proportions:

Step 1:

$$\rho = \frac{(n_{QWEST}P_{QWEST} + n_{CLEC}P_{CLEC})}{n_{QWEST} + n_{CLEC}}$$

Step 2:

$$\sigma_{PQWEST\text{-}PCLEC} = \text{sqrt}\ [[\rho(1-\rho)]/n_{QWEST} + [\rho(1-\rho)]/n_{CLEC}]$$

Step 3:

$$Z = (P_{QWEST} - P_{CLEC})/\sigma_{PQWEST\text{-}PCLEC}$$

Where: n = Number of Observations
P = Percentage or Proportion

- For benchmark measurement results that are expressed as percentages or proportions:

$$Z = (\text{benchmark} - P_{CLEC})/(\text{sqrt}(\text{benchmark}*(1\text{-benchmark})/n_{clec}))$$

Where: n = Number of Observations
P_{clec} = Percentage or Proportion for CLEC

- For measurement results that are expressed as rates or a ratio:

$$z = (DIFF) / \delta_{DIFF}$$

Where;
$DIFF = R_{QWEST} - R_{CLEC}$
$R_{QWEST} = num_{QWEST}/denom_{QWEST}$
$R_{CLEC} = num_{CLEC}/denom_{CLEC}$
$\delta_{DIFF} = SQRT\ [R_{QWEST}\ (1/denom_{CLEC} + 1/\ denom_{QWEST})]$

Qualifications to use Z-Test:

- The proposed Z- tests are applicable to reported measurements that contain 30 or more data points.
- For measurements where the performance delivered to CLEC is compared to QWEST performance and for which the number of data points are 29 or less, The following Alternative may be used:

Alternative 1:

1. For measurements that are expressed as averages, performance delivered to a CLEC for each observation shall not exceed Qwest averages plus the applicable critical Z-value. If the CLEC's performance is outside Qwest average plus the critical Z-value and it is the second consecutive month, QWEST can utilize the Z-test as applicable for sample sizes 30 or greater or the permutation test to provide evidence of parity. If QWEST uses the Z-test for samples under 30, CLEC can independently perform the permutation test to validate QWEST's results.

2. For measurements that are expressed as percentages, the percentage for CLEC shall not exceed QWEST percentage plus the applicable critical Z-value. If the CLEC's performance is outside Qwest percentage plus the critical Z-value and it is the second consecutive month, QWEST can utilize the Z-test as applicable for sample sizes 30 or greater or the permutation test to provide evidence of parity. If QWEST uses the Z-test for samples under 30, CLEC can independently perform the permutation test to validate QWEST's results.

Alternative 2: Permutation analysis will be applied to calculate the z-statistic for measurements that are expressed as averages using the following logic:

1. Choose a sufficiently large number T.
2. Pool and mix the CLEC and QWEST data sets
3. Randomly subdivide the pooled data sets into two pools, one the same size as the original CLEC data set (n_{CLEC}) and one reflecting the remaining data points, (which is equal to the size of the original QWEST data set or n_{QWEST}).
4. Compute and store the Z-test score (Z_S) for this sample.
5. Repeat steps 3 and 4 for the remaining T-1 sample pairs to be analyzed. (If the number of possibilities is less than 1 million, include a programmatic check to prevent drawing the same pair of samples more than once).
6. Order the Z_S results computed and stored in step 4 from lowest to highest.
7. Compute the Z-test score for the original two data sets and find its rank in the ordering determined in step 6.
8. Repeat the steps 2-7 ten times and combine the results to determine P = (Summation of ranks in each of the 10 runs divided by 10T)
9. Using a cumulative standard normal distribution table, find the value Z_A such that the probability (or cumulative area under the standard normal curve) is equal to P calculated in step 8.
10. Compare Z_A with the desired critical value as determined from the critical Z table. If $Z_A >$ the designated critical Z-value in the table, then the performance is non-compliant.

