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OPEN MEETING AGENDA ITEM

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BEFORE THE ARIZONA CORPORATION COMMISSION

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2001 SEP -6 P 4: 14

SEP 0 6 2001

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IN THE MATTER OF U S WEST COMMUNICATIONS, INC.'S COMPLIANCE WITH § 271 OF THE TELECOMMUNICATIONS ACT OF 1996	Docket No. T-00000A-97-0238 QWEST CORP.'S PERFORMANCE DATA FOR ARIZONA AS REPORTED UNDER THE ARIZONA PERFORMANCE MEASUREMENTS

Qwest Corporation (Qwest) hereby provides the Arizona Corporation Commission (Commission) with an overview of its performance data detailing how Qwest is providing interconnection, unbundled network elements (UNEs), and resale to CLECs throughout the State of Arizona. During checklist workshops, Qwest presented similar data; however, CLECs claimed the data should be ignored because the Performance Measurement Audit (PMA) was not yet complete. The audit, which is now essentially complete, found Qwest's "performance measurements accurately and reliably report actual Qwest performance." As a result, Qwest presents this data on a checklist item by checklist item basis to establish that Qwest is meeting its 271 objectives under performance measurements created in the Arizona workshops. Qwest understands that it is participating in an ongoing OSS Test and will continue to do so; however, the FCC has held that "the most probative evidence of non discriminatory access to interconnection and UNEs is actual commercial

usage."[1] Qwest therefore presents this actual commercial data to establish that it is currently meeting or exceeding its 271 performance obligations.

Qwest anticipates making similar performance data filings every month until completion of the OSS Test. Staff has made a procedural recommendation to hold a workshop to allow Qwest and other interested parties an opportunity to present and describe this performance data. Qwest looks forward to that workshop and will supplement this filing periodically, as new data becomes available.

I. EXECUTIVE SUMMARY

A. Overview

Over the past several months, Qwest has been engaged in a number of processes, all intended to establish that Qwest satisfies Section 271 of the Telecommunications Act of 1996. These processes have included an OSS Test, a series of checklist workshops, workshops to develop performance indicator definitions (PIDs), and development of Qwest's Performance Assurance Plan (QPAP) to ensure that Qwest continues to perform at a high level once it enters the interLATA market. These processes were created to ensure that every aspect of Qwest's 271 Application would be addressed in at least one of these formal processes.

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1 Mass. Order ¶ 12 (April 16, 2001).

The FCC has given clear guidance on the standards that ILECs such as Qwest must satisfy to meet Section 271. As to each checklist item, Qwest must establish that it has a "concrete and specific legal obligation" to provide it, and is able to provide the checklist item at an "acceptable level of quality."[2] Checklist workshops have addressed the first prong of this test through discussion and revision of the SGAT. The second prong of this test – acceptable level of quality – requires that Qwest meet the "3-Ps:" ***process, PIDs and performance***. In other words, Qwest must have a process to make each checklist item available and, in most instances, performance indicator definitions (PIDs) to track performance for checklist items, and actual performance data under the PIDs showing Qwest is successfully providing each checklist item in commercial settings.[3] The purpose of this document is to address the last of the 3-Ps, actual commercial performance. Throughout checklist workshops, Qwest has presented its commercial data describing how well it is making checklist items available to CLECs. This data has been discussed in workshops to varying degrees depending on the checklist item. The CLECs uniformly argued that it should not be discussed because the data was not yet audited. As this Commission knows, in addition to Arizona's audit being performed by Cap Gemini Ernst & Young (CGE&Y), the ROC retained The Liberty Consulting Group (Liberty) to perform an audit of Qwest's PIDs, to

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2 Bell South Louisiana II at ¶54.

3 The FCC also considers the results of "independent third-party testing... in assessing the commercial readiness of a BOC's OSS." Hewlett Packard, the pseudo CLEC, is currently testing access to Qwest's OSS. Qwest will report the results of that test upon completion.

verify, among other things, that Qwest's monthly performance data is accurate. Liberty released an audit report that addresses all but a few PIDs and concludes that Qwest's performance data is "accurate and reliable." A copy of the Liberty Report is attached as *Exhibit 1*. This leaves the final question of whether Qwest's overall actual performance is adequate to satisfy each checklist item.

The Commission does not have to work in a vacuum to determine whether Qwest's performance is adequate. Of course, the Federal Communications Commission now has six Section 271 decisions where the FCC has deemed the BOC's performance adequate. Moreover, parties to the Arizona workshops determined the expected level of performance for virtually every performance measurement. Under the Arizona performance measurements, adequate performance is determined in one of two ways: (1) parity with retail or, (2) where no retail analogue exists, by meeting a performance objective or "benchmark." Qwest's actual performance data is presented so the Commission can easily identify whether the standard is retail parity or benchmark. If the measurement uses retail parity as its standard, the graph depicting the data shows two lines, one for wholesale performance and one for comparable retail performance. If the measurement uses a benchmark as its standard, the benchmark is depicted on the graph by a dotted line. These graphical depictions allow the Commission to glance at each measurement and see whether wholesale performance meets or exceeds retail performance or the expected benchmark. Although this "stare and compare"

method always works for performance benchmarks, there are times it does not work for retail parity, meaning there are times when it would appear that Qwest' is providing better performance to retail, yet there still should be no concern. Specifically, when a retail analogue exists, the FCC requires that Qwest serve CLECs in "substantially the same and manner" as Qwest provides the analogous retail service. In Arizona 271 OSS Test workshops, the parties have agreed on statistical methods to determine if the performance is substantially similar.[4] Thus, if Qwest's retail performance is better than wholesale performance, the Commission would look at the statistical result to determine whether the disparity is statistically significant. If not, there is no concern.

A detailed review of the data makes it very clear that Qwest is providing every element of the checklist at a high level of quality. Actual performance data from July 2000 through June 2001 in Arizona are attached as *Exhibit 2* on a checklist item basis. Moreover, for those items on the checklist that have small or no volume in Arizona, Qwest's attaches its regional actual performance data from July 2000 through June 2001 as *Exhibit 3.* The regional data provides powerful additional support that Qwest provides each aspect of the checklist at an acceptable level of quality.

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[4] Consistent with the statistical standards adopted in the workshops, if the Z score is higher than +1.645, retail performance is better than wholesale performance by a statistically significant margin. The same is true if the parity score is a positive number. The parity score works together with the Z score, meaning that when the Z score is higher than 1.645, the parity score will be a positive number, indicating that retail performance exceeds wholesale performance by a statistically significant margin.

B. ***Volumes Are Increasing Dramatically***

- Qwest is making interconnection, UNEs and resale available to CLECs at a high level of quality even though demand for these services has increased dramatically over the past 12 months.

In Arizona that growth translates to in the 12-month period from June 30, 2000 through June 30, 2001:

- The number of interconnection agreements with CLECs increased from 103 to 114.
- CLECs have more than 160,574 interconnection trunks in service today, up over 72% from one year ago.
- The number of collocations grew from 272 to 503 – an 85% increase.
- Unbundled loops in service nearly doubled, from 11,150 to more than 20,787. A year ago, 11 CLECs had unbundled loops in service; as of June 30, 2001 there are 18 CLECs.
- The number of UNE-P facilities in service grew from 8 to 16,041.
- Line sharing was nonexistent a year ago. As of June 30, there are 136 collocation augments in place specifically designed to support line sharing from which CLECs had 787 line shared loops in service.
- Directory assistance trunks in service grew from 0 to 36.
- White pages listings for CLEC customers nearly doubled, from 64,758 to 124,821.

- Cumulative numbers ported increased from 240,435 to 375,553 – a 55% increase.
- The number of active resellers increased from 33 to 39.
- More than 1.29 billion minutes of calls were exchanged between Qwest and CLEC customers in June 2001, up from 900 million minutes in June 2000.

C. *Qwest's Actual Performance Meets 271 Objectives*

In addition to the sharp increases in raw numbers, Qwest's performance in provisioning and maintaining these products and services has been outstanding. Each month, Qwest records and reports in Arizona thousands of performance data points for the prior 12-month period. The performance results, which are discussed in more detail below, show that Qwest is providing interconnection, collocation, access to UNEs, emerging services, number portability, and resale in a manner that is either "substantially the same as" the level of service in Qwest's retail operations, or that provides "efficient CLECs with a meaningful opportunity to compete." [5]This is true regardless of the CLEC's method of entry into the local exchange market: (1) facility based, (2) UNEs, or (3) resale. In particular:

[5] These standards are the verbatim standards set by the FCC. Where retail parity exists, Qwest must provide service to the CLECs in substantially the same time and manner." This is managed in the PIDs through use if statistical methodology. Where no retail analogue exists, Qwest must provide an "efficient competitor a meaningful opportunity to compete." The Arizona

- **Interconnection:** In March-June 2001, Qwest met roughly [4-month average] 90% of its installation commitments to CLECs for interconnection trunks. The average installation interval was approximately [4-month average] 19 days, which is comparable to, or better than, the installation interval for Qwest's Feature Group D trunks (the agreed upon retail analogue). The trouble report rate was extremely small – 0.03% or less. Qwest cleared [4-month average] nearly 88% of those trouble reports within four hours. Blockage on CLEC trunks was consistently well below the benchmark of 1%.
- **Collocation:** In April-June, the only months in which Qwest reported data under new collocation PIDs that adopted the FCC's provisioning interval, Qwest met all of its performance objectives. Qwest met the 90, 120, and 150-day benchmarks for each category of collocation.
- **UNE-P:** Qwest provisions more than 96% of its UNE-P, or unbundled network element platform, orders without a technician dispatch. For these orders Qwest met 100% of its installation commitments to CLECs over the last four months with an average installation interval of about two days; lower

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TAG has set benchmarks in these situations that the Arizona TAG collectively determined would give CLECs a meaningful opportunity to compete.

than Qwest's retail performance average of 2.5 days for the same four months. Qwest completed 94-100% of UNE-P installations without a CLEC issuing a trouble report from March through June. Over the past months, when trouble occurred, Qwest resolved 97.3% of the few "out of service" reports for UNE-P within 24 hours in a mean time for CLECs faster than Qwest provided to equivalent retail customers.

- **Loops:** In the past four months, the average installation interval for both analog loops (voice loops) and 2-wire non-loaded loops (typically used for DSL), which account for more than 91% of all CLEC loops, was below the benchmark. For analog loops, in June Qwest provisioned over 99% of its loops on time, besting the Arizona 271 PID's 90% benchmark, with an average interval of approximately 5.15 days, which is below the Arizona PID's six-day benchmark. More than 94% of these loop installations in the past four months were trouble free. For 2-wire non-loaded loops, Qwest met 100% of all installation commitments to CLECs in June, with an average interval of about 4.88 days. Over 97% of new installations were trouble free. For all coordinated cutovers, whether they were analog loops, nonloaded loops, or some other variety of loop, Qwest completed 96.35% of its coordinated cutovers on time, exceeding the 95% benchmark and far exceeding that deemed

acceptable by the FCC in New York. The June data are particularly significant because they reflect improvements due to Qwest's recent establishment of a center in Omaha to coordinate loop installations (the Qwest Coordinated Cutover Center, or QCCC). The overall trouble rate for unbundled analog loops was extremely low, averaging 1.9% over the last four months. Qwest cleared over 98% of CLEC "out of service" trouble reports within 24 hours, exceeding the retail comparable.

- **Resale:** An extremely high percentage of resale orders are provisioned without a technician dispatch. For March-June, Qwest always met in excess of 99% of such commitments for residential customers, 98.46% or higher for business customers, and 100% for Centrex 21 customers. In the unlikely event that service was delayed, Qwest established service for wholesale customers at parity with Qwest retail in virtually every circumstance. With respect to maintenance and repair, for each class of service discussed, Qwest cleared out of service troubles within 24 hours at least 89% of the time when a dispatch was required, and 90% of the time or higher when no dispatch was required.

Again, almost all of these performance results have been audited by Cap Gemini. The Arizona Performance Measure Audit (PMA) final report

should be released in September. The Liberty report has been released and concludes that Qwest's performance reports "accurately and reliably report actual Qwest performance" under the PIDs adopted by the Arizona TAG at pp.2-3. Liberty reached this conclusion after a thorough audit that (1) reviewed Qwest's processes for collecting and processing data; (2) analyzed and created "data sets" to ensure Qwest accurately captured all data; and (3) performed independent calculations to corroborate Qwest's results at page 1. Consequently, the Commission may confidently rely on the performance results in assessing the quality of interconnection, resale and access to UNEs. Qwest's wholesale volumes and its performance results demonstrate that competition is robust in the local exchange market. The PIDs are designed to quantify service performance to permit an evaluation of whether Qwest is meeting the requirements of Section 271. The PIDs address key aspects of service, primarily the timeliness and accuracy of installations and repairs. The high quality of Qwest's audited performance data, and the volume of activity reported, show that CLECs not only have a meaningful opportunity to compete, but also that they are exploiting that opportunity. Qwest's ongoing reporting of performance data will help ensure that the local exchange market remains open to competition. Qwest is confident that Cap Gemini will reach a similar conclusion in Arizona based upon the numerous Arizona TAG meetings over the past couple of years.

II. A COLLABORATIVE, VERIFIABLE PROCESS IS IN PLACE TO EVALUATE QWEST'S PERFORMANCE

The PIDs under which Qwest is reporting data are the product of extensive meetings and discussions among Qwest, competitors, and regulators, who have worked together over a period of years to reach agreement on appropriate performance measurements.[6] The parties first achieved significant progress toward development of PIDs in Arizona 271 workshops. Beginning in late 1999, the ROC 13-state collaborative took the Arizona PIDs, amended them, and added additional PIDs, most of which were then taken back to Arizona, so that the Arizona ROC PIDs are now nearly identical. Thus, these PIDs have been developed in two ongoing processes that have engendered wide CLEC participation. The performance indicators are literally the result of an exhaustive process that has involved many thousands of hours. All interested parties have had a hand in developing the current PIDs, which represent the most comprehensive body of measurements developed to date. Therefore, Qwest's performance results under the PIDs are objective evidence that Qwest is providing wholesale services in a nondiscriminatory manner and/or in a manner that permits an efficient competitor a meaningful opportunity to compete.

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[6] The PIDs take into account relevant FCC orders, including the FCC's preliminarily conclusions in its April 1998 Notice of Proposed Rulemaking relating to performance measurements. [Performance Measurements and Reporting Requirements, FCC 98-72(Apr. 17, 1998] The indicators also reflect the FCC's orders in response to Section 271 applications by other Regional Bell Operating Companies.

Arizona has adopted performance indicators for each checklist item that is amenable to evaluation with quantified data. The PIDs address the following checklist items:

- Item 1 — Interconnection (including collocation).
- Item 2 — Access to network elements (including OSS and UNE Combinations).
- Item 4 — Unbundled local loop transmission including subloop unbundling and line sharing.
- Item 5 — Unbundled local transport including dark fiber.
- Item 7 — 911/E911, directory assistance, and operator services.
- Item 8 — White pages directory listings.
- Item 9 — Number administration.
- Item 10 — Call related databases and associated signaling.
- Item 11 — Interim number portability.
- Item 13 — Reciprocal compensation.
- Item 14 — Resale services.

Arizona has adopted 46 PIDs for the checklist items. The PIDs are grouped into categories, such as Ordering and Provisioning ("OP") and Maintenance and Repair ("MR"). The PIDs disaggregate data to show performance in areas that are generally urban or suburban in nature (i.e., "Zone 1" or "within MSA") and areas that are generally rural in nature (i.e, "Zone 2 or "outside MSA"). The PIDs also disaggregate data with respect to

specified products or product groupings, and differentiate between services that require the dispatch of a technician and those that do not. As a result, the 46-plus PIDs yield more than 1400 different monthly measurements of wholesale performance for different products in distinct service areas. When multiplied by the number of CLECs, retail analogues, and occurrences reported, Qwest is recording millions of data points every month throughout the Qwest region.

Each month, Qwest generates a report of performance results for each state in its region, and the entire 14-state region, each of which covers the prior 12 months for all of the PIDs and their subcategories. In addition, each CLEC receives a monthly report specific to its company at the state level. The most recent report available covers the period from July 2000 through June 2001.

Installation and repair are at the core of most service quality issues. As a result, the PIDs for installation and repair account for the bulk of the disaggregated data reported by Qwest. The monthly performance reports answer the following service-related questions: How long did it take Qwest to install the product or service? Was it installed on time? Was it installed correctly? Did CLECs issue any trouble reports? If so, how long did it take Qwest to repair the product or service? Was it repaired on time? Was it repaired correctly?

III. QWEST IS SATISFYING EACH OF THE SECTION 271 CHECKLIST REQUIREMENTS

A. Evidentiary Standards

In its rulings on prior 271 applications, the FCC has provided substantial guidance on the legal and evidentiary standards it will utilize to address performance issues. First, the FCC concluded that the applicant must make a *prima facie* showing that it meets the requirements of each checklist item. To satisfy that burden, Qwest

> must demonstrate that it has a concrete and specific legal obligation to furnish the item upon request pursuant to state-approved interconnection agreements that set forth prices and other terms for each checklist item, and that it is currently furnishing, or is ready to furnish, the checklist item in quantities that competitors may reasonably demand and at an acceptable level of quality.

New York Order ¶ 52 (Dec. 22, 1999). Opponents have the burden of rebutting a *prima facie* case with affirmative evidence showing that Qwest failed to provide the checklist items. *Id.* ¶ 49. Isolated incidents of noncompliance do not suffice. *Id.* ¶ 50. Moreover, the FCC has made clear that 271 dockets are not the place to resolve novel disputes about the precise scope of Qwest's

obligations to its competitors. *FCC Kansas/Oklahoma Order* ¶ 10 (Jan. 22, 2001).

When, as here, parity and benchmark standards are developed through open proceedings with input from the incumbent and competing carriers, the standards represent informed and reliable attempts to objectively demonstrate how Qwest satisfies the Act.

> Thus, to the extent there is no statistically significant difference between a BOC's provision of service to competing carriers and its own retail customers, the Commission generally need not look any further. Likewise, if a BOC's provision of service to competing carriers satisfies the performance benchmark, the analysis is usually done.

Connecticut Order at Appendix D-5, ¶ 8 (July 20, 2001). The Commission places tremendous emphasis on PIDs negotiated through an open process, such as occurred in Arizona. For example, the FCC concluded that when "[performance] standards are developed through open proceedings with input from both the incumbent and competing carriers, these standards can represent informed and reliable attempts to objectively approximate whether competing carriers are being served by the incumbent in substantially the same time or manner or in a way that provides them a meaningful opportunity to compete." Verizon Massachusetts Order ¶ 13.

Even when statistically significant differences in performance exist, the Commission may "conclude that such differences have little or no competitive significance in the marketplace." *Id.* The differences may be "slight, or occur in isolated months." *Kansas/Oklahoma Order* ¶ 32. In such cases, "the Commission may conclude that the differences are not meaningful in terms of statutory compliance." *Connecticut Order* at Appendix D-5, ¶ 8. A steady improvement in performance over time indicates that problems are being resolved. *New York Order* ¶ 59. Moreover, when "there are multiple performance measurements associated with a particular checklist item, the Commission considers the performance demonstrated by all the measurements as a whole. Accordingly, a disparity in performance for one measurement, by itself, may not provide a basis for finding noncompliance with the checklist." *Connecticut Order* at Appendix D-5, ¶ 9.

Thus, the ultimate issue before this Commission is whether Qwest's overall performance on a checklist item by checklist item basis is adequate. The FCC has made clear that when performance metrics are negotiated, ILECs such as Qwest need not meet the negotiated standards 100% of the time to satisfy 271. This would be a virtual impossibility. The Commission's role is to assess all of the PIDs for a checklist item in totality and decide whether the performance is adequate. Thus, for example, resale has many hundreds of disaggregated performance measurements. If Qwest meets 90% of those measurements, and misses 10%, the Commission could still find Qwest satisfies checklist item 14 (resale). Qwest, therefore, represents this

data to present its overall performance to the Commission. Qwest contends that its performance across the board is not only adequate, it is outstanding.

B. Checklist item Performance

1. Interconnection/Collocation

a. Interconnection

Interconnection trunks allow the mutual exchange of traffic between Qwest and CLECs. As of June 25, 2001, 114 CLECs had 160,574 interconnection trunks in service, a 72% increase over one year earlier. Of those, 122,504 connect CLEC end offices with Qwest end offices, and 38,070 connect CLEC end offices with Qwest tandem offices. Ninety-seven percent of all trunks (155,856) were two-way. In June 2001, Qwest exchanged more than total 1.29 billion minutes with CLECs over interconnection trunks. Each month the volume of traffic exchanged with CLECs grows.

Arizona has adopted detailed standards to evaluate Qwest's success in achieving interconnection with competitors. Qwest's performance under those standards shows that it is installing, maintaining, and repairing interconnection trunks within the same time frames, in a manner such that call-blockage is minimized, and with the same level of quality as Qwest installs, maintains, and repairs its retail trunks.

Trunk Blockage. Arizona has concluded that call blockage less than or equal to 1% is always acceptable. The Arizona also determined that, if blockage exceeds 1%, the blockage on CLEC trunks must be the same or less

than on Qwest's own interoffice trunks. Some call blockage is caused by CLECs failing to order sufficient trunks. Whenever a CLEC's trunks are insufficient to carry the current call volume within the 1% blockage standard, Qwest issues a Trunk Group Service Request ("TGSR") advising the CLEC of the need to augment its trunks. If the CLEC fails to respond to the TGSR within 20 days, call blockage on those trunks is excluded from the total blockage figure. *See* PIDs NI-1A, NI-1B.

Blockage is measured and reported for (1) interconnection final trunk groups that connect CLEC end offices with Qwest tandems, and (2) interconnection final trunk groups that directly connect CLEC end offices with Qwest end offices. To demonstrate that Qwest provides interconnection equal in quality to its own connections, Qwest also measures blocking on Qwest's retail interoffice trunks, the comparable retail trunks identified by Arizona TAG.

From March through June 2001, trunk blockage on CLEC interconnection to Qwest tandem offices was below the 1% benchmark in every month. In the last four months, blockage was 0.22% or less each month. RPR at 17, NI-1A. Trunk blockage on CLEC interconnection to Qwest end offices was even more insignificant. In March, April, May and June, blockage was 0.00% *Id.*, NI-1B.

Trunk Installation Measurements. The Commission also requires Qwest to measure aspects of the trunk provisioning process. Among other things, Qwest tracks the percentage of time it installs a trunk on or before the

due date ("commitments met"), the average installation interval, and, when a trunk is delayed, the average length of the delay. For these indicators, Qwest uses data from its Feature Group D trunks as the retail analogue, as agreed upon by the Arizona TAG.

The data show that Qwest has installed LIS trunks for CLECs in timeframes and at percentages that are in parity with Qwest's retail performance. In Zone 1 (high-density areas), Qwest averaged 90% of its installation commitments met with CLECs in March-June. Specifically, Qwest met 90.54% of its commitments in March, 92.86% in April, 95.00% in May, and 83.08% in June. Across all four months, a difference in Qwest's wholesale and retail performance was not statistically significant. RPR at 1, OP-3 Zone 1.

Qwest achieved similar results for Zone 2 (low density areas). Qwest met 80.00% of its installation commitments to CLECs in March, 88.89% in April, 100.00% in May, and 87.5% in June. In all but one month, Qwest's wholesale performance was better than its retail performance. *Id.* at 2, OP-3 Zone 2.

The average installation interval for CLECs in Zone 1 was less than 24 days, and lower than the retail comparative, in two of the last four months. In June, the wholesale installation interval averaged 22.06 days. Although that result was slightly higher than the retail average of 19.07 days, the difference in performance was not statistically significant. *Id.* at 1, OP-4.

In Zone 2, the average installation interval for CLECs ranged from 23.25 days in June to 16.6 days in March. Qwest's retail intervals overall were

longer than the wholesale averages, ranging from a low of 23 days in May to a high of 30.10 days in June. *Id.* at 2, OP-4. Thus Qwest uniformly meets its installation commitments to CLECs for interconnection trunks.

When an interconnection trunk order is delayed, Qwest tracks the average length of the delay in measurement OP-6. This measurement is then broken out into delays for facility reasons and delays for other than facility reasons. For retail installations, delays caused by non-facility reasons in Zone 1 ranged from 13.00 days in March to 1.00 day in June, with an average of [4-month average] 6.34 days. Wholesale delays ranged from 17.5 days in May to a low of 3.71 days in June, with an average of [4-month average] 6 days. Although Qwest's retail performance was slightly better in some months, the difference in performance was not competitively significant. *Id.* at 1, OP-6A.

In Zone 2, wholesale delays caused by non-facility reasons ranged from a high of 9.00 days in June to a low of 8.00 days in March, with an average of 8.33 days. In every month, those results were far better than the retail delays, which ranged from 9.67 – 65 days. *Id.* at 2, OP-6A.

In Zones 1 and 2, CLECs experienced only two delays caused by facility reasons in March-June. The delays ranged from 7-45 days. *Id.* at 1-2, OP-6B.

Overall, installation quality was excellent. In each month, more than 93% of new trunks were installed without a CLEC filing a trouble report. The wholesale and retail results were virtually identical in March – May. Although retail performance was slightly better in June (97.37% retail vs.

93.32% installation and 95.2% wholesale), the four-month averages were essentially equal –[4-month average] 94.5% for wholesale installations and[4-month average] 95.2% for retail. See MW-2 at 2, OP-5.

Empirically, Qwest's wholesale results are at parity with, or better than, its retail results. Overall, interconnection trunk installation for CLECs is virtually identical to, if not better than, the identical installation of Feature Group D trunks, which the PID defines as its retail comparative.

Trunk Maintenance and Repair Measurements. Qwest has achieved similar success in maintaining and repairing interconnection trunks. The rate of trouble reports for interconnection trunks has been extremely small – 0.03% or less for all interconnection trunks in March-June. *Id.* at 6, MR-8. In Zone 1, Qwest cleared 100.00% of CLEC trouble reports within four hours in March, 91.30% in April, 82.05% in May, and 80.95% in June. Those results compared favorably with Qwest's retail performance. *Id.* at 5, MR-5 (Zone 1). In Zone 2, Qwest cleared 100.00% of CLEC trouble reports within 4 hours in all four months from March through June. In three of the four months, Qwest's wholesale performance was at parity with its retail performance. *Id.* With one exception, the mean time to restore service generally ranged from one to two hours across both Zone 1 and Zone 2. *Id.* at 5-6, MR-6. These data show that Qwest is providing interconnection trunking to competitors on a nondiscriminatory basis.

b. Collocation

Collocation allows CLECs to place equipment in Qwest central offices or other structures such as remote terminals. Qwest offers varieties of collocation including physical collocation, virtual collocation, shared collocation, remote collocation, adjacent collocation and line sharing collocation. As of June 30, 2001, a total of 91 CLECs had completed 3,281. As of June 30, in Arizona alone there were 33 CLECs with 503 collocations in 79 Qwest central offices. Of these 472 were physical collocations and 31 were virtual collocations. In 45 of the central offices with collocation, there are three or more collocators. CLECs also had completed 421 augments, including 401 physical augments and 20 virtual augments. This provides competitors in Arizona easy access to most of Qwest's customers; CLECs can access 94% of Qwest's Arizona access lines through the existing collocations.

The collocation PIDs changed significantly in March 2001. This was the direct result of two collocation decisions from the FCC in the latter part of 2000, specifically concerning provisioning intervals. Qwest's original PIDs tracked collocation feasibility (10 days), quotes (25 days) and installations (90 days), all of which were added together to create the overall interval. The new PIDs only include feasibility (10) days and installations with an overall interval that subsumes all three components of collocation into one large interval. Qwest provides collocation intervals of 90 days when the collocation is forecast,

and 120-150 days when no forecast is provided (depending on whether major infrastructure modifications are necessary).[7]

Thus, beginning in April, Qwest has measured its performance under eight PIDs. CP-1 tracks the average collocation interval, and CP-2 measures collocation commitments met. More specifically, the CP-1 PIDs measure the extent to which collocation installations are provided within the intervals required by FCC's rules or applicable interconnection agreements: CP-1A measures collocation installations for which the scheduled interval is 90 calendar days or less, CP-1B measures installations for which the scheduled interval is 91 to 120 days, and CP-1C measures installations with scheduled intervals between 121 to 150 days. The CP-2 PIDs measure the percent of collocation installations completed within the standard intervals: CP-2A measures forecasted collocation intervals, CP-2B unforecasted and late forecasted installation intervals, and CP-2C both unforecasted collocation installations requiring major infrastructure modifications, and those where the Ready for Service (RFS) date is more than 120 calendar days after application. Finally, CP-3 and CP-4 focus on whether Qwest provides feasibility studies in a timely way. Specifically, CP-3 measures the average interval to complete a feasibility study. For this measurement the Arizona TAG approved a 10-day benchmark pursuant to FCC rule. CP-4 measures the percentage of feasibility

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7 There are other instances where a collocation could be greater than 90 days. For example, when a CLEC does not accept the collocation quote within 7 days per FCC rule. All of these exceptions are spelled out in detail in the SGAT. For ease of reference, Qwest will consistently describe intervals greater than 90 days as unforecast and those greater than 120 days as unforecast and requiring major modification.

IMA-GUI (a internet type portal), IMA-EDI (a computer to computer interface that allows Qwest's and CLECs' systems to interact), EXACT (Exchange Access, Control, & Tracking), EB-TA (a repair interface) and CEMR (another maintenance and repair interface). A description of each of the five primary components of OSS follows.

- Pre-Ordering generally includes those activities that Qwest undertakes to gather and verify the information necessary to place an order. Providing CLECs with timely information on a pre-order basis allows the CLEC representative to interact efficiently with its potential customer. For instance, pre-ordering may involve appointment scheduling; determining service and facility availability; address validation activities; access to customer service records; and obtaining loop qualification information. Pre-ordering is accomplished through Qwest's computer systems. Electronic "gateways" to these systems have therefore been developed so that CLECs can access this information.

- Ordering is the process by which a request is made for a particular service or capability (e.g., a loop or some other UNE). The OSS component of ordering is assessed by tracking how well the order "flows through" to the provisioning phase; whether a Local Service Request ("LSR") is correctly generated (or rejected); and whether a Firm Order Confirmation ("FOC") is returned by Qwest's system. Therefore, ordering allows CLECs to be apprised of the order and information about the order (i.e., due dates through

issuance of an FOC). Like pre-ordering, CLECs place orders through Qwest's electronic gateways.

- Provisioning is the process of following through on an order – i.e., making sure that it has been installed or "provisioned" as requested. Provisioning typically is assessed on the basis of timeliness and quality. For instance, when an order has been properly provisioned, a work completion notice will be generated; if an order cannot be provisioned in a timely manner, a "jeopardy notice" will be generated. Much of what Qwest is discussing in other portions of this document address Qwest's provisioning performance.

- Maintenance and Repair is necessary so that any problem after a service is established and working can be corrected. Maintenance and repair is a critical component of OSS because a CLEC that depends on Qwest for resold service or unbundled network elements must also depend on Qwest to repair those components when they are not functioning. As with provisioning, Qwest's maintenance and repair performance is discussed at length in other portions of this document.

- Billing is the process by which all of the services provisioned to customers are reconciled so that bills can be generated. Like maintenance and repair, billing is a critical component of OSS because a CLEC that depends on Qwest for its provisioning will depend on Qwest to track that information so it can in turn bill its customers.

Qwest's OSS is periodically updated and improved. This necessitates systems changes. In order to effectively communicate these

changes to CLECs, Qwest has developed as part of its OSS a Change Management Plan, which identifies new processes and assists CLECs in implementing them. Qwest also provides training and assistance to CLECs to ensure that they are informed of all of the features and functionalities associated with Qwest's OSS. Qwest's Change Management and training and assistance programs are being evaluated comprehensively as part of the third party test. Recently Qwest and the CLECs agreed to add two performance indicators assessing the change management functions at Qwest. PO-16 measures release notifications for changes to specified OSS interfaces sent by Qwest to CLECs within the intervals specified within the change management plan found on Qwest CLEC Industry Change Management Process, (CICMP) website, thereby evaluating Qwest's change management performance before releases. GA-7 appraises Qwest's post release performance by measuring the timeliness of resolution of gateway or system outages attributable to software releases for specified OSS interfaces, focusing on CLEC-affecting software releases involving the specified gateways or systems. These PIDS are under development and results will be reported upon completion of that development.

Gateway Availability. The gateway availability ("GA") PIDs measure the percentage of time the systems for interfacing with Qwest's computer network are available to CLECs. The Arizona benchmark for availability of all interfaces is 99.25% of the time. On balance, most CLECs prefer to use a graphical user interface ("GUI") to the computer-to-computer EDI interface. In March-June, Qwest met the 99.25% benchmark for its IMA-

GUI interface in each month. *Id.* at 14, GA-1A, 1B, 1C. Qwest also met the benchmark in every month for its EDI interface and for EXACT. *Id.* at 14-15, GA-2, GA-4. For EB-TA, Qwest met the benchmark in May-June. All of the interfaces except GUI-Repair measured in GA-6 were available 100% of the time in June. As a result, CLECs had no problems taking the first step in submitting orders such as local service requests ("LSRs") to Qwest. GUI-Repair, GA-6 had near perfect availability in June at 99.92%.

Pre-Order Response Times. The Arizona 271 PIDs require Qwest to measure the time it takes its computer network to respond to various CLEC requests for information. For the IMA-GUI and EDI interfaces, the PIDs assess the time it takes CLECs to schedule appointments, inquire about service availability times, conduct facility checks, validate addresses, get CSRs, make TN reservations, and qualify loops. The PIDs separately track the time it takes CLECs to submit requests, the time it takes Qwest to respond, and the time it takes to accept a CLEC order. The PIDs then aggregate those times and apply benchmarks ranging from 10-25 seconds.

Qwest's pre-order response performance has been outstanding. In each of the last three months for which data are available, Qwest met every aggregate benchmark for IMA-GUI and EDI. *Id.* at 16-25, PO-1A-1, PO-1A-2, PO-1A-3, PO-1A-4, PO-1A-5, PO-1A-6, PO-1A-7, PO-1B-1, PO-1B-2, PO-1B-3, PO-1B-4, PO-1B-5, PO-1B-6, PO-1B-7.

Electronic Flow Through. Qwest's flow through processing of CLEC Local Service Requests (LSRs) completely electronically continues to improve.

The percent of electronically-transmitted LSRs that flowed directly to the service order processor without human intervention or without manual retyping increased for every product category in June.

The flow-through PIDs measure the percentage of time that CLEC orders (LSRs) are converted into service orders recognized by Qwest's systems and submitted into Qwest's backend systems without manual intervention. The flow-through PIDs measure the overall flow-through rates (PO-2A) and the flow-through rates for orders that are designed to flow through (PO-2B).

Qwest's flow-through PIDs are diagnostic, because the FCC does not consider flow-through to be a "conclusive measure of nondiscriminatory access to ordering functions, but as one indicium among many of the performance" of Qwest's OSS. *Verizon Massachusetts Order*, at ¶ 77. The FCC recognizes that CLECs have a lot to do with the flow-through rates that a BOC can achieve – some efficient CLECs can achieve high flow-though rates while other, less efficient CLECs have lower flow-through rates. *Id.*, at ¶¶. 78 & 80. For these reasons, the FCC focuses less on actual flow-through rates than on whether the BOC's OSS are *capable* of flowing orders through. *Id.*, at para. 77 and 80.

Qwest's flow-through rates are dramatically improving, and the PID results demonstrate that Qwest's OSS are capable of flowing orders through. For PO-2B-1, electronic flow-through for all eligible LSRs received via IMA GUI, Qwest's flow-through rates have increased from 65.43% in January to 91.17% in June for POTs Resale, from 13.77% in January to 64.09% in June

for Unbundled Loop Aggregate, from 65.79% in January to 87.65% in June for LNP, and from 9.09% in January to 80.95% in June for UNE-P POTS. For PO-2B-2, electronic flow-through for all eligible LSRs received via IMA EDI, Qwest's flow-through rates have increased from 91.95% in January to 97.79% in June for POTs Resale, from 3.31% in January to 72.26% in June for Unbundled Loop Aggregate, from 24.49% in January to 44.44% in June for LNP. For UNE-P POTS there is little information available for Arizona, but the region wide data shows improvement from 25.00% in February to 61.65% in June.

LSR Rejections. For the IMA-GUI and EDI interfaces, the 271 Arizona PIDs require Qwest to track the length of time it takes Qwest to submit LSR rejection notices to CLECs. The PIDs set benchmarks in hours for manual rejections and benchmarks in seconds for electronic rejections.

For IMA-GUI interface, Qwest met the 12 hour (manual) and 18 second (electronic) benchmarks in every month from March-June. *Id.* at 35, PO-3A-1, 3A-2. For EDI, Qwest met the 12-hour benchmark in May-June, and met the 18 second benchmark in every month. *Id.* at 35-36, PO-3B-1, 3B-2. Qwest also met the 24 hour LSR rejection benchmark for manual and IIS. *Id.* at 36, PO-3C.

Firm Order Confirmations. The PIDs also measure the percentage of firm order confirmations ("FOCs") Qwest sends to CLECs on time for various products and services. For resale, Qwest submitted nearly 100% of FOCs on time for LSRs processed electronically through IMA-GUI and EDI in March-June. *Id.* at 38, PO-5A-1(a), 5A-2(a). For IMA-GUI and EDI LSRs processed in

part manually, Qwest outperformed the 90% benchmark in each month. *Id.* at 39, PO-5B-1(a), 5B-2(a). Qwest met the 90% benchmark for orders processed manually in three of the last four months. *Id.* at 39, PO-5C-(a).

Qwest's performance with respect to LSRs for unbundled loops was equally impressive. Qwest exceeded the 95% on time FOC benchmark in each of the last three months for LSRs processed electronically through IMA-GUI and EDI. *Id.* at 41 PO-5A-1(b), 5A-2(b). For orders processed in part manually, Qwest met the 90% benchmark for IMA-EDI LSRs in March-June, and met the benchmark for GUI LSRs in three of those months. *Id.* at 42, PO-5B-1(b), 5B-2(b). For manually processed LSRs, Qwest met the 90% benchmark in every month but April when performance dipped slightly below 90% at 88.89%. *Id.* at 42, PO-5C-(b).

Qwest met the 271 PID Arizona benchmarks for FOCs on time for local number portability in every month for LSRs processed electronically, and for LSRs processed in part manually for GUI. For IMA-EDI the 4 month average was 86% just slightly below the 90% benchmark with one month, May, above at 92.44%. Qwest met the 90% benchmark for manually processed LSRs in June. *Id.* at 44-45, PO-5A-1(c), PO-5A-2(c), PO-5B-1(c), PO-5B-2(c), PO-5C-(c).

Last, but not least, Qwest surpassed the 85% benchmark for LIS trunks in every month from March through June, submitting more than 98% of FOCs on time in that period. *Id.* at 47, PO-5D.

Jeopardy Notifications. The Arizona 271 PIDs also compare Qwest's wholesale and retail performance in submitting jeopardy notifications. The PIDs assess the average interval and the percentage of timely jeopardy notices for four categories: non-designed services, unbundled loops, LIS trunks, and UNE-P POTS.

For non-designed services, Qwest submitted jeopardy notices to CLECs, on average, 1.8 to 2.9 days before the scheduled delivery date in March-June. That fell about three days short of retail performance. The percentage of timely notices to CLECs steadily increased to 8.7% in May and 13.51% in June, with no significant difference from retail performance. *Id.* at 49, PO-8A, PO-9A.

Qwest's wholesale and retail results were at parity for unbundled loops. With notice interval of 7.41 days in May and 4.61 days in June, better than retail performance of 5.66 days in May and 5.01 days in June. The percentage of timely notices in those months were also at parity. *Id.* at 50, PO-8B, PO-9B.

Because of its excellent service record, Qwest submitted very few jeopardy notifications to CLECs for LIS trunks. Although the results were erratic, Qwest's average jeopardy notice interval to CLECs, and the percentage of on time jeopardy notices to CLECs, were at parity with retail performance in March-June. *Id.* at 52, PO-8C, PO-9C.

CLEC jeopardy notices were also few and far between for UNE-P POTS. Although Qwest did not achieve parity under either PID, the difference

in performance was not competitively significant because problems were so rare. *Id.* at 53, PO-8D, PO-9D.

Access to Centers. PID OP-2 measures the percentage of calls to Qwest's interconnection provisioning center that were answered within 20 seconds. Qwest's wholesale performance was excellent, with 92.61 – 96.2% of all CLEC calls answered within 20 seconds in April-June.

PID MR-2 similarly measures the percentage of calls to Qwest's interconnection repair center that were answered within 20 seconds. Qwest's wholesale and retail performances in this category were close to parity in March-June, with roughly 88% of all calls answered within 20 seconds. *Id.*, MR-2.

Billing.

Qwest has several billing measures that track billing timeliness, accuracy of usage records sent to CLECs, and the accuracy of bills rendered for UNEs and resold services. The billing PIDs generally require parity with retail as the benchmark.

PID BI-1A tracks the average number of days it takes Qwest to provide daily usage files (DUF) for unbundled network elements and resale. Qwest's performance under this metric has been excellent. In March-June, Qwest provided usage records to CLECs in an average of two days, less than half of the retail average of more than six days. *Id.* at 55, BI-1A.

Qwest has delivered nearly all bills to CLECs within the 10-day period prescribed by PID BI-2. Qwest delivered 100% of all bills to CLECs

within 10 days in March, 99.98% in April, 100% in May, and 99.97% in June. *Id.* at 56, BI-2.

Qwest's bills to CLECs are accurate and complete. In the only three months for which data are available, the percentage of Qwest's bills to CLECs for resale and unbundled network elements that did not require an adjustment due to an error was 99.71% in April, 99.28% in May, and 98.74% in June. Although that was slightly lower than the percentage of Qwest's retail bills that did not require and adjustment, the difference in performance is not competitively significant. *Id.* at 57, BI-3A. The completeness of Qwest's bills to CLECs was stead from 99.52% in March to 99.42% in June. Which is slightly better than the completeness of Qwest's retail bills, *Id.* at 59, BI-4A.

b. Unbundled Network Element Combinations

Checklist Item 2 also comprises all forms of UNE Combinations. As a general rule, UNE Combinations are comprised of the UNE-Platform or UNE-P and Enhanced Extended loop or EEL. UNE-P allows CLECs to provide basic exchange service at UNE rates, and EEL (combinations of loop and dedicated transport) allows CLECs to extend their service territory without requiring an additional collocation. Qwest offers and tracks performance around both forms of UNE-Combination.

In the past year, Qwest has experienced astonishing growth in CLEC demand for UNE-P facilities. As of June 30, 2001, a total of 8 CLECs in Arizona had 16,041 UNE-P circuits: 1,424 traditional UNE-P circuits and 14,617 "UNE-Star" circuits, a hybrid service that is, effectively, nothing more

than UNE-P. A year ago there were a total of 8 UNE-P circuits in service. Qwest has successfully met the demand by promptly installing and repairing UNE-P for CLECs.

Installation of UNE-P. Qwest installs the vast majority of all UNE-P lines in its region without requiring a technician dispatch. The key, therefore, to whether Qwest is meeting its statutory obligations for UNE-Combinations is how it provisions and maintains UNE-P without a dispatch. For UNE-P orders in that category, Qwest met 100% of its installation commitments to CLECs in March through June. *Id.* at 63, OP-3. Over that period, the average installation interval was slightly more than [4-month average] three days. *Id.*,OP-4. In all four months there were no delays for facility reasons and only one delay for non-facility reasons in the entire time period. *Id.*, OP-6A, 6B. Installation quality was excellent – Qwest completed 95% of installations without a CLEC filing a trouble report. *Id.* at 64, OP-5.

In the dispatch categories, which account for a small percentage of UNE-P installations, Qwest also performed well. For dispatches within MSAs, Qwest met more than 86% of its CLEC installation commitments in three of the last four months. *Id.* at 61, OP-3. For dispatches outside MSAs, results were non-applicable. *Id.* at 65, OP-3. For dispatched outside MSA's results were not applicable. *Id.* at 61-62, OP-4, OP-6A, 6B.

Repair of UNE-P. In May-June, the overall trouble rate for CLEC UNE-P has been on average less than 1.6%, lower than the trouble rate for comparable retail installations of 2.48%. *Id.* at 69, MR-8. When troubles

occur, Qwest resolves them efficiently. For repairs that did not require a technician dispatch outside of the central office, Qwest cleared 100% of CLEC out of service reports within 24 hours in March-June, and 100% of all CLEC trouble reports within 48 hours. *Id.* at 67, MR-3, MR-4. Qwest met 100% of its CLEC repair appointments in each month, and the mean time to restore service was on average lower for CLECs than for retail installations. *Id.* at 68, MR-6, MR-9. Qwest achieved parity under the "repair repeat report" PID in two of the past three months. *Id.*, MR-7.

For dispatches within MSAs, Qwest cleared 85.71% of CLEC out of service reports within 24 hours in May and 100% in June. . Qwest's wholesale performance was at parity with retail in June. *Id.* at 65MR-3. Qwest cleared 87.5-100% of all CLEC trouble reports within 48 hours in March-June, and achieved parity in the three of those months. *Id.*, MR-4. The mean time to restore service to CLECs steadily improved to slightly less than 14 hours in June. *Id.* at 65, MR-6.

The results for dispatches outside MSAs were similar. In each of the last four months, Qwest cleared at least 100% of CLEC out of service reports within one day for the month of June (other months N/A), and the same for June CLEC trouble reports within two days. *Id* at 66MR-3, MR-4. Qwest achieved parity under all maintenance and repair PIDs in June. *Id.* at 66-69, MR-3, MR-4, MR-6, MR-7, MR-9. These results show that Qwest is satisfying the statutory mandate to provision and repair unbundled network elements, specifically UNE-P, on a nondiscriminatory basis.

3. Access to Poles, Ducts, Conduits, and Rights of Way

As of June 30, 2001, CLECs had attached to 71,636 poles and occupied 143,364 feet of duct space in Arizona's region. Qwest offers competitors access to its poles, ducts, conduits, and rights-of-way under: (1) Section 10.8 of its SGAT; (2) negotiated interconnection agreements; and (3) stand-alone agreements, such as the "Qwest Pole Attachment and/or Innerduct Occupancy General Terms and Conditions," which Qwest has used since before 1996. Qwest denies access only when there is insufficient capacity or a bona fide safety, reliability, or generally applicable engineering constraint. Arizona has not adopted any performance measurements for this checklist item.

4. Unbundled Loops

In every 271 decision issued to date, the FCC has spent a substantial amount of time discussing unbundled loops and the performance data around unbundled loops. In the past, many thought of loops as analog voice grade loops. Over the past few years, 2-wire non-loaded loops – those loops used to support DSL service – have become more and more prevalent. The UNE Remand Order also required Qwest to unbundle high capacity loops. Thus, Qwest offers a variety of unbundled loops to CLECs including 2-wire analog loops, 2-wire non-loaded loops, 4-wire non-loaded loops, ISDN capable loops, ADSL compatible loops, DS-1 loops, DS-3 loops, dark fiber loops, and OC-n, lit fiber loops. Qwest also offers subloops, line sharing, line splitting,

and loop splitting, some of the emerging services. Qwest tracks performance data on a disaggregated basis around almost every form of unbundled loop.

As of June 30, 2001, Qwest had supplied 18 CLECs in Arizona with 20,787 unbundled loops, including 15,779 two-wire analog loops, 3,197 two-wire non-loaded loops, 1,693 ISDN BRI loops, 8 two-wire ADSL compatible loops, 10 four-wire non-loaded loops, and 100 DS1 capable loops. CLECs are yet to order DS-3 capable loops or OC-n capable loops. The number of unbundled loops in service increased by 86% in the preceding 12 months.

Qwest's performance results demonstrate that it is provisioning unbundled loops on a non-discriminatory basis for CLECs throughout the region. Qwest is fulfilling orders promptly, with minimal service problems, and has a strong maintenance and repair record.

a. Analog Voice Loops

Installation of Unbundled Analog Loops. Analog loops account for 91% of all unbundled loops in service in Arizona. Qwest's installation record for unbundled analog loops is excellent. In Zone 1, Qwest met 98.67% of its installation commitments to CLECs in March, 99.8% in April, 100% in May, and 99.83% in June, far exceeding the Arizona 90% benchmark. RPR at 75, OP-3. There was no activity in Zone 2 in Arizona, however for Qwest's region, Qwest met 97% of its installation commitments in May-June.

Qwest has also steadily shortened the average installation interval for CLEC loops. In June, Qwest averaged 5.15 days to install CLEC loops in Zone 1 meeting the six-day benchmark. *Id.* at 71, OP-4.

Qwest is working to improve its product offerings and reduce the delivery time to CLECs. Qwest recently rolled out a new product called "Quick Loop" in its service region. Quick Loop provides a three-day due date for 2/4 wire analog loops of 1-24 lines for CLECs submitting a complete and accurate Local Service Request through IMA-GUI or IMA-EDI. Quick Loop includes a lift and lay only, without other functions, such as performance testing. The introduction of the Quick Loop product allows CLECs to choose from the short three-day day due date or the normal due date, depending on the nature of the service sought. Qwest anticipates that the new product will shorten installation interval for analog loops even further.

Qwest's installation quality has been consistently good. Qwest installed more than 93.89% of new loops from March through June without a CLEC filing a trouble report. Those results exceeded retail performance by a wide margin in each of the four months. *Id.* at 72, OP-5.

Repair of Unbundled Analog Loops. Qwest is performing quick and reliable repairs for CLECs. At the outset, it is important to note that repairs are rarely needed. The trouble rate for analog loops provisioned to CLECs ranged from 2.15% to 1.47% in March-June. In each month, the trouble rate was lower for CLEC loops than retail loops. *Id.* at 75, MR-8.

Moreover, when repairs are needed, they are performed quickly. In June, Qwest cleared 99.23% of all out of service reports for CLECs within 24 hours in Zone 1, and 100% in Zone 2for the month of May. *Id.* at 73-74, MR-3. Qwest cleared 100% of all CLEC trouble reports within 48 hours in Zone 1, and

100% in Zone 2 for the month of May. *Id.*, at 73 MR-4. This performance surpassed Qwest's retail service, as it has in each of the last four months for which data are available. *Id.*, MR-3, MR-4. Similarly, the mean time to restore service to CLECs was quicker than for retail service in each of these months. *Id.*, MR-6. Finally, Qwest's repairs for CLECs have been of consistently high quality.

The FCC has given guidance on when analog loop performance is sufficient to meet 271 standards. In its New York decision, the FCC concluded that a BOC satisfies the requirements of checklist item 4 if it meets 90% of its installation commitments, less than 5% of loop installations result in a service outage, and less than 2% of loops experience trouble. *New York Order* at 162-63, ¶ 309. Qwest is meeting that standard for analog loops.

b. Coordinated cutovers

Another key component of loop provisioning is how well Qwest performs coordinated cuts, what some in the industry call "hot cuts." Measurement OP-13A assesses the percentage of coordinated cuts of unbundled loops completed on time. To be counted as "on time," the CLEC must agree to the start time, and Qwest must (1) receive verbal CLEC approval before starting the cut or lifting the loop, (2) complete the physical work and appropriate tests, (3) complete the Qwest portion of any associated LNP orders and (4) call the CLEC with completion information, all within one hour of the "committed order due time." The "committed order due time" is calculated by adding a specified interval to the scheduled start time. The specific interval

depends on the type and number of loops involved and ranges from one to two hours for analog loops. The benchmark for this measurement is 95% completion on time.