K Value and Critical Z-Test Value

- A K value is calculated to mitigate random variation. QWEST will pay liquidated damages on measurements in excess of the K value.

- The following table will be used for determining the Critical Z-value for each measure, as well as the K values referred to below based on the total number of measures that are applicable to a CLEC in a particular month. The table can be extended to include CLECs with fewer performance measures.

Critical Z - Statistic Table

Number of Performance Measures	K Values	Critical Z-value
10-19	1	1.79
20-29	2	1.73
30-39	3	1.68
40-49	3	1.81
50-59	4	1.75
60-69	5	1.7
70 -79	6	1.68
80 - 89	6	1.74
90 - 99	7	1.71
100 - 109	8	1.68
110 -119	9	1.7
120 - 139	10	1.72
140 - 159	12	1.68
160 - 179	13	1.69
180 - 199	14	1.7
200 - 249	17	1.7
250 - 299	20	1.7
300 - 399	26	1.7
400 - 499	32	1.7
500 - 599	38	1.72
600 - 699	44	1.72
700 - 799	49	1.73
800 - 899	55	1.75
900 - 999	60	1.77
1000 and above	Calculated for Type-1 Error Probability of 5%	Calculated for Type-1 Error Probability of 5%

- The applicable K value is determined based upon the total number of measures with a sample size of 10 or greater that are required to be reported to CLEC. For any performance measurement, each disaggregated category for which there is a minimum of 10 data points constitutes one "measure" for purposes of calculating the K value. Before calculating the liquidated damages that would apply per measurement, exclude the measurements equivalent to the K value as follows:

- Determine the number of measures with a sample size greater than 10 that are "non-compliant" for the individual CLEC for the month, applying the parity test and benchmark provisions provided for above.

- Sort all measures having non-compliant classification with a sample size greater than 10 in ascending order based on the number of data points or transactions used to develop the performance measurement result by damage level (i.e. High, Medium, Low). Exclude the first "K" measures designated Low on Schedule-2, starting with the measurement results having the fewest number of underlying data points greater than 10. If all Low measurement results with a non-compliant designation are excluded before "K" is exceeded, then the exclusion process proceeds with the Medium measurement results and thereafter the High measurement results. If all Low, Medium and High measurements are excluded, then those measurements with sample sizes less than 10 may be excluded until "K" measures are reached.

- For the remaining non-compliant measures that are above the K number of measures, the liquidated damages per occurrence or per measurement are calculated as described further below.

Methods Of Calculating Per Occurrence Liquidated Damages Payments

- **Measures for Which the Reporting Dimensions are Averages or Means.**

  Step 1: Calculate the average or the mean for the measure for the CLEC that would yield the critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure.

  Step 2: Calculate the percentage difference the between the actual average and the calculated average.

- **Measures for Which the Reporting Dimensions are Percentages. Ratios, or Proportions**

  Step 1: Calculate the percentage for the measure for the CLEC that would yield the critical Z-value. Use the same denominator as the one used in calculating the Z-statistic for the measure.

  Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage.

  Step 3: Multiply the total number of data points by the difference in percentage calculated in the previous step and the per occurrence dollar amount taken from the Liquidated Damages Payments Table to determine the applicable liquidated damages payments for the given month for that measure.

Methods Of Calculating Per Measurement Liquidated Damages

- Per measurement liquidated damages are payable as detailed in the Liquidated Damages Table below if the actual Z-value exceeds the critical Z-value.

ATTACHMENT A-4

LIQUIDATED DAMAGES TABLE

PER OCCURRENCE						
Measurement Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
High	$150	$250	$500	$600	$700	$800
Medium	$ 75	$150	$300	$400	$500	$600
Low	$ 25	$ 50	$100	$200	$300	$400

PER MEASURE						
Measurement Group	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
High	$25,000	$50,000	$75,000	$100,000	$125,000	$150,000
Medium	$10,000	$20,000	$30,000	$40,000	$50,000	$60,000
Low	$ 5,000	$10,000	$15,000	$20,000	$25,000	$30,000