Qwest opened a new center in Omaha in late March 2001 to manage all coordinated cutovers (the largest percentage of loops ordered). The Omaha Center also made a number of process improvements. Initial performance is outstanding.

Qwest's on time performance of hot cuts has steadily improved over the last four months. Qwest's on time performance for analog loops improved to 96.02% in June, better than the 95% benchmark. RPR at 109, OP-13A. For all other loops, Qwest's on time performance improved to 96.68% in June, again better than the 95% benchmark. Qwest's current level of performance around such hot cuts exceeds that accepted by the FCC when approving the Verizon New York 271 application.

The second coordinated cut performance metric measures the number of minutes a CLEC customer is out of service during the requisite "lift and lay" procedure that move the customer over to the CLEC switch. PID OP-7, "coordinated hot cut interval –unbundled loop," tracks the time necessary to complete coordinated cuts. This measurement focuses on the time actually involved in disconnecting the loop from the Qwest network and connecting/testing the loop.

Qwest's performance under this metric has steadily improved. For analog loops, the coordinated cut interval shrunk from seven minutes in March

to four minutes in June. *Id.*, OP-7. For other loops, the interval steadied at 5 minutes for April and May . *Id.* The FCC has suggested that this level of performance is adequate BellSouth Louisiana II at ¶ 197. Qwest also has improved its coordination with CLECs. In June, Qwest commenced less than 0.3% of coordinated cuts without CLEC approval. *Id.* at 110, OP-13B.

c. Non-Loaded (2-Wire) Loops

Installation of non-loaded (2-wire) loops. These loops, which account for 15.4% of all unbundled loops in service in Arizona, are necessary to support DSL service. These loops may not have load coils on them and, thus, may need to be conditioned to meet the CLEC needs. Qwest has strong record of installing non-loaded (2-wire) loops in a timely manner. In March-June, Qwest exceeded the 90% benchmark for CLEC installation commitments met every month in Zone 1, with an average of 99.67%, *Id.* at 76, OP-3. In Zone 2, Qwest met the 90% benchmark in March-May, averaging 94% of CLEC commitments met. In April-June, Qwest exceeded the benchmark by meeting 100% of its commitments. *Id.* at 77, OP-3. Qwest is provisioning these loops in short intervals. Qwest met or bettered the six-day interval benchmark each of the last three months in both Zones 1 and 2. The intervals for CLEC installations were especially impressive, averaging 4.56 days in Zone 1 for the past three months, and 4.05 days in Zone 2 for the past three months. *Id.* at 76-77, OP-4.

Qwest installs loops that are of high quality. In June, 96.83% of CLEC loops were installed without trouble reports, and the trouble-

free rate for 2-wire loops over the last four months has been a strong 96.93%. *Id.* at 78, OP-5. *Id.* at 100, OP-5.

Repair of non-loaded (2-wire) loops. The need for repairs has been infrequent. In three of the last four months, the trouble rate for CLEC loops was under 1.78%. *Id.* at 81, MRB. When repairs are needed, however, Qwest performs prompt repairs for CLECs. In Zone 1, Qwest cleared 100% of CLEC of out of service reports within 24 hours in March, May, and June, with 98.63 in April. *Id.* at 79, MR-3. The results in Zone 2 were even more impressive, with Qwest clearing 100% of CLEC out of service reports within 24 hours in March-June. *Id.* at 80, MR-3. Similarly, Qwest has cleared 98.6-100% of all trouble reports in each of the last four months, with a 4 month average clearance rate of 99.8%. *Id.* at 80-81, MR-4. These results were comparable to Qwest's retail performance. *Id.* at 101 102106-07.

d. Non-Loaded (4-Wire) Loops

Installation of Non-Loaded (4-Wire) Unbundled Loops. Because CLECs have not requested a high number of 4-wire loops in Arizona, Qwest provides its regional data to establish that it can provide this UNE if and when requested. Even in the region, CLECs have not requested a high number of 4-wire loops. However, when requested, Qwest is provisioning those loops promptly. Qwest had only one CLEC installation in Zone 2, and it met that installation commitment. *Id.* at 91, OP-3. In Zone 1, Qwest met 91.67% of its installation commitments to CLECs in April, 82.35% in May, and 100% of its installation commitments in June. In each of those months, wholesale

performance surpassed Qwest's retail performance. *Id.* at 90, OP-3. The average installation interval for CLECs in Zone 1 declined from 7.58 days in April to 4.6 days in June, and was less than half of the average interval for retail installations. *Id.*, OP-4. Qwest had only three CLEC delays for facility reasons in Zone 1, and those delays were shorter than for retail installations. *Id.*, OP-6B. Qwest had only one delay for non-facility reasons.[8] Qwest's installation quality was superb. CLECs did not file a single trouble report for new installations in April-June. *Id.* at 92, OP-5.

Repair of Non-Loaded (4-Wire) Unbundled Loops. Qwest is performing quick and reliable repairs for CLECs. At the outset, it is important to note that few repairs are needed. The trouble rate for 4-wire loops provisioned to CLECs was 0% in the last four months,. *Id.* at 86, MR-8. CLECs in Zone 2 did not file a single trouble report.

e. DS-1 Capable Loops

Installation of DS-1 Capable Loops. Qwest is providing CLECs with effective installations of DS-1 loops. Qwest has steadily improved its performance in meeting CLEC installation commitments over the last four months, reaching parity with its retail product. In Zone 1, Qwest's success in meeting installation commitments to CLECs was at parity with retail success in March, May and June. *Id.* at 87, OP-3. In Zone 2, measurements were N/A

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8 Because Qwest is providing CLECs with loops promptly and effectively, there is little meaningful data on delay intervals when Qwest is late. Nonetheless, over the last two months, the interval for completion of pending late orders was shorter for CLECs than for customers of the analogous retail product. *Id.* at 92, OP-15A.

for months March-June. However for regional data, In Zone 2, Qwest's success in meeting CLEC installation commitments was equal to, or better than, its retail success in each month. In June, Qwest met 92.31% of its installation commitments to CLECs, compared with 66.54% of retail installation commitments met. *Id.* at 97, OP-3. In Zone 1, in each of the last two months Qwest provisioned DS-1 capable loops for CLECs in shorter intervals than for Qwest's retail customers, I*d.* at 87, OP-4, and , for Zone 1, CLECs experienced fewer delayed days for facility and non-facility reasons alike, I*d.*, OP-6A, OP-6B.

In addition to providing prompt installation of unbundled loops, Qwest's installations for CLECs have been of consistently high quality. In each of the last four months, Qwest installed more than 92.31% of new loops without a CLEC filing a trouble report; better service than for Qwest's retail customers. *Id.* at 94, OP-5.

Repair of DS-1 Capable Loops. Qwest is performing quick and reliable repairs for CLECs. The CLEC trouble rate for DS-1 loops was only 2.74% in March, 2.67% in April, 3.61% in May, and 4.9% in June. Though the trouble rate for CLECs exceeded that for Qwest's retail customers, the margin of difference never exceeded 1.82% in the last four months, indicating that Qwest is providing comparable service. *Id.* at 91, MR-8.

Qwest has met restoring CLEC service within four hours, reaching 100% in March and May in Zone 1, and 100% in March and April in Zone 2. Similarly, Qwest is working hard to bring the mean restoration time to retail levels. In Zone 1, Qwest achieved parity in March, May and June, and the

difference between retail and wholesale averages did not exceed [4 month average] three hours in any of the last four months. *Id.* at 90, MR-6. In Zone 2, the mean time to restore service was lower for CLECs than for retail customers in March-April. *Id.* at 91, MR-6.

f. ISDN Capable Loops

Installation of ISDN Capable Loops. These loops, which account for 8.2% of all unbundled loops in service in Qwest's region, are used by most CLECs to provision IDSL to customers. Qwest has compiled a strong record of prompt installation of ISDN capable loops. Over the last four months, Qwest has significantly improved its performance at meeting CLEC installation commitments. In Zone 1, Qwest met 93.43% of its commitments to CLECs in March, 97.28% in April, 98.17 % in May, and 100% in June. Those results were consistently better than retail performance in all four months. *Id.* at 92, OP-3. In Zone 2, Qwest's wholesale results were on average slightly below retail results in March, April, and May; however, Qwest met 100% of its commitments for CLECs in June. *Id.* at 93. In both Zones, the average installation interval [4-month average] for CLEC loops was significantly lower than for retail installations in each of the last three months. *Id.* at 92-93, OP-4.

Qwest's installations for CLECs have been of a consistently high quality, recording trouble-free rates comparable to the retail performance over the last four months. The cumulative rate over this period was comparable for CLECs, compared to 93.9% for retail loops. *Id.* at 94, OP-5.

Repair of ISDN Capable Loops. Qwest has performed quick and reliable repairs for CLECs in the rare instances when repairs were needed. The trouble rate for ISDN loops provisioned to CLECs was less than 2.76% in three of the last four months. *Id.* at 97, MR-8.

Moreover, over the last four months, Qwest steadily improved its performance in promptly repairing CLEC loops. In Zone 1, for four consecutive months Qwest cleared more than 97.62% of CLEC out of service reports within 24 hours, reaching a high of 100% in May. *Id.* at 95, MR-3. Qwest cleared at least 98.33% of all CLEC trouble reports within 48 hours in those months. *Id.*, MR-4. In Zone 2, Qwest cleared 100% of CLEC out of service reports within one day in three of the last four months, and achieved parity with retail performance in two of those months. *Id.* at 96, MR-3. Qwest cleared a similar percentage of all CLEC trouble reports within two days. *Id.*, MR-4. Those results were slightly below, but comparable to, Qwest's retail service.

In both zones, the mean time to restore CLEC service fell below four hours in two of the past four months. Moreover, the difference between wholesale and retail repair intervals was not statistically significant in either of the last two months. *Id.* at 95-96, MR-6. The CLEC repeat trouble rate also has improved, particularly in Zone 2, where Qwest achieved parity in three of the past four months.

g. ADSL Qualified Loops

Installation of Unbundled ADSL Qualified Loops. ADSL-Qualified Loops are a specific type of non-loaded loop that allows for the provision of

ADSL. Qwest's overall installation record has been excellent. In Zone 1, Qwest met 100% of its CLEC installation commitments in May and June. Qwest bettered the 90% benchmark in May-June. *Id.* at 98, OP-3. Qwest also met the six-day installation interval benchmark in May and June for Zone 1. In Zone 2, there were no measurement results CLEC installation commitments in any of the four months in Arizona. *Id.* at 99, OP-3. However for regional data, in Zone 2, Qwest met 94.12% of CLEC installation commitments in April, but fell just short of the 90% benchmark in May-June. *Id.* at 110, OP-3. Qwest achieved the six day installation interval benchmark in March-April, but fell short in May-June, averaging nearly eight days per installation. Nonetheless, that result was significantly better than the average interval of nearly [4-month average] 11 days for retail installations. At 109 *Id.*, OP-4.

Qwest's installations for CLECs have been of consistently high quality. Over 100% of all installations in May have been without trouble reports. Those results exceeded Qwest's retail service. In the past two months, the trouble-free rate for CLECs was comparable with the retail rate. *Id.* at 100, OP-5.

Repair of Unbundled ADSL Qualified Loops.

Qwest cleared CLEC trouble reports expeditiously. In Zone 1, Qwest cleared 100% of CLEC out of service reports within 24 hours in June. Qwest's wholesale performance was better than retail's 95.99%. *Id.* at 101, MR-3. Qwest also cleared 100% of all CLEC trouble reports within 48 hours in March-June. *Id.*, MR-4. The mean time to restore service was consistently

lower for CLECs, and averaged just over 1.5 hours in May-June. Qwest also achieved parity for the repeat trouble rate in the month of June. *Id.*, MR-6, MR-7.

In Zone 2, there were no CLEC out of service reports for Arizona. *Id.* at 102 MR-3. Regionally in Zone 2, Qwest cleared 100% of CLEC out of service reports within one day in March-April, and cleared three out of four such reports in June. There were no CLEC out of service reports in May. *Id.* at 113, MR-3. Qwest had identical success in clearing all CLEC trouble reports within two days. *Id.*, MR-4. The mean time to restore service was lower for CLECs than for retail customers in March-April. The CLEC repeat trouble rate was also low, with Qwest achieving a perfect score of 0.00% in two months. *Id.*, MR-6, MR-7.

h. Line Sharing

Line sharing allows Qwest and a CLEC to share the same loop, with Qwest providing voice service and the CLEC providing DSL service. The FCC has found that this is comparable to what Qwest offers through its Qwest DSL product. As a result, the FCC and the state commissions to date have all found that Qwest must offer line sharing in a time frame that allows CLECs to compete with Qwest DSL. Qwest has far exceeded this expectation.

Nearly all line-sharing installations for CLECs do not require the dispatch of a technician. In that category ("no dispatches"), Qwest's record is outstanding. Qwest met 93.23% of CLEC installation commitments in March, 97.85% in April, 100% in May and 98.36% in June. *Id.* at 112, OP-3. The

average installation interval was less than 5.01 days in each month, with a low of 4.50 in June. *Id.* at 113, OP-4. This compares favorably with the 5-day provisioning interval contained in the interim and permanent line sharing agreements. Delays occur infrequently ranging from 2 to 3 occurrences per month in the past three months, regardless of whether the delays were caused by facility or non-facility problems. *Id.at 113* , OP-6A, 6B. Qwest completed 97.06 – 99.23% of all new installations without a CLEC filing a trouble report. *Id. At 113*, OP-5. Installation requiring a technician dispatch outside of the central office within the MSA is equally impressive, with commitments met of 86.87% in March, 91.67% in April and 100% in May and June and intervals of approximately 5. In every month Id. At 111 OP-3 and OP-4. Only one installation requiring dispatch outside the MSA occurred so the sample size is too small to conclusive about performance.

Qwest's repair record is also impressive. CLECs did not report any trouble in March, and in April-June the overall trouble rate for line sharing was 1.3% or lower. *Id.* at 116, MR-8. Qwest cleared 100% of CLEC out of service reports within 24 hours in June. *Id.* at 115, MR-3. Qwest cleared 85.71% of all CLEC trouble reports within 48 hours in March, 80% in April, 85.71% in May, and 100% in June. *Id.* at 115, MR-4. *Id.*, MR-6. Qwest is clearly providing CLECs using line sharing with a meaningful opportunity to compete.

In sum, the performance results demonstrate that Qwest is providing its competitors with consistently high quality service for unbundled loops.

5. Unbundled Transport

Unbundled dedicated interoffice transport or UDIT is a transmission path between two particular points; it could be between Qwest central offices, or it could be between Qwest and the CLEC. As of June 30, 2001, Qwest had provided 9 CLECs with local transport from the trunk side of the CLEC switch unbundled from local switching or other services. CLECs had 282 UDIT facilities in service, including 176 DS1s and 106 DS3s. The number of UDIT facilities in service increased by 171% in the past 12 months.

DS1 UDIT Installation. Qwest is providing unbundled transport to CLECs in a nondiscriminatory manner. In Zone 1, Qwest met 87.5% of its installation commitments for DS1 UDIT facilities in April. Although Qwest's performance slipped to 45.45% in May, Qwest rebounded to 100% in June, a perfect score. In every month but May, Qwest's wholesale performance exceeded retail. *Id.* at 117, OP-3. In all four months, the average CLEC installation interval was lower than, or equivalent to, the retail interval. For example, in June the wholesale interval was 5.64 days, while the resale interval was 15.93 days. *Id.*, OP-4. Even in May when Qwest only met 45.45% of its commitments, its average installation interval was statistically close to the retail interval thereby establishing that Qwest does not discriminate in the provision of UDIT. The number of delayed days for facility reasons was also at parity. *Id.*, OP-6A, 6B.

The results in Zone 2 were even better. Qwest met 100% of its CLEC installation commitments in March, April and June. *Id.* at 118, OP-3.

The average wholesale installation interval ranged from 4.67 to 7.5 days, far less than the retail intervals of 22-26 days. *Id.*, OP-4. For both Zones, installation quality was outstanding. Qwest installed 96-100% of all UDIT facilities without CLECs filing a trouble report in March-June. *Id.* at 119, OP-5.

DS1 UDIT Repair. The overall trouble rate for DS1 UDIT facilities was low --- .87% in March and 1.09% in June. *Id.* at 121, MR-8. From March through June, the mean time to restore service to CLECs was comparable to, or better than, retail performance. *Id.* at 120-121, MR-6. In Zone 1, in two of the last four months CLEC repeat trouble reports were fewer than retail repeat trouble reports in three of the last four months, and there were no CLEC repeat reports in March or June. *Id.* at 120, MR-7. In Zone 2, CLECs did not file any repeat trouble reports in March-June, Zone 2 did not file April or May. *Id.* at 120, MR-7.

Above DS1 level UDIT Installation. Qwest achieved parity with retail performance under the "commitments met" PID in three of the last four months in Zone 1. *Id.* at 140, OP-3. The average CLEC installation interval was lower than, or comparable to, the average retail interval in three of the last four months. *Id.*, OP-4. In Zone 2, Qwest had only four CLEC installations from March-June. In both Zones, Qwest's installation quality was excellent. In March-June, Qwest installed 100% of new UDIT facilities without a CLEC filing a trouble report. *Id.* at 142, OP-5.

Above DS1 level UDIT Repair. The CLEC trouble rate for above DS1 level UDIT was very low, averaging slightly more than 2% over the past four months. *Id.* at 145, MR-8. Regional data shows Qwest has significantly improved its repair record when CLECs report problems. During that time, Qwest has significantly improved its repair record when CLECs report problems. In Zone 1, Qwest cleared 57.14% of CLEC trouble reports within four hours in April, 76.92% in May, and 80% in June. Qwest achieved parity with retail performance in both May and June. *Id.* at 144, MR-5. The mean time to restore wholesale and retail service has been comparable for four consecutive months. In June, Qwest restored CLEC service, on average, [4-month average] in two and one-half hours. *Id.*, MR-6. The repeat trouble report rate was essentially equal in two of the last three months. *Id.*, MR-7.

In Zone 2, Qwest cleared 100% of the four CLEC trouble reports in May and June within four hours. *Id.*, MR-5. The mean time to restore service was substantially lower for CLECs in those months, and the wholesale and retail repeat trouble rates were at parity. *Id.* at 145, MR-6, MR-7.

Dark Fiber. So far, CLECs in Qwest's region have not sought access to dark fiber in commercial quantities. The limited performance results demonstrate that Qwest improved its success in meeting CLEC installation commitments in Zone 1 from 64.71% in March to 75% in June. *Id.* at 146, OP-

3.[9] The average installation interval hovered around 20 days in each month, which is identical to the interval offered in Qwest's SGAT offering and agreed to by the CLECs. *Id.*, OP-4. The trouble rate for dark fiber installations for CLECs was 1% in April and 0.00% in May and June. *Id.* at 148, MR-8. Qwest cleared the two trouble reports in April within about three and one-half hours. *Id.*, MR-6. CLECs did not report any repeat problems. *Id.*, MR-7.

Collectively, these data show that Qwest is satisfying the statutory requirements for unbundled transport. [10]

6. Unbundled Switching

To date, CLECs have submitted virtually no requests to Qwest for unbundled local switching on a stand-alone basis. Arizona TAG determined that no performance measurements for stand-alone unbundled switching were needed because there is virtually no demand for it. CLECs obtain access to unbundled switching as part of UNE-P facilities. Qwest's outstanding UNE-P performance establishes that Qwest can provide unbundled switching to CLECs upon request.

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9 Qwest also met its only installation commitment in Zone 2. *Id.* at 147, OP-3.

10 ILECs are required to provide unbundled shared transport only where they also provide unbundled switching. *See* UNE Remand Order ¶ 369. In compliance with this requirement, Qwest offers unbundled shared transport in conjunction with unbundled local switch ports and as part of its UNE-P offering. Shared transport is automatically provisioned when a CLEC orders switching unless the CLEC requests otherwise.

7. 911/E911//Directory Assistance/Operator Services

In the last 12 months, CLEC demand for 911, E911, directory assistance, and operator services from Qwest has increased sharply. As of June 30, 2001, the number of CLEC E911 trunks in service was 276, up 60% from one year earlier. CLECs had 36 directory assistance trunks in service, up from 0 since June 2000. CLECs also had 406 operator services trunks in service, up 48% in the last 12 months. The number of CLEC 911 records nearly doubled.

Despite the increased demand, Qwest is provisioning, operating, and repairing these products for CLECs in a timely manner.

a. 911/E911

The Commission adopted several PIDs for 911/E911 services: (1) the time to update the E911 database, (2) various aspects of 911/E911 trunk installation, and (3) various aspects of 911/E911 trunk repair. Qwest's performance under these measurements has been excellent.

E911 Database Updates. DB-1A, "Time to Update Databases," measures the average time required to update the E911 database. DB-1A is a "parity by design" PID because Qwest's E911 database does not distinguish between updates for Qwest or CLECs. Intrado, Inc. ("Intrado") the third party entity that manages Qwest's E911 database, provides E911 database management services to all CLECs operating in the Qwest region in a manner that is competitively neutral to, and at parity with, that provided to Qwest.

Facilities-based CLECs that use their own switching facilities send updates directly to Intrado.

In March through June 2001, Qwest updated the E911 databases in an average of 2.75 hours to 5.5 hours. The average time required to update database varied with the number of E911 records processed in a given month. The more records processed the longer the average update time. *Id.* at 127, DB-1A.

911/E911 Trunk Installation. Qwest had little data to report for 911/E911 installations in March-June. In Zone 1, Qwest met its only CLEC installation commitment in April, three of four commitments in May. *Id.* at 150, OP-3. In Zone 2, the results are not applicable. Installation quality was excellent. In March-June, Qwest completed 100% of new installations without a CLEC filing a trouble report. *Id.* at 129, OP-5.

911/E911 Trunk Repair. Qwest's maintenance and repair record for 911/E911 trunks is strong. In March through June 2001, the trouble rate on CLEC trunks was low, averaging .42% or less in each month, with the exception of June at 2.9%. *Id.* at 131, MR-8. Qwest cleared the few trouble reports efficiently, particularly in the last three months. In both Zones 1 and 2, Qwest cleared 100% of CLEC trouble reports within four hours in May. *Id.* at 130, MR-5. The mean time to restore service never exceeded one hour and 15 minutes. *Id.* at 130, MR-6. The repeat trouble report rate was 0.00% in each month. *Id.*, MR-7.

b. Directory Assistance and Operator Services

The "Speed of Answer" PIDs for directory assistance and operator services, DA-1 and OS-1, measure the average time required for Qwest's operator and directory assistance personnel to answer calls. These PIDs are "parity by design" because Qwest's directory assistance and operator services systems handle all calls on a blind, first come, first served basis, and because Qwest's operator and directory assistance personnel answering calls do not know whether a caller or a called party is a Qwest or CLEC customer. In March through June 2001, the speed of answer for directory assistance and operator service calls was, on average, between 7.79 and 9.37 seconds. *Id.* at 132, DA-1, OS-1.

8. White Pages Directory Listings

In the last 12 months, the number of white pages listings for CLEC customers doubled, with the most recent total at 124,821 at the end of June 2001. The only PIDs for white pages directory listings measure the time required to update the white pages directory listings database and the accuracy with which Qwest completes those updates. DB-1C-1 and DB-1C-2, "Time to Update Databases," measure the average time required to complete electronically and manually processed updates. DB-2C-1 and DB-2C-2 "Percentage of Accurate Database Updates," measure the percentage of electronically and manually processed updates completed without errors. These PIDs are "parity by design" because Qwest processes CLEC end user

listings using the same or similar systems, databases, methods, procedures, and personnel used by Qwest for its own retail end user listings.

In March through June, Qwest completed electronically processed updates to the directory listings database in an average of 0.12 to .15 seconds, with an accuracy rate of 92.43 to 96.49 percent. Qwest took longer to complete manually processed updates, but the accuracy rates for such updates were even higher. Specifically, Qwest completed manually processed updates to the directory listings database in an average of 132.42 to 148.11 seconds, with an accuracy rate of 99.11 to 99.49 percent for both retail and CLEC listings.

9. Number Administration

Qwest provides nondiscriminatory access to telephone numbers for assignment by CLECs to their telephone exchange customers. Qwest ceased performing North American Numbering Plan ("NANP") numbering administration or assignment functions on September 1, 1998, when the FCC transferred those functions to Lockheed Martin, and subsequently to NeuStar, the current NANP Administrator. Before and after the transfer of numbering administration functions to the NANP Administrator, Qwest has complied with all industry guidelines and FCC rules applicable to carriers with respect to numbering administration.

Arizona's numbering administration PIDs measure Qwest's performance in activating NXX codes. PID NP-1A, "NXX Code Activation," measures the percentage of NXX codes in the reporting period that are loaded and tested prior to the Local Exchange Routing Guide ("LERG") effective date or

the "revised" effective date. In April through June, Qwest loaded and tested 100% of CLEC NXX codes prior to the LERG effective date or the "revised" effective date. *Id.* at 135, NP-1A.

PID NP-1B, "NXX Code Activation – Facility Delays," measures the percentage of delays in activating NXX codes that are caused by Qwest interconnection facility delays. In April through June, the percentage of NXX code activation delays was 0%. *Id.*, NP-1B.

10. Call-Related Databases and Associated Signaling

Qwest offers all CLECs access to, and routing over, its call-related databases and associated signaling in the same manner that Qwest accesses those services. Qwest uses a queuing and routing system that treats all carriers alike. As of June 30, 2001, 5 facilities-based CLECs were purchasing access to CCSAC/SS7 signaling from Qwest within its region.

The performance measurement for this checklist item is DB-1B, which evaluates the time to update the line identification database ("LIDB"). This is also a parity by design measurement. Qwest's LIDB update process does not distinguish between updates for Qwest versus updates for CLECs. The aggregate Qwest and CLEC result under that measure has consistently been less than 3.5 seconds. *Id.* at 136, DB-1B.

11. Number Portability

Number portability allows customers to change carriers without changing telephone numbers. As of June 30, 2001, Qwest had ported 375,553

numbers for CLEC customers. The total of numbers ported increased by 85% over the last 12 months. Local number portability ("LNP"), the long term mechanized solution required by the Act, is available on 100% of all access lines in Qwest's region. Number ports arise in one of two ways: (1) on a stand-alone basis, and (2) when the CLEC orders an unbundled loop from Qwest. The PIDs measure whether Qwest performs its required work activity under both situations.

The PIDs for number portability, OP-8B, "LNP Timeliness with Loop Coordination," and OP-8C, "LNP Timeliness Without Loop Coordination," measure the percentage of Line Side Attribute ("LSA") triggers, also referred to as unconditional 10-digit triggers, that Qwest translates ("sets") in the switch prior to the scheduled start time for unbundled loop cutovers that require coordination and for LNP orders that do not require loop coordination, respectively. When an LSA trigger is set prior to the start time for a loop cutover, the CLEC controls the activation of number portability on that loop without the need for any involvement by, or coordination with, Qwest.

In March through June, Qwest set 90.88 to 97.76 percent of LNP triggers prior to the scheduled start time for coordinated loop cutovers, exceeding the Arizona's 95% benchmark. During the same period, Qwest set 96.58 to 97.85 percent of LSA triggers prior to the scheduled start time for LNP orders not requiring loop coordination, again beating the 95% benchmark. *Id.* at 137, OP-8B, OP-8C. These results show that Qwest is meeting its requirements for local number portability.

12. Local Dialing Parity

Qwest provides dialing parity to competitors in its region. Calls to or from CLEC customers are completed with the same number of digits as calls to or from Qwest customers; no additional access codes are required. Customers of competing carriers also dial the same number of digits in the same dialing patterns that Qwest's customers use to access operator and directory assistance services. Specifically, both CLEC and Qwest customers dial "411," "1 + 411," or "1 + (area code) + 555-1212" to access directory assistance, and "0" or "0 plus" to access operator services. Similarly, both CLEC and Qwest customers dial "00" to reach their pre-subscribed long distance operator. The Arizona TAG has not established any performance measures for this checklist item. Thus, all 12 commissions in Qwest's region with active 271 dockets have already found that Qwest is in full compliance with this checklist item.

13. Reciprocal Compensation

Reciprocal compensation is payments made between carriers for terminating local calls on behalf of the other. In June 2001, Qwest exchanged approximately 1.30 billion minutes of calls with CLECs throughout Qwest's 14-state region, including nearly 1.25 billion minutes of local calls. From July 1, 2000 through June 30, 2001, Qwest paid CLECs well over $20 million for calls that originated on the Qwest side. During the same period, Qwest invoiced CLECs just over $3 million for calls the CLECs originated.

The Arizona TAG adopted two performance measurements, BI-3B and BI-4B, with respect to reciprocal compensation. The "B" stands for a billing measurement. BI-3 evaluates the accuracy with which Qwest bills CLECs. BI-3B focuses on reciprocal compensation based on minutes of use exchanged between Qwest and the CLEC, while excluding billing adjustments resulting from CLEC-caused errors. BI-4 measures the completeness of Qwest's bills for both non-recurring and recurring charges; thus, BI-4B measures the percentage of revenue associated with local minutes of use appearing on the correct bill. No data are excluded from this performance measurement.

Qwest's bills were 98.49% accurate in May 2001 and 99.47% accurate in June, well above Arizona's 95% accuracy benchmark. *Id.* at 58, BI-3B. Qwest's bills have also been complete, accounting for 99.33% of CLEC traffic over Qwest's network in March, 96.21% in April 2001, 99.20% in May, and 92.63% in June. *Id. At 60 BI-4B.* In three of those months, Qwest bettered the TAG's 95% benchmark, and in June Qwest fell just short of the benchmark. These results prove that Qwest is providing reciprocal compensation to CLECs in accordance with the Act.

14. Resale

The resale provisions of the Act require Qwest to provide telecommunications services to CLECs at wholesale rates. As of June 30, 2001, 39 CLECs were reselling Qwest's telecommunications services. Qwest was providing a total of 29,583 resold access lines (10,132 business lines,

19,451 residential lines), compared to a total of 23,568 access lines resold as of June 30, 2000. This is because a large number of customers (16,041) have transitioned to UNE-P. As of June 30, 2001, Qwest also was providing 317 private lines (222 analog, 94 DS1, and 1 DS3)., Qwest is providing services for resale in a nondiscriminatory manner. The PIDs for resale disaggregate performance for twelve products: residential lines, business lines, Centrex, Centrex 21, PBX, Basic ISDN, Megabit, Primary ISDN, DS0, DS1, DS3 and higher, and Frame Relay. In addition, products are disaggregated even further by no dispatch, dispatches within MSAs, and dispatches outside MSAs. Altogether there are hundreds of measurements for resale each month. The standard for resale PIDs is parity with retail service. Qwest is achieving parity in the vast majority of resale performance measurements. Qwest will discuss those four services that receive approximately 99% of the orders, residential POTS, business POTS,

Installation. Most resale orders are provisioned without a dispatch. Between March and June, Qwest met at least 99.27% *Id. At 140 OP-3* of its commitments for residential POTS, 98.46% for business POTS *Id. At 149 OP-3,* and 98.51% for Centrex 21 *Id. At 167 OP-3.* Performance is equally impressive when a dispatch is required. For resale with a dispatch within MSAs, Qwest met at least 95.26% *Id. At 138 Op-3* of its commitments for residential POTS, 81.37% for business POTS, *Id. At 147 OP-3, Id. At 156 OP-3,* 100% for Centrex, and 100% for Centrex 21. *Id. At 165 OP-3* . For resale with a dispatch outside of MSAs, Qwest met at least 94.12% *Id. At 166 OP-3*of its commitments for

residential POTS, 50% for business POTS, and 100% for Centrex 21. Installation intervals for these services are equally impressive. Intervals for POTS, whether residential or business service, are approximately 2-3 days when no dispatch is required, and 4- 5 ½ days when a technician dispatch is required. *Id. At 13g, 139, 147, 148 OP-4.* In most instances, these intervals are substantially the same as what Qwest provides to its retail customers.

In June, 92.66% of residential POTS lines were installed without a CLEC filing a trouble report within 30 days; the same is true for 87.39% of business POTS installations, 100% of Centrex installations, and 87.80% of Centrex 21 installations. *Id. At 141, 150, 159, 168* OP-5. Most of these measurements were at parity, and only business POTs suggested a statistically significant disparity.

In June, across all resale products, the number of delayed days for facility reasons was either at parity or close enough to parity that the difference between wholesale and retail performance was not statistically significant. *Id.*, OP-6B. This is essentially true for delayed days for non-facility reasons. *Id.*, OP-6A.

Maintenance and Repair. Once resold services are installed, they rarely need to be repaired. The overall trouble rate for CLECs in June was 2.24% for residential POTS, 1.78% for business POTS, .07% for Centrex and 1.32% for Centrex 21. *Id. At 145, 154, 163, 172* MR-8.

All resold products are measured with either out of service cleared within 24 hours and all troubles cleared within 48 hours (MR-3 and MR-4) or

the all troubles cleared within 4 hours. (MR-5). The latter category tends to be high capacity services such as DS-3 or higher circuits. For resold residential POTS, business POTS, Centrex and Centrex 21, the 24 and 48 hour intervals apply. In all of these service categories, Qwest routinely cleared out of trouble service in excess of 90% of the time. Moreover, for all of these products this performance was not only outstanding, but substantially the same as if not better than equivalent retail service. MR-3. Overall, Qwest's repair and maintenance performance around resale has been outstanding.

These results unquestionably demonstrate that Qwest is reselling services on a nondiscriminatory basis. Accordingly, the Commission should find that Qwest is in compliance with checklist item 14.

IV. CONCLUSION

A review of Qwest's actual commercial performance is extremely telling. The data shows that Qwest is making each checklist item available in either substantially the same time and manner as the analogous retail service or such that an efficient CLEC has a meaningful opportunity to compete. This is true for installation; this is true for maintenance and repair; this is true for traditional OSS functions. Thus, Qwest is making each checklist item available at an acceptable level of quality. This data, along with OSS testing data, should lead the Commission to conclude that Qwest has met its Section 271 obligations.

Respectfully submitted on this 6th day of September 2001.

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EXHIBIT 1

LIBERTY REPORT

Report on the Audit of Qwest's Performance Measures

Presented to:

The Regional Oversight Committee

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July 11, 2001

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I. Introduction

A. Objectives of the Performance Measures Audit *(PMA)*

The Regional Oversight Committee *(ROC)*, which is composed of thirteen of the fourteen states served by Qwest, retained The Liberty Consulting Group *(Liberty)* to conduct an audit of the measures used to evaluate Qwest's wholesale performance. The objectives of the audit were to:

- validate that Qwest's measurement of performance is in the manner prescribed by the Performance Indicator Definition *(PID)* and is reliable,
- compare and assess retail and wholesale operations processes in areas material to serving CLECs, and
- verify that, where required, comparable wholesale and retail processes will by nature of their design and operation provide service at parity.

The main focus of the PMA was to determine whether there were reasonable assurances that the performance as measured and reported by Qwest was equivalent to the performance that Qwest actually delivered. To accomplish this, the audit work took three principal forms:

- Examining Qwest's processes for collecting and processing data, in order to determine whether Qwest can and does appropriately capture, process, and report performance information against the standards and measures that have been defined.
- Conducting an end-to-end analysis of sample data sets to verify the complete and accurate functioning of the data capture, security, processing, analysis, and reporting processes audited.
- Performing an independent calculation of performance measures to corroborate the adequacy of the processes that measure performance against explicit standards and measures.

This report summarizes the results of the PMA.

B. Conduct of the Audit

Prior to the start of the PMA, the stakeholders in the Qwest region generally reached a consensus about how to measure the adequacy of Qwest's service to CLECs, what role comparative and absolute measures should play in those measurements, and what detailed measures would be used to evaluate Qwest's fulfillment of its obligations to make its network available to CLECs. This consensus was documented in the Performance Indicator Definitions, or PID report. The PMA did not include an examination of the propriety of the measurements required by the PID. It took them as a given, recognizing that any process for changing them was a matter for the larger group that worked to develop them. However, the audit work did include an assessment of whether all requirements of the PID were objectively stated and not subject to multiple interpretations.

The PMA began one year ago. Early audit work included the establishment of audit protocols that provided for the efficient and timely flow of information from Qwest to Liberty, the identification of the owners and experts for systems material to performance measurement, and the gaining of an understanding of the architecture and operation of the legacy and special systems involved in performance measurement and reporting. Liberty then developed a detailed audit plan that was approved by the ROC, and available in summary form to Qwest and other stakeholders.

To conduct the three parts of the audit (*i.e.*, process, data tracking, and recalculation) of each performance measure, Liberty acquired information from and conducted work sessions with Qwest's personnel. In total there were nearly 600 requests for information and over 170 interviews and work sessions. Liberty also acquired information from CLECs and the staffs of ROC state commissions relative to areas they were particularly concerned with or that they thought required specific attention during the audit. As Liberty completed the audit of particular performance measures, it issued a "Release Report" that summarized the audit findings for that measure. The bulk of this report is a compilation of those individual release reports.

Liberty identified problems or concerns associated with performance measures in the form of Exception Reports and Observation Reports in accordance with procedures established for the entire OSS test. Liberty issued 25 observations and 44 exceptions during the course of the PMA. Liberty reported on the resolution of these issues in the release reports for the affected performance measures.

The Master Test Plan for OSS testing identified several of the performance measures as being required to validate test results. The ROC decided that the PMA should be complete for those measures before the beginning of the OSS test. Liberty issued its release report for the last of the testing-required measures on April 7, 2001. Since that date, Liberty continued the PMA for the remaining non-test-required performance measures and for some changes made to test-required measures.

In addition to the review of individual performance measures, an element of Liberty's work scope was to develop recommendations for an ongoing monitoring program, as it concerns the accuracy, reliability, and completeness of performance reporting by Qwest. Associated with the monitoring recommendations, Liberty's audit included an assessment of Qwest's change management process as it related to performance measuring and reporting.

C. Summary Conclusions and Recommendations

Despite the fact that the ROC and its Technical Advisory Group *(TAG)* had approved an extensive definition of the required performance measures prior to beginning the audit, the results of the PMA showed that in a significant number of cases, Qwest was not meeting or could not meet those definitions exactly, or that the PID language needed to be more precise. Thus, as a result of the PMA, a significant number of changes occurred to Qwest's measurement and reporting processes and to the PID itself. In addition, when the audit started there were several measures for which Qwest either did not have a method established for collecting and reporting performance, or for which Qwest used a relatively cumbersome and error-prone manual method. Liberty has now concluded that the audited performance measures accurately and reliably report

actual Qwest performance. Therefore, the PMA resulted in significant improvements to both the processes used by Qwest and the specificity and clarity of the PID.

There is a recognized need for an on-going program for monitoring the reliability and accuracy of Qwest's performance reporting. This need is heightened because the methods for reporting some measures have only recently been developed by Qwest and because of the number of changes that Qwest made during the PMA. Liberty also found that Qwest has a reasonable process in place to track and control changes in the processes used to report performance. However, that process needs to be more formally documented and visible to stakeholders of Qwest's wholesale performance.

The following sections of this report include recommendations associated with individual performance measures. These recommendations generally fall into the following categories:

- There were cases in which Liberty became aware that Qwest intended to make changes to the process (*e.g.*, automate a process that was being done manually) or systems used to collect and process the information required to report results. In those cases, Liberty recommended that future auditing or checking of modified processes be undertaken.
- There were cases in which Liberty found that Qwest was accurately reporting results, but that there was room for improvement in the internal documentation associated with certain performance measures. In those cases, Liberty recommended that the documentation be improved.
- Some of Qwest's processes were relatively new when Liberty issued the associated release report, and some of these processes had difficulties in the development stages. In these cases, Liberty recommended some checking of results such as independent recalculations.
- The accuracy of many of the performance measures rely on the accuracy of field-entered data. Related to several of the maintenance and repair performance measures, Liberty recommended that Qwest develop an audit process to ensure the accuracy of trouble reports.

D. Outstanding Issues

As of the date of this report, Liberty had not completed the audit of seven performance measures because of later development of the measures by Qwest or because there were issues documented in observation and exception reports that had not been resolved. These seven measures are:

- PO-6 – Work Completion Notification Timeliness
- PO-7 – Billing Completion Notification Timeliness
- PO-15 – Number of Due Date Changes per Order
- CP-1 – Collocation Completion Interval
- CP-2 – Collocations Completed Within Scheduled Intervals
- CP-3 – Collocation Feasibility Study Interval

- CP-4 – Collocation Feasibility Study Commitments Met

Liberty will report on the completion of its audit of these measures in a supplement to this report.

After performance measure OP-4 had been released, Liberty became aware of an issue related to expedited provisioning and its possible effects on the results reported for that measure. Separately, Qwest implemented enhancements to several of the OP measures that permitted them to better account for order due dates changed by the customer. The ROC-TAG requested that Liberty audit these changes. Therefore, the supplement to Liberty's final report will also report on these outstanding matters.

E. Organization of This Report

The following sections of this report provide the results of Liberty's audit of the various performance measures. Those sections are organized in the same order as the PID, more specifically:

II. GA – Electronic Gateway Availability

III. PO – Pre-Order/Order

IV. OP – Ordering and Provisioning

V. MR – Maintenance and Repair

VI. BI – Billing

VII. DB – Database Updates

VIII. DA – Directory Assistance, and OS – Operator Services

IX. NI and NP – Network Performance

X. CP – Collocation.

Section XI. below provides the Liberty's recommendations for an on-going monitoring program and its assessment of Qwest's change management as it relates to the performance measures.

II. GA – Electronic Gateway Availability

A. GA-1 – Gateway Availability – IMA-GUI

1. Introduction and Background

GA-1 is designed to measure the availability of the IMA-GUI gateway and two associated systems. GA-1A measures the availability of IMA-GUI itself, GA-1B measures the availability of Fetch-N-Stuff, and GA-1C measures the availability of Data Arbiter.

There is no product reporting for this measure, and it has no exclusions. The standard for all of the sub-measures is 99.25 percent up-time. Each of the sub-measures has specific scheduled up times. The formula for this measure in the PID is:

> *([Number of hours and minutes gateway is available to CLECs during reporting period]/[Number of hours and minutes of scheduled availability time during reporting period]) x 100*

The PID also defines several terms:

> *Scheduled availability time is equal to scheduled up time minus scheduled down time.*
>
> *Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work.*
>
> *Time gateway is available to CLECs is equal to scheduled availability time minus outage time.*
>
> *An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.*

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It is ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and one exception issued regarding this measure. Qwest has satisfactorily responded to all of them and the performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring more than three timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During the PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of exceptions and observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (regardless of whether they reported an outage) for this measure for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the February 7, 2001, performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

The application interdependencies problem described in Exception 1030 will only occur if there is an outage in the IMA database component or the IMA menuing component. There has not been an outage in either of those components since October, so October was the most recent month for which Liberty could test the correctness of Qwest's calculation process as it relates to

component interdependencies. Liberty obtained the relevant PMRs for January 2001. Liberty used those PMRs to recalculate the January 2001 results for this measure and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty released measure GA-1 on March 16, 2001.

b. Exceptions

There was one exception regarding this performance measure. Exception 1030 found that, because of application interdependencies, Qwest was incorrectly reporting many of the gateway availability results. The main problem related to the fact that outages in the IMA menuing or IMA database components could create an outage in a gateway application just as an outage in the application itself could. Qwest responded with a proposal for a revised set of six gateway availability measures. Liberty met with Qwest to discuss the proposed measures and how results for them would be calculated. Liberty concluded that reporting them properly should resolve the problem. The ROC TAG decided that one of the measures, GA-5 - FOM, was unnecessary. The remaining five measures are the ones to be found in the latest PID. GA-1 now reports outages against the relevant components as shown in the following table:

Measure	Components
GA-1A	IMA-GUI + IMA database (po/o hrs.) + IMA Menuing (po/o hrs.)
GA-1B	Fetch-N-Stuff
GA-1C	Data Arbiter ADR + Data Arbiter CSR + Data Arbiter EQPF1 + Data Arbiter PIC + Data Arbiter TNR

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage had occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down-time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down-time properly and that previous performance measure reports had not been including it. For example, there were actually 840 minutes of scheduled down-time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down time. Qwest stated that they have fixed the problem. The performance report for January (dated March 5, 2001) properly includes down-time for all gateway availability measures except GA-4 (which is not the subject of this release).

d. Conclusions

This performance measure accurately reports percent availability for the relevant applications. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this recalculation. It should include reviewing the source documents for outages and scheduled down-time, recalculating the scheduled up-time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

B. GA-2 – Gateway Availability – IMA-EDI

1. Introduction and Background

GA-2 is designed to measure the availability of the IMA-EDI gateway. The scheduled up-time for this measure is 6:00 a.m. to 10:00 p.m. Monday through Friday, and 6:00 a.m. to 8:00 p.m. on Saturday. There is no product reporting for this measure, and it has no exclusions. The standard for it is 99.25 percent up-time.

The formula for this measure in the PID is:

([Number of hours and minutes gateway is available to CLECs during reporting period]/[Number of hours and minutes of scheduled availability time during reporting period]) x 100

The PID also defines several terms:

Scheduled availability time is equal to scheduled up time minus scheduled down time.

Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work.

Time gateway is available to CLECs is equal to scheduled availability time minus outage time.

An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It also ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and one exception issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring

for them would be calculated. Liberty concluded that reporting them properly should resolve the problem. The ROC TAG decided that one of the measures, GA-5 - FOM, was unnecessary. The remaining five measures are the ones to be found in the latest PID. GA-2 now reports outages against the IMA-EDI and IMA database (during preordering/ordering hours) components.

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage has occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down time properly and that previous performance measure reports had not been including it. For example, there were actually 840 minutes of scheduled down time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down time. Qwest stated that they have fixed the problem. The performance report for January (dated March 5, 2001) properly includes downtime for all gateway availability measures except GA-4 (which is not the subject of this PID release).

d. Conclusions

This performance measure accurately reports percent availability for the relevant applications. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this

recalculation. It should include reviewing the source documents for outages and scheduled downtime, recalculating the scheduled up time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

C. GA-3 – Gateway Availability – EB-TA

1. Introduction and Background

GA-3 is designed to measure the availability of the EB-TA interface. The scheduled up times for the interface are 24 hours-a-day, Monday through Friday, midnight to 11:00 p.m. on Saturday, and 5:00 a.m. to midnight on Sunday.

There is no product reporting for this measure, and it has no exclusions. The standard for GA-3 is 99.25 percent up-time. The formula for this measure in the PID is:

> *([Number of hours and minutes gateway is available to CLECs during reporting period]/[Number of hours and minutes of scheduled availability time during reporting period]) x 100*

The PID also defines several terms:

> *Scheduled availability time is equal to scheduled up time minus scheduled down time.*
>
> *Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work.*
>
> *Time gateway is available to CLECs is equal to scheduled availability time minus outage time.*
>
> *An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.*

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It also ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and one exception issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring more than 3 timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During the PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of exceptions and observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (whether or not they reported an outage) for this measure for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the February 7, 2001, performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

The application interdependencies problem described in Exception 1030 will only occur if there is an outage in the IMA database component or the IMA menuing component. These components are not relevant to the GA-3 measure. There has not been an outage in either of those components since October, so October is the most recent month for which Liberty could

test the correctness of Qwest's calculation process as it relates to component interdependencies. Liberty did obtain the relevant PMRs for January 2001. Liberty used those PMRs to recalculate the January 2001 results for this measure and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure GA-3 to meet the audit-release requirements as of March 16, 2001.

b. Exceptions

There was one exception regarding this performance measure. Exception 1030 found that, because of application interdependencies, Qwest was incorrectly reporting many of the gateway availability results. The main problem related to the fact that outages in the IMA menuing or IMA database components could create an outage in a gateway application just as an outage in the application itself could. Qwest responded with a proposal for a revised set of six gateway availability measures. Liberty met with Qwest to discuss the proposed measures and how results for them would be calculated. Liberty concluded that reporting them properly should resolve the problem. The ROC TAG decided that one of the measures, GA-5 - FOM, was unnecessary. The remaining five measures are the ones to be found in the PID. GA-3 reports outages against the MEDIACC component.

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage has occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down time properly and that previous performance measure reports had not been including it. For example, there were actually 840

minutes of scheduled down time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down time. Qwest stated that they have fixed the problem. The performance report for January (dated March 5, 2001) properly includes downtime for all gateway availability measures except GA-4 (which is not the subject of this PID release).

d. Conclusions

This performance measure accurately reports percent availability for the relevant applications. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this recalculation. It should include reviewing the source documents for outages and scheduled downtime, recalculating the scheduled up time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

D. GA-4– Gateway Availability – EXACT

1. Introduction and Background

GA-4 is designed to measure the availability of the EXACT electronic access service request system to CLECs. The scheduled up times are 6 a.m. to 9 p.m. Monday through Friday, and 7 a.m. to 5 p.m. on Saturday. There is no product reporting for this measure, and it has no exclusions. The standard for this measure is 99.25 percent up time. The formula for this measure in the PID is:

> *([Number of hours and minutes EXACT is available to CLECs during reporting period]/[Number of hours and minutes of scheduled availability time during reporting period]) x 100*

The PID also defines several terms:

> *Scheduled availability time is equal to scheduled up time minus scheduled down time.*
>
> *Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work.*
>
> *Time gateway is available to CLECs is equal to scheduled availability time minus outage time.*

An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It also ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and no exceptions issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times *per se* in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring more than 3 timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During a PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (regardless of whether they reported an outage) for all of the gateway measures for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest

had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the 2/7/01 performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

Liberty obtained the relevant PMRs for the EXACT application for the month of February 2001. There were three PMRs, one of which had resulted in an outage of 8 minutes. Liberty used those PMRs to recalculate the reported February results for GA-4 and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure GA-4 to meet the audit-release requirements as of May 1, 2001.

b. Exceptions

There were no exceptions regarding the GA-4 gateway availability performance measure.

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures, including GA-4. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage has occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down time properly and that previous performance measure reports had not been including it. For example, there were actually 840 minutes of scheduled down time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down time. To address that problem, Qwest instituted revised procedures, including a monthly meeting to check the results being reported for the Gateway Availability measures. This meeting includes a review of the IRs used to track scheduled down time. Qwest reported no IRs against the EXACT application for the month of February 2001 and, accordingly, the April 6, 2001 performance report properly includes scheduled down time for GA-4 for that month.

d. Conclusions

This performance measure accurately reports percent availability for the EXACT system. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this recalculation. It should include reviewing the source documents for outages and scheduled downtime, recalculating the scheduled up time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

E. GA-6 – Gateway Availability – GUI - Repair

1. Introduction and Background

GA-6 is designed to measure the availability of the GUI Repair gateway. The scheduled up-time for the gateway is 2:15 a.m. to 11:15 p.m. Monday through Friday, 2:15 a.m. to 10:00 p.m. on Saturday, and 7:00 a.m. to 11:15 p.m. on Sunday.

There is no product reporting for this measure, and it has no exclusions. The standard for this measure is 99.25 percent up-time. The formula for this measure in the PID is:

> *([Number of hours and minutes gateway is available to CLECs during reporting period]/[Number of hours and minutes of scheduled availability time during reporting period]) x 100*

The PID also defines several terms:

Scheduled availability time is equal to scheduled up time minus scheduled down time.

Scheduled down time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work.

Time gateway is available to CLECs is equal to scheduled availability time minus outage time.

An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It also ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and one exception issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times *per se* in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring more than 3 timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During the PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in

transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of exceptions and observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (whether or not they reported an outage) for this measure for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the February 7, 2001, performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

The application interdependencies problem described in Exception 1030 will only occur if there is an outage in the IMA database component or the IMA menuing component. There has not been an outage in either of those components since October, so October is the most recent month for which Liberty could test the correctness of Qwest's calculation process as it relates to component interdependencies. Liberty did obtain the relevant PMRs for January 2001. Liberty used those PMRs to recalculate the January 2001 results for this measure and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure GA-6 to meet the audit-release requirements as of March 16, 2001.

b. Exceptions

There was one exception regarding this performance measure. Exception 1030 found that, because of application interdependencies, Qwest was incorrectly reporting many of the gateway availability results. The main problem related to the fact that outages in the IMA menuing or IMA database components could create an outage in a gateway application just as an outage in the application itself could. Qwest responded with a proposal for a revised set of six gateway availability measures. Liberty met with Qwest to discuss the proposed measures and how results for them would be calculated. Liberty concluded that reporting them properly should resolve the problem. The ROC TAG decided that one of the measures, GA-5 - FOM, was unnecessary. The remaining five measures are the ones to be found in the PID starting with version 2.2. GA-6 now reports outages against the IMA Repair, IMA database (during repair hours) and IMA Menuing (during repair hours) components.

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage has occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down-time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down-time properly and that previous performance measure reports had not been including it. For example, there were actually 840 minutes of scheduled down-time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down-time. Qwest stated that they have fixed the problem. The performance report for January (dated March 5, 2001) properly includes down-time for all gateway availability measures except GA-4 (which is not the subject of this PID release).

d. Conclusions

This performance measure accurately reports percent availability for the relevant applications. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this recalculation. It should include reviewing the source documents for outages and scheduled down-time, recalculating the scheduled up time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

III. PO – Pre-Order / Order

A. PO-1A and B – Pre-Order/Order Response Times for GUI and EDI

1. Introduction and Background

PO-1 measures response time, *i.e.,* the interval between query and response, for seven different pre-order/order transaction types performed by the CLECs. PO-1A measures response time for transactions submitted via IMA-GUI; PO-1B measures response time for those transactions that are submitted via EDI.

The measure does not report actual CLEC results, but rather simulations. Qwest developed scripts for each type of transaction (*e.g.*, appointment scheduling) with steps (*e.g.*, select "next" from a screen, choose a screen) designed to reflect the activities performed by the CLECs. Then Qwest's IMA Response Time Measurement *(IRTM)* system performs simulations, and the performance results are calculated from the simulations. Qwest runs these simulations approximately every fifteen minutes throughout the day from about 6:00 a.m. to 10:00 p.m.

Qwest runs a certain number of observations each month, and each is associated with a specific product. Each product, in turn, involves some of the seven transactions, but not necessarily all of them. Thus, the total number of observations in a month will vary among the different types of transactions.

Each transaction involves one or more screens that the simulation goes through. For example, the TN Reservation (telephone number reservation) transaction reports results in three categories: request, response, and accept. The monthly performance report shows a result (in this case, an elapsed time) in each of these categories. The report then adds up the times in the three categories and reports a total time for the transaction, called "aggregate" in the report. Except for the Loop Qualification transaction type, only the aggregate time has a standard; its components do not.

There is no product reporting for this measure. The only exclusions for PO-1A and B are for rejected requests/errors and timed-out transactions. The standards for PO-1A and B depend on the transaction type and are measured in seconds.

The formula for PO-1A and B in the PID should be read as referring to the simulations run by Qwest. It is:

> □*[(Query response date and time) – (Query submission date and time)]/(Number of queries submitted in the reporting period)*

2. Overall Summary

There have been two observations and two exceptions issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the two observations and two exceptions discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

Liberty also reviewed the PO-1A and -1B performance measurement results for several months, including the months of December 2000 and January 2001, to ensure that all the changes required by the exceptions and observations had been made, and that the results were consistent with the IRTM Pre-Order/Order Response Time report.

Because the performance measure results for PO-1 are obtained using simulations, Liberty investigated the extent to which Qwest mirrored actual CLEC circumstances. Each simulation involves one of the fourteen Qwest states, and Liberty requested information showing that the state was irrelevant to system response time. This is a potential issue because, depending on the state, different hosts are accessed during some transaction types. The results showed that state was not a factor.

Liberty also requested information showing that product type was irrelevant to system response time. In the case of each transaction type except Facility Check, there was minimal response time variation among the products. Liberty learned that the ROC TAG had agreed that only one product, POTS, would be used in determining Facility Check response time, so this is not an issue.

Because three transaction types (*e.g.*, Address Validation) allow the user an option as to how to proceed (*e.g.*, query by Telephone Number or by Street Address), Liberty requested information about which options were used in the simulations, and why. In each case, Qwest had reasonable explanations for the options it chose.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-1A and B to meet the audit-release requirements as of March 28, 2001.

b. Exceptions

There were two exceptions regarding this performance measure. In Exception 1001 Liberty noted that, for a given transaction, it was possible that the number of observations reported in one category (*e.g.*, request) may be greater than those reported in a subsequent category (*e.g.*, response). The problem occurred when a transaction would begin before 10:00 p.m. but end after 10:00 p.m. In that case, the part of the transaction (*e.g.*, response) that occurred after 10:00 p.m. would not be included in the report. Qwest fixed the problem by modifying the IRTM business rules to expand the reporting period to 5:50AM through 10:10PM.

In Exception 1004, Liberty found that Qwest was reporting results for Facility Availability and Customer Service Records that included all products, not just non-complex services as required

by the PID. Qwest changed its procedures so that only non-complex product observations are included for these two transaction types. Qwest also increased the number of POTS accounts in the IRTM action files to ensure the reported results would continue to be statistically valid.

c. Observations

There have been two observations regarding this performance measure. Observation 1010 stated that Qwest did not include transactions that time-out in the PO-1 measurements. The PID, as it existed at the time this observation was developed, did not specifically state that timed-out transactions were being excluded from the results. Qwest responded by offering to create a new sub-measure, PO-1C, which would capture timed-out transactions; the ROC TAG approved PO-1C.

Observation 1017 found that Qwest's process weighted the results of each simulation equally. Because Qwest's simulation results differ by time-of-day, Liberty felt that an equal weighting might not be appropriate. Liberty requested information to assess this issue and the response showed that many more CLEC transactions occur at some times of the day than at others. Qwest agreed that the results would more accurately reflect actual CLEC experience if they were not weighted equally. Qwest changed its process so that it calculates the percent of all CLEC GUI transactions that occur during each 15-minute period of the day. The same thing is done for EDI transactions. Qwest then weights its simulation results using those percentages, rather than weighting all of the simulations equally as was done in the past.

d. Conclusions

This performance measure reports results that are a reasonable simulation of the actual results experienced by CLECs. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has a few minor comments regarding reporting of results for this measure. Qwest's reported results for the Loop Qualification transaction type only include the ADSL product. For completeness, the PID document should probably make reference to this fact. This could be done in a footnote similar to the footnote for Facility Availability and Customer Service Records that states these transaction types only include non-complex products.

Footnote 4 to the ROC 271 Working PID Version 2.2 states that the benchmark for Loop Qualification only applies to response time, although request time and total time are also reported. For IMA-GUI, the March 5, 2001 Qwest performance results report shows the benchmark in the aggregate section, rather than in the response time section. Thus, either the footnote in the ROC 271 Working PID Version 2.2 or the placement of the benchmark line in the IMA section of the performance results report should be changed.

For EDI, the performance results report only shows one time for Loop Qualification, and that is an aggregated request/response time. The March 5, 2001 performance report does not show any benchmark at all for Loop Qualification for EDI. A benchmark should be shown, but it will have to apply to the total time, because that is the only time that is reported.

B. PO-1C and D – Pre-Order/Order Timeouts and Rejects for GUI and EDI

1. Introduction and Background

PO-1C and PO-1D are relatively new measures that were discussed during the January 2001 PID Workshop. PO-1C measures the percentage of queries that time out before receiving a response. A timeout transaction is defined by Qwest to be a transaction whose response time duration is 200 seconds or more. All of the queries that are included in PO-1A and PO-1B are measured in PO-1C.

PO-1D measures the average response time for a sample of rejected queries. During the PID Workshop, Qwest agreed to report rejected query response time if that reporting was done using Qwest's already-existing process. This is stated explicitly in Note 5 of the PID definition. Qwest has developed a set of observations that are designed to be rejected by the system. The three error types used are: missing required field, invalid format, and illogical data combination. Fewer types of errors are being reported for EDI than for GUI. For example, because EDI will accept a four-digit zip code, the Address Validation Invalid Format query will complete successfully in EDI (while it will be rejected in GUI). As another example, the Review CSR Missing Required Field queries will fail in the EDI translator and, as the Qwest systems currently operate, a rejection interval cannot be determined. The result is that 14 different error transactions are measured for EDI, while 21 are measured for GUI. Qwest runs its set of error observations during the same hours of the day as it runs its other IRTM simulations. The reported results are not weighted by time of day (as are the results for PO-1A and PO-1B).

These sub-measures report results according to the gateway interface used. PO-1C-1 and PO-1D-1 measure results for IMA-GUI, and PO-1C-2 and PO-1D-2 measure results for EDI.

There is no product reporting for these sub-measures. The only exclusion for PO-1C is rejected requests and errors. The only exclusion for PO-1D is timed-out transactions. The standard for PO-1C-1 and PO-1C-2 is 0.5 percent. PO-1D-1 and PO-1D-2 are diagnostic sub-measures.

The formula for PO-1C is:

> *(Number of IRTM queries measured by PO-1A and PO-1B that timeout before receiving response/Number of IRTM queries transmitted in reporting period) x 100*

The formula for PO-1D is:

> *□[(Rejected query response date and time) – (Query submission date and time)]/(Number of rejected query transactions simulated by IRTM)*

2. Overall Summary

There have been no observations or exceptions issued regarding these sub-measures. The performance sub-measures are ready for release.

3. Analysis

Liberty conducted an interview and issued several data requests to learn about the PO-1C and PO-1D performance measure processes. Liberty reviewed the *IRTM Functional Specifications for Wholesale Rejected Query* and the *IRTM Functional Specifications for Wholesale Timeout* documents to ensure that they were consistent with the PID.

Liberty also reviewed the PO-1C and PO-1D performance measurement results for the months of March and April 2001. Liberty assessed the PO-1C results to ensure that they were consistent with the Pre-Order Time-Out Reports for those periods and that all of the PO-1A and PO-1B queries were properly included in the PO-1C results. Liberty reviewed the PO-1D results for those two months to ensure that they were consistent with the Rejected Query Response Time Report. Liberty also checked to ensure that all seven transaction types (*e.g.*, appointment scheduling, address validation), as well as all of the relevant error types, were included in Qwest's sample for GIU and EDI.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-1C and PO-1D to meet the audit-release requirements as of June 7, 2001.

b. Exceptions

There were no exceptions regarding these performance sub-measures.

c. Observations

There were no observations regarding these performance sub-measures.

d. Conclusions

PO-1C accurately reports the percent of PO-1A and PO-1B queries that timeout before receiving a response. PO-1D accurately reports the average response time for the sample of rejected queries chosen by Qwest.

5. Recommendations

Liberty has no recommendations regarding these sub-measures.

C. PO-2 – Electronic Flow-Through

1. Introduction and Background

PO-2 measures the extent to which Qwest processes LSRs completely electronically. PO-2A measures the percentage of electronic LSRs that flow from the gateway interface to the service

order processor *(SOP)* with no human intervention. PO-2B measures the percentage of flow-through-eligible LSRs that flow from the gateway interface to the SOP with no human intervention. (The list of LSR types eligible for flow-through is contained in a matrix titled *LSRs Eligible for Flow Through.*) In each case, results are reported separately for LSRs received via GUI (PO-2A-1 and PO-2B-1) and for those received via EDI (PO-2A-2 and PO-2B-2). The unit of measure for PO-2A and PO-2B is percent.

The formula for PO-2A is:

> *[(Number of electronic LSRs that pass from the gateway interface to the SOP without human intervention)/(Total number of electronic LSRs that pass through the gateway interface)] x 100*

The formula for PO-2B is:

> *[(Number of flow-through-eligible electronic LSRs that actually pass from the gateway interface to the SOP without human intervention)/(Number of flow-through-eligible electronic LSRs received through the gateway interface)] x 100*

Both PO-2A and PO-2B are reported separately for resale, unbundled loops (with or without LNP), LNP, and UNE-P (POTS).

The exclusions applying to PO-2 are:

- Rejected LSRs, non-electronic LSRs (*e.g.*, via fax or courier)
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID
- Duplicate LSR numbers (this exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #s)
- Invalid start/stop dates/times.

2. Overall Summary

There have been one exception and one observation issued regarding PO-2. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-2 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observation and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

As noted above, the list of LSR types eligible for flow-through is contained in a matrix titled *LSRs Eligible for Flow Through.* A footnote to that matrix states:

> *The exceptions listed reflect Qwest's current Flow Through exceptions. It is Qwest's intent to report Flow Through performance (PO-2) based on these exceptions at a later date. Qwest is currently unable to report using this level of detailed exceptions. This will result in under-reporting Flow Through performance until additional system development can be completed.*

When an LSR is submitted via either GUI or EDI, the Business Process Layer *(BPL)* of IMA performs edits and validation checks on it to determine its disposition. On the basis of those checks, BPL sets an IAER indicator that identifies whether the LSR is eligible to flow through. An IAER indicator of "M" (manual) keeps the LSR from flowing through to the Flow-Through System *(FTS)*, which is the system that creates service orders from the LSR.

For each period, two files are used by Wholesale Regulatory Reporting to calculate the PO-2 results. The FTS file consists of all LSRs that were sent to FTS. The Undetermined File contains those LSRs that should have flowed through to FTS (and thus been included in the FTS file) but that did not flow through because IMA had a communications problem with Qwest back end systems. Liberty reviewed the requirements and the pseudo code for the Undetermined File and concluded that they were appropriate. Taken together, the records in these two files are the LSRs that are considered flow-through-eligible for the period.

Liberty wanted to ensure that all flow-through-eligible LSRs could be found in either the FTS file or the Undetermined File so that they would be included in the PO-2 results calculations. Liberty requested that Qwest prepare a report showing the condition of every LSR that had an IAER indicator of "M" in the month of December. Liberty then reviewed the conditions included on this Ad Hoc IAER report. Some of the conditions (*e.g.*, CFA Validation) resulted in an LSR being included in the Undetermined File (so that it would be included in flow-through-eligible calculations). The other conditions (*e.g.*, Supplementals) were valid reasons for an LSR to not be flow-through-eligible. Accordingly, Liberty concluded that all flow-through-eligible LSRs are being included in the PO-2B calculation. (The opposite inclusion statement is known to be untrue. Not every LSR currently being treated as flow-through-eligible actually is. That is acknowledged in the footnote to Qwest's matrix quoted above, which states Qwest cannot currently make all required exclusions. Qwest is continually making refinements to its processes to exclude more LSR types that are not flow-through-eligible.)

During an interview with Qwest's personnel, Liberty inquired as to whether there could be a timing problem if an LSR is received so late in one month that it does not get into the FTS or undetermined file for that month. Liberty was informed that such situations did occur, although rarely, and that in those cases an LSR could be double-counted in PO-2A. Qwest investigated the problem and reported that it revised its programming to correct for it.

Liberty selected numerous, different types of LSRs for the month of December 2000 and checked how the program that calculates PO-2 results had handled them. All of the LSRs had been treated properly except one supplemental LSR. This resulted in Exception 1039 discussed below. Subsequent data tracking, using different types of supplemental LSRs, showed that the problem had been corrected.

Liberty recalculated the performance measure results for PO-2 for Idaho for the months of January and February 2001. Liberty obtained the same results as those reported by Qwest for PO-2 for those months.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-2 to meet the audit-release requirements as of April 7, 2001.

b. Exceptions

Exception 1039 found that supplemental LSRs were not always being handled properly in many of the PO result calculations, including PO-2A. (Supplemental LSRs are not flow-through-eligible, and thus this exception does not apply to PO-2B.) After analyzing the problem, Qwest informed Liberty that, when a supplemental LSR is received, CRM appends to that supplemental LSR all of the conditions (*e.g.*, pending flow) that applied to the original LSR. This has several implications for RRS processing. First, RRS' performance measurement program may not correctly account for the supplemental LSR because it may no longer have an appropriate earliest condition/status, *e.g.*, its earliest condition/status in CRM may have been appended from the LSR being supplemented. Second, even if the LSR is accounted for in the performance measurement calculations, the way the LSR is treated may be inappropriate because the date and time used in those calculations may be taken from a condition appended to the supplemental LSR and thus not relevant to it (from the perspective of RRS' performance reporting). Qwest modified its program code to resolve this problem. Liberty then reviewed the modified code and, in addition, selected supplemental LSRs of various types and tracked them to determine if they were now being accounted for properly. Liberty determined that the revised program did treat the supplemental LSRs correctly.

c. Observations

Observation 1005 found that Qwest was making numerous exclusions not shown in the PID document for PO-2 (and other measures as well). Qwest's reply discussed common exclusions that it makes to various data sets, including the source data used to generate PO-2 results. Qwest revised the PID description to include these exclusion types, and they are now listed in the PID. Furthermore, Qwest provided information showing what percentage of the data set was represented by each exclusion type. For the CRM data set used to generate many of the PO measures, only two exclusion types represented more than a very small fraction of the total. These were exclusions of cancelled transactions and of transactions with invalid product codes. Liberty believes that exclusions are now adequately documented.

d. Conclusions

PO-2 accurately reports the percentage of electronic LSRs that flow through to the SOPs without human intervention. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

There continue to be exclusions, from the matrix of flow-through-eligible LSRs, which Qwest currently cannot make for PO-2B. As Qwest develops the capability to make additional exclusions, Liberty recommends that the new or modified processes be audited for completeness and accuracy.

D. PO-3 – LSR Rejection Notice Interval

1. Introduction and Background

PO-3 measures the interval between Qwest's receipt of an LSR and its transmittal of a rejection notice. It is reported separately for LSRs received via GUI (PO-3A), EDI (PO-3B), and facsimile (PO-3C). Only LSRs rejected in the reporting period are included.

The ROC TAG approved a change to PO-3 to take auto-rejected LSRs into account. PO-3A-1 and PO-3B-1 measure performance for LSRs that were rejected manually, and these measures are reported at the statewide level. PO-3A-2 and PO-3B-2 measure performance for LSRs that were auto-rejected, and these measures are reported at the region-wide level only. PO-3C was unchanged. PO-3A-2 and PO-3B-2 are measured in minutes and seconds, while all other PO-3 sub-measures are measured in hours and minutes. For LSRs received electronically the standard is to be determined. For LSRs received via facsimile the standard is less than or equal to 24 work week clock hours.

The formula for PO-3 is:

- *[(Date and time of rejection notice transmittal) – (Date and time of LSR receipt)]/(Total number of LSR rejection notifications)*

The following types of LSRs are excluded:

- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID0
- Duplicate LSRs (to eventually be eliminated)
- Invalid start or stop dates/times.

2. Overall Summary

There have been two exceptions and one observation issued regarding this measure. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-3 results are prepared using an automated

process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observation and exceptions discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

Liberty selected numerous different types of LSRs for the month of December 2000 and checked how the program that calculates PO-3 results had handled them. All of the LSRs had been treated properly except one supplemental LSR. This resulted in Exception 1039 discussed below. Subsequent data tracking, using different types of supplemental LSRs, showed that the problem had been corrected.

Liberty recalculated the performance measure results for PO-3 for Idaho for the months of January and February 2001. During recalculation, Liberty identified a discrepancy of 140 seconds in the PO-3C numerator. This was due to a problem in transferring the SAS interval data (in an HH:MM:SS format) into the corresponding Excel format. This difference has been accounted for in the following records:

LSR No.	SAS Interval	Excel Interval	Difference
10235588	1855:14:47	1855:14:00	47
10923791	340:52:04	340:52:00	4
10923669	358:50:48	358:50:00	48
11047107	165:35:06	165:35:00	6
11127616	272:20:35	272:20:00	35

The sum of the differences amounts to 140 seconds. Accordingly, Liberty obtained the same results as those reported by Qwest for PO-3 for those months.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-3 to meet the audit-release requirements as of April 7, 2001.

b. Exceptions

Exception 1039 found that supplemental LSRs were not always being handled properly in many of the PO result calculations, including PO-3. After analyzing the problem, Qwest informed Liberty that, when a supplemental LSR is received, CRM appends to that supplemental LSR all of the conditions (*e.g.*, pending flow) that applied to the original LSR. This has several implications for RRS processing. First, RRS' performance measurement program may not correctly account for the supplemental LSR because it may no longer have an appropriate earliest condition/status, *e.g.*, its earliest condition/status in CRM may have been appended from the LSR being supplemented. Second, even if the LSR is accounted for in the performance measurement calculations, the way the LSR is treated may be inappropriate because the date/time used in those calculations may be taken from a condition appended to the supplemental LSR and thus not relevant to it (from the perspective of RRS' performance reporting). Qwest

modified its program code to resolve this problem. Liberty then reviewed the modified code and, in addition, selected supplemental LSRs of various types and tracked them to determine if they were now being accounted for properly. Liberty determined that the revised program did treat the supplemental LSRs correctly.

Qwest informed Liberty that not all rejected LSRs were being included in the calculation of PO-3 performance measure results. When a CLEC submits an LSR, it can be automatically rejected by the system with no manual intervention. In that case, the rejected LSR is never entered into the CRM system. As a result, such LSRs had not been included in either the numerator or denominator of PO-3 (whose results have historically been based solely on CRM data). The only rejected LSRs that were included in the measure have been those that are manually rejected. This problem only involved PO-3A and B. PO-3C measures rejection of LSRs that were submitted by facsimile, and all rejections of those LSRs are done manually. Liberty's Exception 1043 addressed this problem.

A log is kept of the LSRs that are automatically rejected by the system, and Qwest solved the problem by using that log to include auto-rejected LSRs in the measure. However, the log is only available at the regional level, and not by state. The ROC TAG approved changes to the PO-3 PID that addressed this issue. Liberty reviewed the log of auto-rejected LSRs, the file created from it and transmitted to Wholesale Regulatory Reporting *(WRR)* for input into the performance measure calculation, and the changes to the SAS code made by WRR to include the auto-rejected LSRs. Liberty found no problems with any of these documents.

c. Observations

Observation 1005 found that Qwest was making numerous exclusions not shown in the PID document for PO-3 (and other measures as well). Qwest's reply discussed common exclusions that it makes to various data sets, including the source data used to generate PO-3 results. Qwest revised the PID description to include these exclusion types. Furthermore, Qwest provided information showing what percentage of the data set was represented by each exclusion type. For the CRM data set used to generate many of the PO measures, only two exclusion types represented more than a very small fraction of the total. These were exclusions of cancelled transactions and of transactions with invalid product codes. Liberty believes that exclusions are now adequately documented.

d. Conclusions

PO-3 accurately reports the LSR rejection notice interval. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has no specific recommendations regarding this measure.

E. PO-4 – LSRs Rejected

1. Introduction and Background

PO-4 measures the extent to which LSRs are rejected as a percentage of all LSRs that are rejected or that receive Firm Order Confirmations *(FOCs)* during the reporting period. It is reported separately for LSRs received via IMA-GUI (PO-4A), EDI (PO-4B), and facsimile (PO-4C). This is a diagnostic measure.

The ROC TAG approved a change to PO-4 to take auto-rejected LSRs into account. That change also provided additional disaggregation of PO-4 performance results. PO-4A-1 and PO-4B-1 measure results for LSRs rejected manually, while PO-4A-2 and PO-4B-2 measure results for LSRs that are auto rejected. PO-4A and PO-4B are now reported on a region-wide level, and PO-4C is reported at a statewide level.

The formula for all sub-measures of PO-4 is:

> *[(Total number of LSRs rejected via the specified method in the reporting period)/(Total of all LSRs that are received via the specified interface that were rejected or FOC'd during the reporting period)] x 100*

The following types of LSRs are excluded:

- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID
- Duplicate LSRs (to eventually be eliminated)
- Invalid start/stop dates/times.

2. Overall Summary

There have been three exceptions and one observation issued regarding PO-4. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-4 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observation and exceptions discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

Liberty selected numerous, different types of LSRs for the month of December 2000 and checked how the program that calculates PO-4 results had handled them. All of the LSRs had been treated properly except one supplemental LSR. This resulted in Exception 1039 discussed

below. Subsequent data tracking, using different types of supplemental LSRs, showed that the problem had been corrected.

Liberty also recalculated the performance measure results for PO-4 for the month of March 2001. Liberty obtained the same results as those reported by Qwest for PO-4 for that month.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-4 to meet the audit-release requirements as of May 29, 2001.

b. Exceptions

During an interview with Qwest personnel, Liberty learned that Qwest was including in the denominator of PO-4 only those LSRs that were rejected during the month or that received Firm Order Confirmations (FOCs) during the month. The description section of the then-current PID document stated, in part:

> *Includes all LSRs that are submitted through the specified interface during the reporting period.*

Accordingly, Liberty issued Exception 1023, which noted that Qwest was not including all LSRs required by the PID. Qwest proposed, and the ROC TAG accepted, changes to the PID definition so that the revised PID states:

> *Includes all LSRs submitted through the specified interface that are rejected or FOC'd during the reporting period.*

This change made the PID document consistent with Qwest's process.

Exception 1039 reported that supplemental LSRs were not always being handled properly in many of the PO result calculations, including PO-4. After analyzing the problem, Qwest informed Liberty that, when a supplemental LSR is received, CRM appends to that supplemental LSR all of the conditions (*e.g.*, pending flow) that applied to the original LSR. This had several implications for RRS processing. First, RRS' performance measurement program did not always correctly account for the supplemental LSR because it may no longer have had an appropriate earliest condition/status, *e.g.*, its earliest condition/status in CRM (for example, pending flow) may have been appended from the LSR being supplemented. Second, even if the LSR was accounted for in the performance measurement calculations, the way the LSR was treated may have been inappropriate because the date/time used in those calculations may have been taken from a condition appended to the supplemental LSR and thus not relevant to it (from the perspective of RRS' performance reporting). Qwest modified its program code to resolve this problem. Liberty then reviewed the modified code and, in addition, selected supplemental LSRs of various types and tracked them to determine if they were now being accounted for properly. Liberty determined that the revised program did treat the supplemental LSRs correctly.

Subsequently, Qwest informed Liberty that not all rejected LSRs were being included in the calculation of PO-4 performance measure results. When a CLEC submits an LSR, it can be automatically rejected by the system with no manual intervention. In that case, the rejected LSR

is never entered into the CRM system. As a result, such LSRs had not been included in either the numerator or denominator of PO-4 (whose results have historically been based solely on CRM data). The only rejected LSRs that were included in the measure were those that were manually rejected. This problem only involved PO-4A and B. PO-4C measures rejection of LSRs that were submitted by facsimile, and all rejections of those LSRs are done manually. Liberty's Exception 1043 addressed this problem.

A log is kept of the LSRs that are automatically rejected by the system, and Qwest solved the problem by using that log to include auto-rejected LSRs in the measure. However, the log is only available at the regional level, and not by state. The ROC TAG approved changes to the PO-4 PID that addressed this issue by creating sub-measures for both PO-4A and PO-4B. PO-4A-1 and PO-4B-1 report results for manually rejected LSRs, and PO-4A-2 and PO-4B-2 report results for auto rejected LSRs. Liberty reviewed the log of auto-rejected LSRs, the file created from it and transmitted to WRR for input into the performance measure calculation, and the changes to the SAS code made by WRR to include the auto-rejected LSRs. Liberty found no problems with any of these documents.

When applied to the new sub-measures, Qwest's interpretation of the PO-4 formula (as it was defined at the time) resulted in PO-4A-2 and PO-4B-2 always having a value of 100 percent. The ROC TAG then approved additional changes to the PO-4 PID definition that resulted in the current formula, which is shown in Section A above, and which does not always yield a value of 100 percent for the PO-4A-2 and PO-4B-2 sub-measures. Liberty reviewed Qwest's changes to the Setflags program and the Rules program to ensure that they were properly compiling PO-4 results according to the new formula and definitions. Liberty found that the revisions were appropriate. (The main SAS program used to obtain PO-4 results did not require any changes to accommodate this revision to PO-4.)

c. Observations

Observation 1005 found that Qwest was making numerous exclusions not shown in the PID document for PO-4 (and other measures as well). Qwest's reply discussed common exclusions that it makes to various data sets, including the source data used to generate most of the PO-4 results. Qwest revised the PID description to include these exclusion types, and they are now listed in the PID. Furthermore, Qwest provided information showing what percentage of the data set was represented by each exclusion type. For the CRM data set used to generate many of the PO measures, only two exclusion types represented more than a very small fraction of the total. These were exclusions of cancelled transactions and of transactions with invalid product codes. Liberty believes that exclusions are now adequately documented.

d. Conclusions

PO-4 accurately reports the percentage of LSRs that are rejected. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has no recommendations regarding this measure.

F. PO-5 – Firm Order Confirmations On Time

1. Introduction and Background

PO-5 measures the percentage of Firm Order Confirmations *(FOCs)* that are provided within specified intervals by Qwest in response to LSRs/ASRs submitted by CLECs. PO-5 is reported separately for fully electronic LSRs (PO-5A) and for electronic/manual LSRs (PO-5B). Within each of those categories, reporting is separate for LSRs received via GUI and for those received via EDI. PO-5 is also reported for LSRs received via facsimile (PO-5C) and for ASRs requesting LIS trunks (PO-5D). Qwest's performance in responding to LSRs is reported separately for resale services and UNE-P (POTS), unbundled loops (all types), and LNP. All of the standards for the PO-5 sub-measures are time intervals. The time interval standards vary depending on the ordering interface, product, and number of lines.

The formula for PO-5A for fully electronic LSRs is:

> *[Count of LSRs for which the original FOC notification date/time – LSR received date/time is within 20 minutes]/(Total number of original FOC notifications transmitted for the service category in the reporting period)*

The formula for PO-5B, C, and D is:

> *[Count of LSRs/ASRs for which the original FOC notification date/time – Application date/time is within the intervals specified for the service category involved]/Total number of original FOC notifications transmitted for the service category in the reporting period)*

The following exclusions are made:

- LSRs/ASRs involving ICB (individual case basis) handling, on the basis of quantities of lines as specified in the standards section, or service/request types deemed to be projects.
- Hours on weekends and holidays (except for fully electronic LSRs, which only excludes hours outside the scheduled up time).
- LSRs with CLEC-requested FOC arrangements different from standard.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Duplicate LSRs (to eventually be eliminated).
- Invalid start/stop dates/times.

Additionally, ASRs with invalid application or confirmation dates are excluded.

2. Overall Summary

There have been one exception and one observation issued regarding PO-5. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-5 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observation and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

The definition section of the PID defines application date and time. It notes that the LSR or ASR must be complete and accurate, and that the application date/time for ASRs received after 3:00 p.m. MT is considered the start of the next business day. The file used by Wholesale Regulatory Reporting in preparing PO-5D results has an application date, but no time. Liberty requested information to confirm that the application dates in the file were already "rolled over" to the next business day when required by the PID. Liberty reviewed the methods and procedures employed by the Wholesale Service Centers regarding application date and time and confirmed that they correctly interpret the requirements of the PID.

PO-5D is measured in business days. Qwest employs a B-day program that is its interpretation of how to measure the interval, in business days, between two events (referred to in this discussion as a beginning event and an ending event). If the beginning event (or, respectively, the ending event) occurs on a weekend or holiday, then the day of the beginning event (or, respectively, the day of the ending event) is included in the interval calculation, whether that day is a business day. Days that occur between the beginning event and the ending event are included in the interval only if they are business days.

Liberty selected numerous different types of LSRs for the month of December 2000 and checked how the program that calculates PO-5 results had handled them. All of the LSRs had been treated properly except one supplemental LSR. This resulted in Exception 1039 discussed below. Subsequent data tracking, using different types of supplemental LSRs, showed that the problem had been corrected.

In addition, Liberty selected different types of ASRs and checked how the program that calculates PO-5D results had handled them. All of the ASRs had been treated properly.

Liberty also recalculated the performance measure results for PO-5 for Idaho for the months of January and February 2001. Liberty obtained the same results as those reported by Qwest for PO-5 for those months.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-5 to meet the audit-release requirements as of April 7, 2001.

b. Exceptions

Exception 1039 reported that supplemental LSRs were not always being handled properly in many of the PO result calculations, including PO-5. After analyzing the problem, Qwest informed Liberty that, when a supplemental LSR is received, CRM appends to that supplemental LSR all of the conditions (*e.g.*, pending flow) that applied to the original LSR. This has several implications for RRS processing. First, RRS' performance measurement program may not correctly account for the supplemental LSR because it may no longer have an appropriate earliest condition/status, *e.g.*, its earliest condition/status in CRM may have been appended from the LSR being supplemented. Second, even if the LSR is accounted for in the performance measurement calculations, the way the LSR is treated may be inappropriate because the date and time used in those calculations may be taken from a condition appended to the supplemental LSR and thus not relevant to it (from the perspective of RRS' performance reporting). Qwest modified its program code to resolve this problem. Liberty then reviewed the modified code and selected supplemental LSRs of various types and tracked them to determine if they were now being accounted for properly. Liberty determined that the revised program treated the supplemental LSRs correctly.

c. Observations

Observation 1005 found that Qwest was making numerous exclusions not shown in the PID document for PO-5 (and other measures as well). Qwest's reply discussed common exclusions that it makes to various data sets, including the source data used to generate PO-5 results. Qwest revised the PID description to include these exclusion types. Furthermore, Qwest provided information showing what percentage of the data set was represented by each exclusion type. For the CRM data set used to generate many of the PO measures, only two exclusion types represented more than a very small fraction of the total. These were exclusions of cancelled transactions and of transactions with invalid product codes. Liberty believes that exclusions are now adequately documented.

d. Conclusions

PO-5 accurately reports the percentage of FOCs that are provided within specified intervals. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has no recommendations regarding this measure.

G. PO-6 – Work Completion Notification Timeliness

1. Introduction and Background

PO-6 is intended to help evaluate Qwest's timeliness in issuing electronic notification to CLECs that provisioning work on an order has been completed and the service is available to the CLEC. The measure has two parts: PO-6A reports on notifications made via IMA, and PO-6B reports on notifications made via EDI.

PO-6 was one of the later performance measures to be developed by Qwest. In addition, Qwest has had problems in that development and in reaching agreement on the description in the PID that defines exactly what the measure reports. Liberty has issued several observation and exception reports on PO-6 and has not completed the audit. Liberty will report on the results of the audit of PO-6 in a supplement to this report.

H. PO-7 – Billing Completion Notification Timeliness

1. Introduction and Background

PO-7 is intended to help evaluate Qwest's timeliness with billing completion notifications to CLECs. The measure has three parts: PO-7A reports on notifications made via IMA, PO-7B reports on notifications made via EDI, and PO-7C reports on billing completions for Qwest retail.

PO-7 was one of the later performance measures to be developed by Qwest. In addition, Qwest has had problems in that development and in reaching agreement on the description in the PID that defines exactly what the measure reports. Liberty has issued several observation and exception reports on PO-7 and has not completed the audit. Liberty will report on the results of the audit of PO-7 in a supplement to this report.

I. PO-8 and PO-9 – Jeopardy Notice Interval and Timely Jeopardy Notices

1. Introduction and Background

PO-8 measures an average of how far in advance of the original due date Qwest provides jeopardy notifications to CLECs. Results are reported in four product categories: PO-8A is non-designed services, PO-8B is unbundled loops and number portability, PO-8C is LIS trunks, and PO-8D is UNE-P (POTS). The standard for PO-8A, B, and D is parity with Qwest retail, and the standard for PO-8C is parity with Feature Group D *(FGD)* services.

The unit of measure as defined in the PID is average business days. The formula for this measure is:

[□ (date of the original due date of orders completed in the reporting period that received jeopardy notification – date of the first jeopardy notification) / total orders completed in the reporting period that received jeopardy notification]

The only exclusion applying to all PO-8 sub-measures is jeopardies done after the original due date is past. Additional exclusions applying to all but PO-8C are:

- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID.

PO-9 measures the percent of missed due date orders for which Qwest has sent jeopardy notifications in advance of the original due date. Results are to be reported in four product categories: PO-9A is non-designed services, PO-9B is unbundled loops and number portability, PO-9C is LIS trunks, and PO-9D is UNE-P (POTS). The standard for PO-9A, B, and D is parity with Qwest retail, and the standard for PO-9C is parity with FGD services.

The formula for this measure is:

(total missed due date orders completed in the reporting period that received jeopardy notification in advance of original due date) / (total number of missed due date orders completed in the reporting period) x 100

The only exclusion applying to all PO-9 sub-measures is orders missed for customer reasons. Additional exclusions applying to all but PO-9C are:

- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID.

The data source used to calculate the results for both PO-8 and PO-9 is the Jeopardy data set. This data set consists of all service orders in the RSOR data set for the period that either received a jeopardy notice, had missed due dates, or both.

2. Overall Summary

There have been one observation and six exceptions issued regarding PO-8. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

Also as discussed below, there have been no observations and five exceptions issued regarding PO-9. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-8C and PO-9C currently are manual processes, and several of Liberty's interviews involved walkthroughs and assessments of those processes. Liberty also reviewed, and recommended changes to, Qwest's documented procedures for calculating these manual results. Qwest revised its manual procedures appropriately.

PO-8A, B, and D and PO-9A, B, and D are automated processes, and Liberty developed spreadsheets to analyze and recalculate the results reported by those processes. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observations and exceptions discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

Liberty recalculated the performance measure results for PO-8C and PO-9C for the months of December 2000 and January 2001. Liberty also recalculated the performance measure results for PO-8A, B and D and PO-9A, B and D for New Mexico for the months of January 2001 and February 2001. Using Qwest's definition of average business days, Liberty obtained the same results as those reported by Qwest for PO-8 and PO-9 for those months.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measures PO-8 and PO-9 to meet the audit-release requirements as of April 7, 2001.

b. Exceptions

PO-8

Exception 1002 found that only orders for which the due date was missed were being included in the CLEC performance measure results for PO-8C. Qwest revised its procedures to include all orders completed in the reporting period that received jeopardy notices, regardless of whether the due date was missed.

Exceptions 1022 and 1025 noted that Qwest was only including in its calculations orders that were completed in the reporting period, and that Qwest was excluding from the measure all orders that received jeopardy notices *on* the due date. Qwest requested, and the ROC TAG approved, a PID change so that PO-8 is now defined to only include orders completed in the reporting period. Qwest modified its processes so that it now includes service orders that received jeopardy notices on the due date. Such service orders contribute one (1) to the denominator and zero (0) to the numerator.

Exception 1037 found that Qwest was including jeopardy notices issued on the due date of the order in both the denominator of PO-8C and in its numerator (contributing a value of one to the numerator). Such orders should only have been included in the denominator. At the same time, Liberty noted that Qwest was improperly calculating all of the intervals for the numerator of PO-8C. As an example, if the jeopardy notice for a particular record was issued on 11/13/00 and the due date was 11/14/00, then this record should have contributed one (1) to the numerator. Qwest's process contributed two (2) to the numerator, *i.e.*, Qwest's calculation of each individual interval was too large by one (1). Qwest revised its processes to correct these problems.

Exception 1040 noted that the *numerator* of the FGD comparative for PO-8C state results was being calculated by dividing the sum of the intervals by the number of records involved. The numerator should have been just the sum of the intervals. Qwest revised its procedures to correct this mistake.

Exception 1041 found that the intervals being calculated for the numerator of the formula for PO-8A, B, and D did not exclude weekends and holidays. Thus, the interval was being calculated on the basis of calendar days rather than business days as required by the PID. Qwest revised its process to calculate intervals using its B-day program (which is also used to calculate intervals measured in business days for other measures). The B-day program is Qwest's interpretation of how to measure the interval, in business days, between two events (referred to in this discussion as a beginning event and an ending event). If the beginning event (or, respectively, the ending event) occurs on a weekend or holiday, then the day of the beginning event (or, respectively, the day of the ending event) is included in the interval calculation, whether that day is a business day. Days that occur between the beginning event and the ending event are included in the interval only if they are business days. For example, if a service order's due date was Wednesday, and a jeopardy notice was sent out on the immediately previous Saturday, the PO-8 business day interval calculated by Qwest's B-day program would be 3 days, just as if the jeopardy notice had been sent out one day earlier, on Friday. Qwest employs the same logic in calculating business day intervals for PO-8C, which is done manually.

PO-9

Exceptions 1022 and 1026 found that Qwest was only including in its calculations of PO-9C orders that were completed in the reporting period. Qwest requested, and the ROC TAG approved, a PID change so that PO-9 is now defined to only include orders completed in the reporting period.

During an interview with Qwest personnel, Liberty learned that Qwest was only including an order in the denominator of the formula for PO-9C if the customer received a jeopardy notification regarding the order. However, the ROC 271 Working PID Version 2.2 stated that the denominator should include all missed due date orders completed in the reporting period, regardless of whether they have received a jeopardy notice. Accordingly, Liberty issued Exception 1038 to document this problem. Qwest's response to this exception was:

> *Qwest apologizes for any misunderstanding during the 1/24/01 interview. Liberty's understanding of the denominator used for PO-9C, Timely Jeopardy Notices on LIS Trunks is inaccurate. The denominator is the total number of*

missed due date orders completed in the reporting period in the Lotus Notes Escalation database. The source data includes orders with and without a jeopardy notice.

Exception 1040 noted that the PO-9C denominator for CLEC December results was calculated improperly because of a manual mistake. Qwest fixed the mistake in future performance reports.

As discussed above, the source data for the PO-9A, B, and D calculations is the Jeopardy data set. This data set consists of all service orders in the monthly RSOR data file that had a missed due date *or* received a jeopardy notice. Exception 1042 found that Qwest's calculation process did not exclude from the denominator of the measure those service orders that received jeopardy notices but that did not have missed due dates. Thus, whenever such service orders were otherwise eligible, they were being included in the denominator of PO-9A, B, and D although that was not consistent with the PID. Qwest revised its program code to correct this mistake.

c. Observations

Observation 1011 found that service orders were not being included in the calculation of PO-8C (*i.e.*, they were not included in either the denominator or the numerator of the formula) if the date of the jeopardy notification was the same as the due date of the order. Qwest changed its process to include such service orders properly.

d. Conclusions

PO-8 accurately reports average jeopardy notice interval results (accepting the interpretation of *business day intervals* used by Qwest). Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

PO-9 accurately measures the percent of missed due date orders for which Qwest has sent jeopardy notifications in advance of the original due date. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Currently, PO-8C and PO-9C involve manual steps, and are therefore subject to human error. During the course of the audit, Liberty noted several mistakes in results calculations due to this human error. Liberty understands that Qwest is mechanizing the processes used to develop these sub-measure results, and this should reduce the possibility of human error. Liberty recommends that the automated processes be audited once they are implemented.

J. PO-10 – LSR Accountability

1. Introduction and Background

Measure PO-10 is designed to help evaluate the degree to which Qwest can account for LSRs received electronically. It measures the number of LSRs received via IMA-GUI and IMA-EDI interfaces that Qwest has accounted for in various status categories as a percentage of all LSRs

received in the reporting period. The specific status categories are listed in the PID. The measure is reported monthly on a region-wide basis and with no product-level reporting. PO-10 is a diagnostic measure that Qwest has indicated it may request be withdrawn after a showing that Qwest adequately accounts for LSRs.

As LSR status information is stored in the Customer Records Management *(CRM)* system, the Key Business Indicator *(KBI)* database is also updated. Each month, personnel at the Interconnect Provisioning Center interrogate the KBI database and create a report of LSRs and their current status. This report does not include LSRs with two of the specific status codes, namely "error" and "project." The KBI is queried separately to provide totals for these two categories as supplementary data.

The Interconnect Provisioning Center sends the monthly report and the supplementary data to Qwest's Wholesale Regulatory Reporting *(WRR)* group for inclusion in the monthly performance results. The KBI reports includes data on the total number of records in the database and the number with each of the various status codes. WRR calculates the result by dividing the number of records in all status categories by the number of records in the KBI database.

2. Overall Summary

PO-10 is being measured correctly.

One Exception Report (E1028) was submitted on this measure. The problem identified in the exception has been corrected.

3. Analysis

The number of records in the database and in each status category is provided electronically by the database system. There are no physical items of data to track through the data capture process. Data tracking was therefore not applicable to this measure.

Liberty has confirmed that WRR is reporting the correct result for the measure P0-10 by examining the KBI report and supplementary data for July and August, and recalculating the performance result.

The reported result of 100.01 percent for July and 100.02 percent for August has been confirmed using the following data from the KBI reports and supplementary data:

	July	August
Total with 'Req Recd' status	28	4
Total with 'Pending' status	83	143
Total with 'Suppl' status	81	173
Total with 'Reject' status	4,546	6,580
Total with 'Cancel' status	3,067	3,052
Total with 'Issued' status	49,826	63,486

Total with 'Error' status	174	189
Total with 'Project' status	57	58
Total in Database (denominator)	57,858	73,667
Total in All Status Categories (numerator)	57,862	73,685
Percentage Accounted For	100.01%	100.02%

Exception 1028 reported that Qwest was not applying the PID formula correctly. Qwest corrected this matter.

As part of the audit of PO-10, Liberty interviewed a CRM subject matter expert and representatives from WRR to confirm that the measurement was being performed correctly. Qwest described the LSR auto-logging process and provided copies of the KBI report that is sent to WRR. WRR identified the values used in the KBI report to calculate the results and described the processing steps that it completes. To verify the calculation process, Liberty validated that the Qwest performance result corresponded to the values in the KBI report and supplementary data by following the WRR prescribed process.

4. Findings and Conclusions

a. Actual PID Release Date

Measure PO-10 can be considered as ready for release on February 21, 2001.

b. Exceptions

One exception was raised against PO-10 (E1028). This report highlighted a calculation error, which has been corrected. Qwest prepared a tool to be used in the training of the method of calculation so as to prevent the error. Liberty reviewed Qwest's document.

c. Observations

There were no observations written against PO-10.

d. Conclusions

PO-10 accurately measures the degree to which Qwest accounts for LSRs received electronically.

5. Recommendations

Liberty has no recommendations associated with PO-10.

K. PO-15 – Number of Due Date Changes per Order

1. Introduction and Background

PO-15 is used to evaluate the extent to which Qwest changes the due dates on orders. It is a diagnostic measure that is reported on a statewide level for the aggregate of all CLECs, individual CLECs, and Qwest retail. As of the issuance of this report, Liberty had some unresolved issues associated with PO-15. Liberty will report on the completion of its audit in a supplement to this report.

IV. OP – Ordering and Provisioning

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

1. Introduction and Background

The purpose of performance measure OP-2 is to assist in the evaluation of the timeliness of CLEC access to Qwest's interconnection provisioning center and retail customer access to Qwest's business offices. This measures reports on the extent to which customer calls are answered within 20 seconds. It includes all calls to the Provisioning Center (or retail offices), including calls that are abandoned before answer by a Qwest representative. A Voice Response Unit *(VRU)* first responds to a caller, typically providing a menu of options. Time spent by the caller in the VRU does not count against answer time. On the wholesale side, Qwest reports OP-2 only on a region-wide basis. State reports include the regional wholesale results and state-specific retail results. The standard for wholesale performance is parity with retail. It is the only measure associated with CLEC calls to the Provisioning Center.

Qwest contracts with AEGIS to operate the Interconnect Provisioning Center, which is located in Sierra Vista, Arizona. AEGIS uses a Rockwell Spectrum Automatic Call Distributor *(ACD)*, which is new equipment that uses recently updated software. This equipment produces reports on performance, including the percentage of calls answered within 20 seconds. AEGIS provides the information that permits Qwest to report OP-2 results.

For the retail comparison, Qwest uses the total calls to its four consumer call centers, its consumer Spanish-language center, and its small business call center. Qwest has been collecting this kind of information on the retail side of its business for a considerable length of time, and has been making reports to state commissions as part of retail performance reports. Qwest prepares a spreadsheet with data from these call centers, and uses it to report to state commissions, and now to report OP-2 performance.

2. Overall Summary

OP-2 can be released for OSS testing. There are no outstanding exceptions or observations related to this measure.

3. Analysis

OP-2 is simple and straightforward. ACDs make the call-time measurements and produce reports on performance. Except for totaling calls among the retails call centers, Qwest need do little to produce the results for this measure. Manual activities that have the potential for introducing errors are limited to data entry to spreadsheets. Liberty's audit activities included interviews with Qwest and AEGIS personnel who are responsible for reporting performance related to OP-2, review of responses to data requests concerning the process for measuring and reporting OP-2, review and analysis of the information obtained directly from the wholesale ACD, and review and analysis of the spreadsheet that compiles data from the various retail call centers.

AEGIS personnel told Liberty that Qwest people frequent the Interconnect Provisioning Center to observe and monitor operations. Qwest and AEGIS conduct monthly and quarterly monitoring and performance reviews. Regular AEGIS reports to QWEST provide performance and productivity data. Liberty reviewed these reports.

Performance data showed that abandoned calls were being counted as missed calls (*i.e.*, not answered within 20 seconds) on both the wholesale and retail side.

Liberty reviewed a description of the ACD system and its software as they relate to the accuracy of the ACD's timing and calculation. Liberty checked the spreadsheet formulas for adding and calculating the percentage of calls answered within 20 seconds on Qwest's retail side. Liberty also verified that data were accurately transferred from spreadsheets to the Qwest wholesale performance report.

During the course of this audit, Liberty found problems with the reported performance results for OP-2. Through a series of data requests and one exception report (E1020), Qwest and Liberty determined that errors were being made in the process of getting data from AEGIS to Qwest's regulatory reporting group. Qwest changed this process in order to minimize the opportunity for error. Qwest now receives a report generated directly from the switch at the Interconnect Provisioning Center. These changes were made effective starting with the September 2000 results.

Due to the way that historical data are stored, it was not practical for Qwest to go back and correct the results prior to those of September 2000. Qwest has now reported results for two months (September and October), and eliminated to prior months' results. Liberty has reviewed Qwest's calculations and recalculated results on the wholesale side for September and October 2000. Earlier in the audit, Liberty checked the calculations for the retail comparable.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-2 was considered as ready-for-release as of January 11,2001.

b. Exceptions

There was one exception (E1020) related to OP-2. As discussed above, Qwest acknowledged the problems identified in that exception and has made changes to prevent its recurrence. Liberty closed Exception 1020 on December 11, 2000.

c. Observations

There were no observations related to OP-2.

d. Conclusions

OP-2 provides an accurate measure related to the timeliness of CLEC access to the Interconnect Provisioning Center. The timeliness of Qwest's response to CLEC calls to the Interconnect Provisioning Center is accurately compared to the timeliness of Qwest's retail customer access to call centers.

5. Recommendations

Liberty has no recommendation related to performance measure OP-2. Unless Qwest changes the method or process for timing the length of time to answer calls, there should be no need for future auditing. Normal monitoring of trends and levels of service should be sufficient to identify any potential problems that may arise in the future.

B. OP-3 – Installation Commitments Met, OP-4 – Installation Interval, OP-6 – Delayed Days

1. Introduction and Background

Performance measures OP-3, OP-4, and OP-6 are intended to help evaluate the timeliness of Qwest's service installations. These measures are reported together because of the similarity among the three of the data and processes used to report performance results. Timely installation of services by Qwest is important to local competition so that customers of CLECs can rely on promises to have services installed.

OP-3 provides a measure of the extent to which Qwest installs services for customers by the scheduled due date. The measure counts all orders for new or additional lines that have been assigned a due date and that were completed during the reporting period. Certain records, such as disconnect and record order types and dates missed due to customer-caused reasons are excluded from the measure. Qwest calculates the measure by dividing the total number of service orders completed on or before the due date by the total number of service orders completed during the reporting period. OP-3 has five sub-measures, and there is various product reporting within each sub-measure. For the month of November 2000, for example, Qwest's regional performance results report showed 70 separate, product-level measures under OP-3. Qwest is reporting all products except those referred to as advanced services such as line sharing and sub-loop unbundling, extended loops (EELs), and dark fiber. The standards for OP-3 are parity with retail, where such parity exists, or 90 percent, for products such as the unbundled analog loop where no parity product exists.

OP-4 provides a measure of the average length of time to install a service. Qwest calculates the measure by dividing the sum of the installation intervals in business-days by the total number of orders completed in the reporting period. The standards for OP-4 are parity with retail, where such parity exists, or 6 days, for products where no parity product exists. Otherwise, the description of OP-3 above applies to OP-4 as well.

OP-6 provides a measure of tardiness of late orders. Qwest calculates the measure by dividing the sum of the installation intervals beyond the original due date by the total number of late orders completed during the reporting period. OP-6 has an additional sub-division compared to measures OP-3 and OP-4. OP-6A measures orders that were late for non-facility reasons, and OP-6B measures orders that were late for facility reasons. For the month of November 2000, for example, Qwest's regional performance results report showed 133 separate, product-level measures under OP-6. For those products that Qwest is currently reporting results, the standard is parity with retail. For products that did not have a parity comparable for use in OP-3 and OP-4,

Qwest uses a substitute. As examples, for the unbundled analog loop, the retail comparable is residential and business POTS with dispatch and for ADSL-qualified loops, the retail comparable is Megabit with dispatch. Otherwise, the description of OP-3 above applies to OP-6 as well.

2. Overall Summary

OP-3, OP-4, and OP-6 can be released for OSS testing. There were no outstanding exceptions or observations related these measures as of the date of release.

3. Analysis

RSOR Process Overview

Service orders from Qwest's Eastern, Central, and Western regions are fed into RSOR. Qwest's regulatory reporting system then pulls service order data from RSOR into PANS databases. RSOR data are updated daily in these databases. To begin the process for reporting these provisioning measures, a program called *rsorext.sas* extracts data from PANS for the current month and the past sevens months. This is done to ensure that all records with a reference date in the current month are captured. Qwest reported that a test had been conducted to ensure that it need not go back further to capture relevant records. The test showed that over 99.9 percent of the records were captured using this method. The actual records pulled are those completed orders that are of the change, new, or transfer types.

The program *rsor.sas* actually generates the performance measures. It does this by using reference tables for things like CLEC and product identification, using auxiliary programs for things such as determination of business days, and matching data with TIRKS (trunk inventory) to designated designed services. The process generates a "detail" file that contains all the required information. *Rsor.sas* then performs data validations to determine which records should be included in the measurements. It flags records with, for example, missing or incomplete data elements according to various defined categories. The program includes these flags and various derived fields in an "ad hoc" file, which is then used to perform various comparison and calculations such as comparing commitment and completion dates, and calculating average installation intervals. Importantly, the same program operates on both wholesale and retail data.

Liberty's review of the RSOR process involved walk-throughs of the operation of these programs, detailed review of the actual program files, and independent replication of many of the programming steps through spreadsheet logical and conditional programming.

Common Exclusions

Liberty's analysis of OP-3, OP-4, and OP-6 included substantial review and evaluation of the processes used to create these performance measures, recalculation of selected result, and tracking data through from service order to reported results. In addition, Liberty examined the systems and controls used by Qwest to obtain accurate results, and analyzed the program code that is used to extract, classify, and process data. The evaluation included many interviews, requests for information, and analysis of raw service order data.

Early in the audit, Liberty realized that Qwest was excluding certain records beyond those identified in the PID from the totals used to determine results. Liberty initially documented this finding as Observation 1005. Excluded records consisted of two basic types. The first type involved limiting the database of records to those associated with the measure. For example, service orders involving internal official company services were appropriately excluded. The second type involved records in which either though errors, such as typographical mistakes, or the use of special dates to, for example, indicate order cancellation, the data could not be used in the measure. This matter was resolved through three efforts.

First, Qwest proposed, and the TAG approved, changes to the PID that more explicitly defined records that are excluded from the measure. For OP-3, OP-4, and OP-6, the additions to the PID were:

- Records involving official company services
- Records with invalid due dates or application dates
- Records with invalid completion dates
- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID.

The second effort to resolve this issue required Qwest to generate and Liberty to review data that showed the number of records excluded of the various types. Liberty wanted to make sure that excluded records of the type that were errors were not significant in number and that they would not have a significant effect on the result.

Qwest provided and Liberty reviewed data on common exclusions for the months of October and November 2000. Liberty found that after eliminating records for OP-3, OP-4, and OP-6 that did not apply for those measures, the number of records with invalid entries and mistakes were very small. For example, the RSOR exclusions for November are summarized in the following table and explained below.

	Wholesale		Retail	
	Number	Percent	Number	Percent
Total Number of Records	55,487		1,573,68	
Records Not Excluded	44,458	80.12%	1,042,45	66.24%
Records Not Inward Activity	8,825	15.90%	509,51	32.38%
Internal Office Orders	0	0.00%	1,71	0.11%
Total Valid Records/Percent Not Excluded	46,662	95.28%	1,062,45	98.12%
Records with Invalid Dates and other entries	2,204	3.97%	19,99	1.27%
D_Except 15 Original	660	1.19%	5,23	0.33%

D_Except 15 New	90	0.16%	1,12	0.07%
Invalid Completion Date	1,199	2.16%	4,82	0.31%

There were 55,487 records extracted from RSOR/PANS for consideration of November's wholesale results. Of these, 44,458 were actually used in the measurements. Records (8,825) that did not reflect inward activity were flagged and appropriately not used. Of the total number of records that applied to these measures (46,662), over 95 percent were counted. Records with invalid dates or other data problems such as invalid product codes totaled less than 4 percent of the total wholesale records. The largest individual category of these problem records were those with invalid completion dates, which accounted for just over 2 percent of the total wholesale records.

One of the exclusion types (D_Except 15) flags records that have an illogical interval between the application date and the entry date. Qwest had been flagging such records and not using them in the measurements if that interval was more than seven days or less than negative one day. During the course of the audit, Qwest agreed to change this interval to more than 31 days or less than negative 1 day, so that fewer records would be inappropriately excluded. As shown in the table above, this change did in fact reduce the excluded records, from 660 to 90 for November wholesale.

The third way that Liberty ensured that excluded records were not a problem was to review both the program code and the actual excluded records to (a) verify that all records for both wholesale and retail measurements were treated the same, and (b) check that the data available in the excluded records did not show a pattern that would have affected the results. Both of these checks proved satisfactory.

Product Disaggregation

Another problem discovered during the audit was that certain valid records were not included in the monthly performance results (Observation 1008). This had been caused by Qwest's method to sort orders and the fact that some orders had apparently conflicting designations relative to that method. Qwest reports the results for these performance measurements according to how they were categorized in the PID for each product type (*i.e.*, with either MSA-type or Zone-type disaggregation). MSA-type reporting is used for products that were considered to be non-designed (*i.e.*, requiring no engineering), and Zone-type reporting is used for products that were considered to be designed (*i.e.*, requiring some engineering). However, some products legitimately had both orders that are non-designed and orders that are designed and thus contribute data both for MSA-type reporting and for Zone-type reporting. For such products, orders that followed the provisioning process not specified in the PID were not reported. For these few products, this meant that some non-trivial volumes of orders were excluded from the measurements.

To resolve this problem, Qwest proposed and the TAG approved PID changes, and Qwest's methods were changed as follows:

1. Products listed in the PID for MSA-type reporting:
   a. Eliminate RSOR exclusion Type 10 (a non-designed product in a designed category).
   b. Report products with incidental order volumes in the other category (*i.e.*, those mis-classified as designed products) in the MSA category (the most prominent category).
   c. Revise the PID for any products listed for MSA-type disaggregation that legitimately involve orders with and without TIRKS circuit numbers to require MSA-type disaggregation for those without TIRKS entries and Zone-type disaggregation for those with circuit numbers in TIRKS. The product affected by this step was PBX.
2. Products listed in the PID for Zone-type reporting:
   a. Eliminate RSOR exclusion Type 9 (a designed product in a non-designed category).
   b. Report products with incidental order volumes in the other category (*i.e.*, those mis-classified as being non-designed products) in the Zone 1 category (the most prominent category).
   c. Revise the PID for any products listed for Zone-type disaggregation that legitimately involve orders with and without TIRKS circuit numbers to require Zone-type disaggregation for those with TIRKS circuit numbers and MSA-type disaggregation for those without TIRKS entries. The products affected by this step were DS0, ISDN-BRI, ISDN-PRI, and Unbundled Loops-Analog.
3. Products listed in the PID for both MSA-type and Zone-type reporting:
   a. Continue to report MegaBit under both disaggregation types.
   b. As explained in the first two categories, revise the PID to require that PBX, DS0, ISDN-BRI, and ISDN-PRI be reported under Zone-type and MSA-type disaggregations according to whether the order is in TIRKS.

Qwest's response to Liberty's Observation 1008 also provided an assessment of the results of the changes and answered several questions aimed at assuring that the changed reporting methods were valid. Liberty found Qwest's explanations and analyses to be valid.

UNE-P Orders Involving Dispatch

Liberty discovered that Qwest had not been reporting results for UNE-P orders that involved dispatch (Observation 1013). This affected measures OP-3A, OP-3B, OP-4A, OP-4B, OP-6A1, and OP-6A2. Qwest confirmed that the logic originally identified as the means to distinguish UNE-P from conversions was not always working correctly. As a result, there were only a few UNE-P orders showing up in the reported results. Qwest added new fields that would specify dispatch activity on UNE-P orders. These fields enabled Qwest to distinguish and report separately on dispatch activity for all new UNE-P orders.

Recalculation and Data Tracking

Because of the large number of service records involved in these measures, Liberty's recalculation of performance results was limited to wholesale records for selected months and states. Liberty judged this to be an acceptable audit method after ensuring that Qwest's programs worked the same way on retail records, on records with other state designations, and for all products. Data tracking involved detailed tracking of the records concerned the in measures listed in the table below from the PANS database, and selected service orders from order processors to the performance result. The following table shows the specific recalculations that were performed. In all cases Liberty's results matched those reported by Qwest.

Measure	State	Month	Product(s)
OP-3A	Montana	July 2000	Residence/Business
OP-3A	New Mexico	October 2000	Residence/Business
OP3B	Montana	July 2000	Residence/Business
OP-3B	New Mexico	October 2000	Residence/Business
OP-3C	Montana	July 2000	Residence/Business
OP-3C	New Mexico	October 2000	Residence/Business
OP-3D	Montana	July 2000	UBL ISDN
OP-3D	New Mexico	October 2000	UBL ISDN
OP-3E	Montana	July 2000	UBL ISDN
OP-3E	New Mexico	October 2000	UBL ISDN
OP-4A	Montana	July 2000	Residence/Business
OP-4A	New Mexico	October 2000	Residence/Business
OP-4B	Montana	July 2000	Residence/Business
OP-4B	New Mexico	October 2000	Residence/Business
OP-4C	Montana	July 2000	Residence/Business
OP-4C	New Mexico	October 2000	Residence/Business
OP-4D	Montana	July 2000	UBL ISDN
OP-4D	New Mexico	October 2000	UBL ISDN

OP-4E	Montana	July 2000	UBL ISDN
OP-4E	New Mexico	October 2000	UBL ISDN
OP-6A1	Montana	July 2000	Residence/Business
OP-6A1	New Mexico	October 2000	Residence/Business
OP-6A2	Montana	July 2000	Residence/Business
OP-6A2	New Mexico	October 2000	Residence/Business
OP-6A3	Montana	July 2000	Residence/Business
OP-6A3	New Mexico	October 2000	Residence/Business
OP-6A4	Montana	July 2000	UBL ISDN
OP-6A4	New Mexico	October 2000	UBL ISDN
OP-6A5	Montana	July 2000	UBL ISDN
OP-6A5	New Mexico	October 2000	UBL ISDN
OP-6B1	Montana	July 2000	Residence/Business
OP-6B1	New Mexico	October 2000	Residence/Business
OP-6B2	Montana	July 2000	Residence/Business
OP-6B2	New Mexico	October 2000	Residence/Business
OP-6B3	Montana	July 2000	Residence/Business
OP-6B3	New Mexico	October 2000	Residence/Business
OP-6B4	Montana	July 2000	UBL ISDN
OP-6B4	New Mexico	October 2000	UBL ISDN
OP-6B5	Montana	July 2000	UBL ISDN
OP-6B5	New Mexico	October 2000	UBL ISDN

4. Findings and Conclusions

a. Performance Measure Release Date

OP-3, OP-4, and OP-6 were considered as ready for release as of February 21, 2001.

b. Exceptions

There were no exceptions related to these performance measures.

c. Observations

There were four observations related to these performance measures. Observations 1005, 1008, and 1013 are discussed in the analysis section above. Observation 1005 applied to many performance measures; it is closed for the purposes of OP-3, OP-4, and OP-6. Observations 1008 and 1013 have been closed. Liberty withdrew observation 1014 on December 21, 2000 on the basis of Qwest's explanation of the method used to exclude orders delayed due to customer-caused reasons. After the release of OP-4, Liberty issued Observation 1022, which noted a potential problem with comparability between wholesale and retail due to expedited provisioning that may be available to CLEC wholesale orders. The resolution of this matter will be discussed in a supplement to this report.

d. Conclusions

OP-3 provides an accurate measure related to the extent to which Qwest's meets installation commitments. OP-4 provides an accurate measure of the average time required by Qwest to install services. OP-6 provides an accurate measure of the extent to which late orders are completed beyond the committed due date.

5. Recommendations

Qwest should regularly track the number of records that are excluded for various reasons. If during any reporting period there is a significant change from previously observed percentages of the total number of records, Qwest should investigate the reasons for such change. This will provide an additional check on the integrity of the data. On the basis of its review of excluded records, Liberty sees no reason to make this a separate performance measure, but rather should be an internal Qwest check for the reasonableness of reported results.

In addition to the matter raised in Observation 1022, there were other matters not closed as of the date of this report. Qwest developed a method to use revised due dates on orders for which the customer requested a later date. After approval of the related change to the PID, the TAG requested that Liberty audit this change. This matter will also be reported in a supplement to this report.

C. OP-5 – New Service Installation Quality

1. Introduction and Background

Performance measure OP-5 is intended to help evaluate the quality of ordering and installation of services by reporting the percentage of average monthly new order installations that were free of trouble reports for the first 30 days. It is important that customers who switch carriers not have service problems soon after the change of carriers.

OP-5 reports the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation. The number of new installations used in both the numerator and denominator of the formula for OP-5 is the average of the current and prior months' inward orders including change orders for additional lines. The number of trouble reports used in the numerator is the total of all trouble reports closed during the reporting period and that were received within 30 days of the date of original installation.

There are some unique characteristics of OP-5 that should be known to those who may use the measure's results. The number of trouble reports used in this measure is reported on a per-line basis, while the number of orders used in the measure is reported on a per-order basis. It is possible that for a particular state and product, the number of trouble reports could exceed the average number of orders and thus produce a negative result. Qwest's program limits the numerator to a minimum of zero. A single-line installation could have multiple troubles within the first 30 days, and thus bias the OP-5 result downward. However, a single installation order could involve multiple lines or circuits, and troubles could be experienced on separate lines or circuits within the first 30 days.

Certain types of trouble reports are excluded from the measure. These are specifically identified in the PID and relate to non-Qwest problems such as those caused by customer-owned equipment, troubles beyond the network interface, and customer actions. In addition, if a subsequent trouble report is received before the original trouble report is closed, the subsequent report is not counted in the measure. The PID also lists specific types of orders that are excluded from the measure. These are the same types that were listed for measures OP-3, OP-4, and OP-6, such as invalid due dates and invalid product codes.

OP-5 is reported on a product-basis, including resale products such a residential single line service and centrex, unbundled dedicated transport, and various types of unbundled loops. All of the products are listed in the PID. Qwest indicates that it is reporting on all products except advanced services such as dark fiber and extended loops. Qwest began reporting for line sharing starting with the January 2001 results. The standard for measurement is parity with a comparable retail service, except for those same advanced-services products, which are diagnostic measures. These standards are also listed out in the PID.

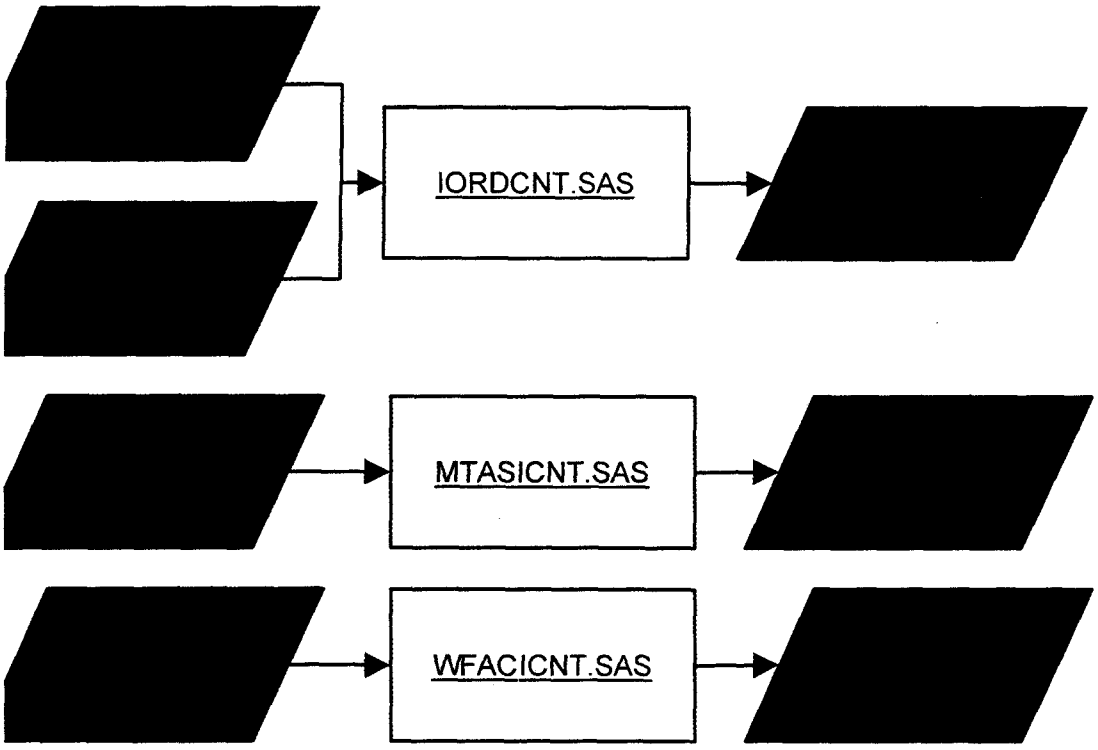
2. Overall Summary

OP-5 can be released for OSS testing. There are no outstanding exceptions or observations related these measures.

3. Analysis

Data Flow

Data related to new service installation quality exist in the "ad hoc" files created by SAS programs for customer records management, and trouble reports from MTAS and WFAC. The program *iordcnt.sas* processes the CRM *ad hoc* to count instances of new service installation. The programs *mtasicnt.sas* and *wfacicnt.sas* process the MTAS and WFAC *ad hoc* files to count instances of trouble reports. Another program called *speccalc.sas* creates the two-month average of service orders.



Liberty's review of this process involved walk-throughs of the operation of these programs, detailed review of the actual program files, and independent replication of many of the programming steps through spreadsheet logical and conditional programming.

Product Disaggregation

A problem discovered during the audit was that certain valid records were not included in the monthly performance results (Observation 1008). This had been caused by Qwest's method to sort orders and the fact that some orders had apparently conflicting designations relative to that method. The release report for OP-3, OP-4, and OP-6 describes this observation in some detail. However, OP-5 has some unique aspects since it deals with both repair processes and provisioning processes. It is calculated by merging like groupings (either MSA-type or Zone-type) of repair and provisioning data sources. For example, DS0 is specified as a Zone-type product. Therefore Qwest uses WFAC repair data, indicating Zone-type activity, in the numerator and RSOR provisioning data for Zone-type DS0 activity in the numerator and denominator. However, in September 2000 for example, while 100 percent of repair activity for DS0 came through WFAC, only 85 percent of the RSOR DS0 activity fell into the Zone-type category, while the remainder fell into the MSA-type category. This meant that the provisioning data source feeding OP-5 was under-reported by 15 percent in comparison to the repair data source feeding the numerator. This caused the OP-5 result to be artificially deflated.

Originally, Qwest proposed to report OP-5 in a disaggregated fashion much like that used for

OP-3. However, the numerator uses repair data, which does not have combinations or mixtures of both MSA-type and Zone-type orders, but the rest of the formula uses provisioning data which, for several products, does have mixtures of MSA-type and Zone-type orders. This problem was addressed by revising the PID to show that OP-5 would be reported without MSA-type or Zone-type disaggregations (*i.e.*, on a statewide basis). This solution permitted the matching of repair and provisioning data at the lowest disaggregation level possible for all products. The OP-5 program adds the MSA-type and Zone-type order activity together for OP-5.

Qwest's program for accumulating the required data for the various products had included an error that prevented the reporting of results for the Megabit product. Qwest explained the problem to Liberty and reported that it affected no other products or measures. Qwest began reporting results for OP-5 and Megabit in the report that included January 2001 results.

Recalculation and Data Tracking

Liberty recalculated and duplicated Qwest's results for one state and all products. Liberty also verified that Qwest's results for another state tracked through the process and that Qwest's results were accurately reported in the monthly performance report. Liberty's walk-through of the programs verified that they operated the same on wholesale and retail data.

During the audit, Liberty discovered that Qwest had not been calculating OP-5 using the average number of service orders for the current and prior months (Exception 1029). Qwest corrected this problem.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-5 was considered as ready-for-release as of March 8, 2001.

b. Exceptions

Exception 1029 noted that Qwest was not using the average of the current and prior months' service orders for OP-5. Qwest corrected that error.

c. Observations

There were two observations related to OP-5. Observation 1005 related to common exclusions. This matter is discussed in the release report for OP-3, OP-4, and OP-6. The specific exclusions are now listed in the OP-5 PID. Observation 1008 is discussed in the analysis section above.

d. Conclusions

OP-5 provides an accurate measure related to the quality of new installations.

5. Recommendations

Liberty has no recommendations related specifically to OP-5.

D. OP-7 – Coordinated Hot Cut Interval–Unbundled Loop

1. Introduction and Background

Performance measure OP-7 is a diagnostic measure intended to help evaluate Qwest's efficiency in moving the service of existing customers from Qwest's switches or frames to the CLEC's equipment. OP-7 reports the average time to complete coordinated "hot cuts" for unbundled loops by using the interval between the "lift" time and the completion time of Qwest's applicable tests for the loop. The formula for this measure in the PID is:

> *E[(Completion time – Lift time)] / (Total Number of unbundled loops with coordinated cutovers completed in the reporting period)*

The PID defines the terms in the formula as follows:

> *"Lift" time is defined as when Qwest disconnects the existing loop.*
>
> *"Completion time" is defined as when Qwest completes the applicable tests after connecting the loop to the CLEC.*

Thus, the total of the minutes between lift and completion for each unbundled loop constitutes the numerator of OP-7. The denominator is the total number of unbundled loops with coordinated cutovers during the reporting period.

The PID lists specific types of exclusions for OP-7. Two of these are the same type listed for measures OP-13A and OP-13B: invalid due dates/times or invalid start/stop dates, and records missing data essential to the calculation of the measure. A third exclusion specifies that the time associated with CLEC-caused delays be excluded from the interval. OP-7 is reported on a product basis, both for analog loops and for all other types of loops. It is disaggregated to the state level, as well as to the individual CLEC level.

2. Overall Summary

OP-7 can be released for OSS testing. There are no outstanding exceptions or observations related to this measure.

3. Analysis

During a visit to the Des Moines Center in September 2000, Liberty conducted several interviews and observed the data recording done during the cutover process. Liberty also reviewed the process used to create the unbundled loop database and reviewed the algorithms employed by Qwest's Regulatory Reporting to calculate the unbundled loop performance measures for July 2000 from this database. Liberty's analysis revealed several problems with OP-7, both in terms of the quality of the data used to calculate the measure as well as Qwest's definition and use of exclusions. This analysis led to two exception reports related to OP-7, wherein Liberty concluded that the reported results for July 2000 were inaccurate.

Qwest subsequently implemented improvements in the business processes used to collect data, and sought changes to the PID to incorporate the exclusions it had been using. Liberty has

determined that Qwest has satisfactorily resolved the issues raised by Liberty in the exception reports (see the discussion of exceptions below). Liberty re-examined the unbundled loop database and reported results for January 2001, and held discussions with Qwest's Regulatory Reporting personnel regarding open issues or questions. Liberty recalculated and duplicated Qwest's January 2001 regional results, as well as results for several states and individual CLECs.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-7 was considered ready-for-release as of April 6, 2001.

b. Exceptions

There were two exceptions (E1014 and E1016) regarding this performance measure.

In Exception 1016, Liberty pointed out that Qwest was not excluding CLEC-caused delays in the cutover process from its calculation of the average interval as defined in the PID. Qwest has since clarified that there can be no CLEC-caused delays in the interval as Qwest defines it; once Qwest has lifted the first loop, it cannot experience delays caused by the CLEC until after it has laid the last loop and completed applicable tests. Qwest has also clarified that its definition of "lay time" is consistent with the PID definition of "completion time," since the lay time recorded by Qwest reflects the conclusion of any appropriate testing.

Liberty also pointed out that Qwest was omitting lines with missing or invalid lift/lay times from the OP-7 calculation, and that this exclusion was not identified in the PID. Qwest had subsequently received approval to add as exclusions for both OP-7 and OP-13: (1) any records with missing data essential to the calculation, and (2) any records with invalid start/stop dates/times or invalid scheduled date/times. The algorithm used by Qwest to calculate OP-7, as summarized in its Business Requirements document, excludes items with missing lift or lay times, or those with lift times later than lay times *(i.e.*, invalid or nonsense entries). Qwest's algorithm now correctly reflects the permissible exclusion for records with missing data necessary to the calculation, *i.e.*, lift and lay times. It also reflects exclusions for invalid start/stop times, with lift and lay times being considered as the only relevant start/stop times examined for the OP-7 calculation. The algorithm does not, however, screen for and exclude lines with invalid scheduled dates/times, or for invalid cutover start/stop times, which is different from how this exclusion is interpreted by Qwest for the OP-13 measures. Qwest has acknowledged the differing treatment of this exclusion under OP-7 and OP-13, and has no plans to make the application of this exception consistent across the measures. Liberty therefore understands that there are no exclusions made for OP-7 relating to invalid scheduled date/times or cutover start/stop times, but only for missing or invalid lift and lay times.

For an LSR with multiple loops, Qwest's testers record the time of the first lift on the first line and the lay time on the last line. Liberty had originally noted that Qwest had used the lift and lay time of the first line of a multi-line LSR to calculate the average interval for each individual line in that LSR. The process has changed slightly since September. The OP-7 algorithm now calculates the time for each line in an LSR differently, by dividing the lay minus lift time recorded on *each* line (meant to represent the cutover duration for the total LSR) by the number of lines in that LSR. Data errors (such as different or zero lift/lay times for individual lines

within an LSR) will therefore cause distorted results for multi-line LSRs due to the calculation algorithm used by Regulatory Reporting. If there are relatively few data points for a given CLEC or state, the impact on the result can be significant. Qwest has taken a reasonable approach to calculating the average number of minutes for lines in a multi-line LSR, even though its algorithm cannot compensate for those cases where each line in an LSR does not have the same lift and lay times recorded. Except for this anomaly, the algorithm calculates the average interval accurately.

Exception 1014 related to the overall quality of the data used to calculate OP-7 and OP-13. The basic process for capturing data relating to hot cuts that Liberty observed in Des Moines in September 2000 has, to a large degree, not changed significantly. Testers still enter manually information collected during the cutover process into the WFA-C system. A data specialist still creates an unbundled loop database using extracted information from WFA-C, TIRKS, and the CRM system and by manually re-entering into the database the same data entered into WFA-C by the testers. What has changed since Liberty's visit is that management has implemented much more extensive training and coaching of testers regarding data entry, and the centers have begun to retain paper copies of the information entered into WFA-C, *i.e.*, hard copies of the data input screens so that missing data or errors may possibly be corrected at a later time if an error or missing information is caught by the data specialist or Regulatory Reporting.

The data entry system does not mandate entry of data or check specific data items, although Qwest had introduced some pop-up windows to prompt the tester during the data input process. Qwest has also revised its OSSCN form used by testers to record data during the cutover process before they enter the data into WFA-C, adding several areas for information to be noted regarding early cuts, approvals, and CLEC delays (but not the length of these delays). The improved form should help testers capture data more accurately and thoroughly during the cutover process. Qwest also relies on the personnel reviewing the data to identify possible errors or missing entries.

On the basis of its review of July 2000 data and observation of data collection during the cutover process, Liberty had concluded that data input errors and oversights were not uncommon. The quality of data has improved significantly since that initial review. The improvements had been slowed due to the fact that centers other than Des Moines are now entering data, and each new center had its own learning curve with respect to data quality. Starting with the January 2001 data, Liberty observed far less missing data (such as lift/lay times, start/stop times, and CLEC contact names/phone numbers) and fewer invalid or nonsense data entries. For the most part, mistakes of this type that occur now should have a negligible effect on reported results for OP-7. In a few cases, however, data entry errors could still have a sizable effect on reported results, as noted above, where null or differing entries under lift/lay times for one or more lines within a multi-line LSR could skew results on the state/CLEC level.

c. Conclusions

OP-7 provides an accurate measure related to the efficiency of completing coordinated hot cuts.

5. Recommendations

Due to the sensitivity of certain disaggregated results to the effects of bad data, Liberty recommends that Qwest closely monitor the individual CLEC- and state-level results for OP-7.

Specifically, Qwest should isolate those results that are based on relatively few data points. Qwest should review the data used to calculate these results to ascertain if the data quality errors discussed above, *i.e.*, differing lift/lay times or zero times for individual lines within a given LSR, in fact exist. To the extent that errors do exist, Qwest should manually recalculate and report the results for the given CLEC or state.

Qwest needs to continue its efforts to ensure that manually recorded data are captured accurately and completely. Any future reviews or monitoring of OP-7 should focus in part on the quality and completeness of the raw input data.

E. OP-8 – Number Portability Timeliness

1. Introduction and Background

Performance measure OP-8 is intended to help evaluate Qwest's timeliness in providing cutovers of number portability. A key to robust local competition is the ability of customers to retain their telephone number when they switch local carriers. To accomplish local number portability *(LNP)*, Qwest must set switches called triggers for the telephone number of a customer changing carriers. An LNP trigger may also be referred to as a Line-Side-Attribute. If a trigger was not set prior to the time of the change in service provider, callers would not be able to reach the customer at the original telephone number.

OP-8 consists of two sub-measures to differentiate between LNP associated with a coordinated cutover of a loop (OP-8B) and LNP for which coordination with a loop cutover was not requested (OP-8C). More specifically, the PID requires that OP-8B measures all orders for LNP coordinated with unbundled loops that are completed during the monthly reporting period. OP-8C measures all other orders for LNP completed during the reporting period including standalone LNP coordinated with other than Qwest-provided unbundled loops and non-coordinated LNP. Both sub-measures are subject to specific exclusions identified in the PID. Both are expressed as a percentage of the total LNP like-kind activations completed in the period. Both have a standard of 95 percent.

2. Overall Summary

OP-8 can be released for OSS testing. There are no outstanding exceptions or observations related to this measure. OP-8 should be thoroughly reviewed again in the future because of the very early stage of the processes used to report results.

3. Analysis

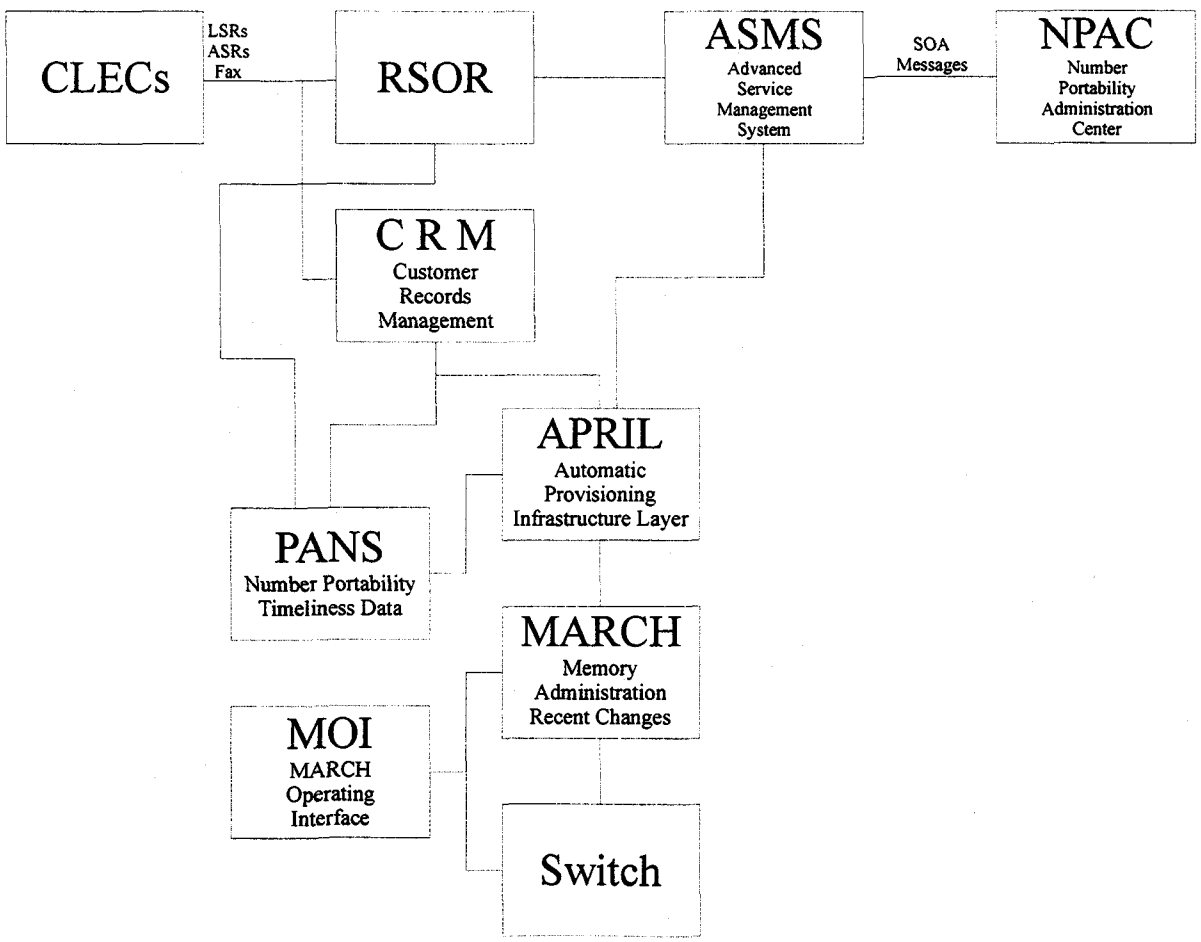
When Liberty's audit began, Qwest's method for collecting and using the data required for OP-8 was practically all manual. Qwest had a team of data personnel that used information from customer records management, and collected corresponding information from service order processors and trigger set data from a system called MOI *(March Operating Interface)*. A second Qwest team checked the manual actions of the first team. After auditing the process and methods that Qwest used for OP-8, Liberty decided it could not conclude that the measure accurately reported actual performance. (See Exception 1003 below.)

The number of steps involved with the manual querying of data and the re-typing of that data in Excel Spreadsheets meant that the number of occurrences of mis-typing and other manual errors increased the possibility of incomplete and inaccurate information. Retrieval of the required data directly from the appropriate systems and reducing the manual intervention in the collection of data would reduce the opportunities for error.

Qwest completed the development of a new process to replace most of the manual activities with an automated method for assembling and calculating OP-8. There are tens of thousands of records that affect OP-8 each month, the ability to use a computerized process for gathering and comparing telephone numbers, completion dates and times, purchase order numbers, and the like was important for economically measuring LNP timeliness. Qwest reported results from the new process starting with the results for the month of October 2000.

Liberty's early audit of OP-8 also noted that many records of LNP were being counted against Qwest's performance, not because triggers were set late, but rather because Qwest could not identify certain LNP requests with automated triggers. Process computerization and PID changes that specifically identify data records that are excluded corrected these problems.

The diagram below is a simplified sketch showing some of the parties and systems involved in collecting the data necessary for the OP-8 measures.



There are both automated and manual, daily and monthly processes used for this measure. The daily process attempts to match ported telephone numbers with service order information, switch type data, and the requisition type from customer records. The Number Portability Administration Center system *(NPAC)* and Advanced Service Management System *(ASMS)* both provide user interfaces to initiate and maintain customer requests for an LNP action. The Automatic Provisioning Infrastructure Layer *(APRIL)* system creates a file containing the telephone numbers and other data relating to the LNP request, and sends it to the Memory Administration of Recent Changes *(MARCH)* system, which actually make the change on the switch. Records with no service order completion date are retained in a PANS database. Each month these records are matched with service order information to see if a valid completion date has been added. Daily, data from the automated process are e-mailed to the Wholesale Regulatory Reporting Group, which attempts to find order information for the ported telephone numbers in cases where that data could not be obtained from the automated process. When they can successfully find the missing order data, it is saved and merged with the monthly files from the automated process. Finally, information from the coordinated hot cut center in Des Moines is used to distinguish those telephone numbers that were ported with a coordinated loop from all others and tests are completed to determine if trigger set date and time were before the service order completion date and frame due time or CLEC due time.

The processes required to report OP-8 are complex. Qwest's efforts to automate those processes are appropriate. However, those processes are still being refined. For example, the reported results that included November as the latest month were in error because the manually processed records did not get included. (Liberty's recalculation of the corrected results for November showed them to be correct.) Also, characteristics of this measure that are out of Qwest's control have the potential to lead to errors. For example, many of the telephone numbers that are reported twice a day are duplicates that must be eliminated and many requests for LNP are subsequently cancelled. Qwest is aware of these characteristics, but to the extent manual processes are still in place, errors could occur.

Liberty's analysis of OP-8 included review and observation of the manual processes, review of the SAS code used in the automated processes, tracking data from the daily telephone number inputs to the daily files and to the final monthly data that support results, recalculation of the results reported for December 2000, and the corrected results for prior months. Liberty duplicated Qwest's results. However, Liberty found that Qwest's process documentation did not correctly describe the logic used for determining whether the commitment had been met for the case of equal set and due dates for OP-8B.

Liberty assessed the number and type of records excluded from the measure to ensure that they were occurring randomly and that their nature would not skew the results. As an example, the completed records for the month of December totaled 65,443. Nearly 28 percent (18,260) were actually cancelled orders. About 15 percent (9,514) of the records were LNP requests without automatic triggers. These were so classified because of technical reasons such as the type of central office switch involved, special translations numbers, remote call forwarding, and DID provisioning for the 5ESS switch. Another 30 records indicated that the request was not for an existing service. The numbers for November were very similar.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-8B and OP-8C were considered as ready for release as of February 22, 2001.

b. Exceptions

There was one exception, E1003, related to OP-8. It dealt with problems with the all-manual processes and excluded data that was not specifically identified in the PID. Liberty closed that exception on February 1, 2001 on the basis of clarifications made by Qwest, PID changes approved by the TAG, and Liberty's continuing audit activities.

c. Observations

There were no observations related to OP-8.

d. Conclusions

OP-8 appears to provide a reasonably accurate measure related to the timeliness of local number portability. The processes used to report OP-8 have only recently been settled, and Qwest is likely to improve those processes to more fully automate data collection. Performance results on at least two occasions were either reported inaccurately or could not be reported at all. The regulatory reporting system documentation is not completely accurate.

5. Recommendations

Liberty recommends that OP-8 be considered a candidate for a thorough review at some time in the future. Qwest should routinely report on any changes it has made in the processes used for OP-8 and any problems with the reported results that is has found. The timing of the future review should be determined on the basis of Qwest's reports and the confidence it has gained from a stable process and consistently reported results. Qwest should also review and correct wherever appropriate the process documentation immediately.

F. OP-13A – Coordinated Hot Cuts On Time – Unbundled Loop

1. Introduction and Background

Performance measure OP-13A is intended to measure the percentage of LSRs for coordinated cuts of unbundled loops that are completed on time, focusing on cuts completed within one hour of the committed order due time. For LSRs to be considered "on time," the CLEC must agree to the start time, and Qwest must (1) receive verbal CLEC approval before starting the cut or lifting the loop, (2) complete the physical work and appropriate tests, (3) complete the Qwest portion of any associated LNP orders, and (4) call the CLEC with completion information, all within one hour of the committed order due time. The formula for this measure in the PID is:

(Count of LSRs for coordinated unbundled loop cuts completed "on time") / (total number of LSRs for coordinated unbundled loop cuts completed in the reporting period) x 100

Relevant terms in the definition for OP-13A are further defined in the PID as follows:

"Committed order due time" is based on the number and type of loops involved in the cut and is calculated by adding the applicable time interval from the following list to the scheduled start time:

For analog unbundled loops:

1 to 16 lines: 1 hour
17 to 24 lines: 2 hours
25+ lines: Project (not included in OP-13A)

For all other unbundled loops:

1 to 5 lines: 1 hour
6 to 8 lines: 2 hours
9 to 11 lines: 3 hours
12 to 24 lines: 4 hours
25+ lines: Project (not included in OP-13A)

"Scheduled start time" is defined as the confirmed appointment time (as stated on the FOC) or a newly negotiated appointment time.

In cases where Qwest's records are missing evidence of CLEC approval of the cutover, the LSRs will be counted as a "miss" under OP-13A.

The PID lists four specific types of exclusions for OP-13A and -13B. Two of these, records with invalid start/stop dates/times or scheduled dates/times, and records missing data essential to the calculation of the measure, are also applicable to OP-7 (but treated differently). "Projects," or LSRs involving 25 or more lines, are also excluded under OP-13A. The last exclusion specifies that records with invalid completion dates be excluded.

There are three additional exclusions that pertain exclusively to OP-13A. First, time intervals following the scheduled start time or during the cutover process associated with CLEC-caused delays are to be excluded. LSRs whose start was delayed 30 minutes or more after the appointment time because the CLEC was not ready are also to be excluded from the measure. Finally, LSRs that involve CLEC-requested non-standard methods, processes, or timelines are to be excluded. Typically, these are projects, but the terms are somewhat broader in that they allow the exclusion of any LSRs that are associated with trials. OP-13A is reported on a product basis, both for analog loops and for all other types of loops. It is disaggregated to the state level, as well as to the individual CLEC level. The standard for OP-13A is 95 percent or more.

2. Overall Summary

OP-13A can be released for OSS testing. There are no outstanding exceptions or observations related to these measures.

3. Analysis

During a visit to the Des Moines Center in September 2000, Liberty conducted several interviews and observed the data recording done during the cutover process. Liberty also reviewed the process used to create the unbundled loop database and reviewed the algorithms employed by Qwest's Regulatory Reporting to calculate the unbundled loop performance measures for July 2000 from this database. Liberty's analysis revealed several problems with OP-13A, both in terms of the quality of the data used to calculate this measure as well as Qwest's definition and use of exclusions. This analysis led to two exception reports related to OP-13A, wherein Liberty concluded that the reported results for July 2000 were inaccurate.

Qwest subsequently implemented improvements in the business processes used to collect data, and sought changes to the PID to incorporate the exclusions it had been using. Liberty re-examined the unbundled loop database and reported results for January 2001, and held discussions with Qwest's Regulatory Reporting personnel regarding open issues or questions. Liberty found that Qwest had not fully captured the exclusions for OP-13A; Qwest then agreed to make changes to its algorithm to incorporate Liberty's concerns. Liberty subsequently determined that Qwest had satisfactorily resolved the issues raised by Liberty both in the exception reports (see the discussion of exceptions below) and during the latest set of discussions. Liberty recalculated and duplicated Qwest's January 2001 regional results, as well as results for several states and individual CLECs.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-13A was considered ready-for-release as of April 7, 2001.

b. Exceptions

There were two exceptions regarding this performance measure, E1014 and E1017.

In Exception 1017, Liberty identified a number of definition and exclusion problems relating to OP-13A. In particular, Qwest had been using a convention of a 30-minute window to measure whether it "started on time." Qwest is no longer using this convention. Also, Liberty stated that Qwest should use the scheduled order due time to calculate the interval to be compared to the standard. Qwest has taken another approach, using elapsed minutes, to compare to the "committed order due time" standard plus one hour. This treatment is consistent with the PID, insofar as the original scheduled appointment time is not considered to be the mandatory starting time for the cutover.

Liberty noted that Qwest had not been able to capture the time spent in CLEC delays, and simply treated all time between start and stop times as under Qwest's control. It also could not determine whether late start times were the result of CLEC delay, and treated LSRs with start times more than 30 minutes late as a "miss." Qwest had also excluded LSRs with more than 25 lines, which was inconsistent with the PID at that time. Qwest began to implement some changes in its data collecting and to its OP-13A algorithm in August 2000, including adding a "CLEC-issue" flag. Qwest's interpretation of the PID continued to evolve over time.

Like OP13-B, the PID now states that LSRs with no evidence of CLEC approval of the cutover process will be treated as a "miss;" thus, any item that is a "miss" under OP13-B would automatically be a "miss" under OP-13A. When Liberty reexamined OP-13A data for January 2001, it found that the algorithm used by Regulatory Reporting to generate OP-13A was missing logic that checked whether LSRs that were not cut early had CLEC approval. This problem was relatively minor, in that it affected only four LSRs in January; Qwest subsequently corrected the logic.

As noted in Liberty's Performance Measure Release Report on OP-13B, Qwest sought the addition of several new exclusions applicable to OP-13A and OP13-B. In particular, exclusions now include: (1) LSRs with more the 25 lines, (2) records with invalid completion dates, (3) records with missing data essential to the calculation, and (4) records with invalid start/stop dates/times or invalid schedule date/times. When Liberty originally reviewed the January 2001 results, it found that Qwest had not fully implemented the programming for these exclusions. After discussions with Qwest, the company included the logic in the calculation of both OP-13A and OP-13B for these exclusions. Qwest's Regulatory Reporting personnel indicated to Liberty that the exclusions would be treated the same under both OP-13A and OP-13B, so that OP-13B would more closely represent a diagnostic of OP-13A. A fuller discussion of these issues is contained in Liberty's release of OP-13B.

Specific exclusions in the PID under OP13-A remained the same in the latest version of the PID. These specify that LSRs be excluded for loop cuts that involve CLEC-requested non-standard methods, process, or timelines, and when the CLEC is not ready to start by 30 minutes after the appointment time. Time intervals following the scheduled start time or during the cutover process associated with CLEC-caused delays are to be excluded from the calculated interval used to compare to the PID standards. Qwest now has the capability to capture delay start and stop times in its records, and its algorithm correctly subtracts the time spent in CLEC-delay from the calculated cutover duration. Qwest also implemented an addition to its algorithm to exclude LSRs with CLEC not ready by 30 minutes after the appointment time. In particular, Qwest now checks for LSRs with a CLEC issue that have a delay start time the same as the scheduled due time (which would imply that there was a delay at the start). If the duration of the delay is greater than 30 minutes, then Qwest will exclude the LSR from OP-13A. Currently, Qwest does not process LSRs that have non-standard methods, process, or timelines; the exclusion currently allows Qwest to exclude LSRs associated with trials. Overall, Qwest's algorithm for OP-13A now accurately reflects the exclusions in the PID.

During discussions with Liberty, Qwest agreed to updates its Business Requirements document as necessary to correlate with the changes made to the algorithm. Qwest subsequently recalculated and republished results for January 2001 data that incorporated the changes noted above. Liberty successfully validated those results against the new algorithm for OP-13A.

It should be noted that Qwest currently does not have the capability to make changes to the scheduled due date or scheduled time in the WFA-C system. Qwest simply records the relevant data when the LSR is completed (even if it was rescheduled at the CLEC's request), since it did not want to cause delay by requiring the CLEC to submit a supplement to its original order. In these cases, such LSRs would be excluded from OP-13A (and OP-13B), since the scheduled date would not be the same as the completion date, *i.e.*, it would be invalid. Qwest is currently working on a method to allow changes to these dates and times within the system directly, which should eliminate the problem.

Exception 1014 related to the overall quality of the data used to calculate OP-7, OP13-A and OP13-B. The resolution of issues in Exception 1014 is explained in more detail in Liberty's Performance Measure Release Report for OP-7. Liberty believes that the quality of data has improved significantly since our initial review. Starting with the January 2001 data, Liberty observed far less missing data (such as lift/lay times, start/stop times, and CLEC contact names/phone numbers) and fewer invalid entries. For the most part, mistakes of this type that occur now should have a negligible effect on reported results for OP-13A.

There were some lingering data entry errors with January data, however. Testers did not record delay start and stop times for a significant number of LSRs that had CLEC delays; in some cases, the times that were recorded seemed inconsistent with the LSR stop and start times. In particular, of roughly 5,800 LSRs in January, roughly 750, or 13 percent, had CLEC delays but no recorded delay start or stop times. These LSRs were excluded from the calculation of OP-13A, resulting in an underreporting of results. According to Regulatory Reporting, tester mistakenly believed that delay times only had to be recorded for existing lines, rather than both new and existing lines. Additional training for testers was completed during February to reinforce the need for accurate data recording.

Liberty's review of February 2001 data indicated that the problem was mitigated to some degree during that month; of roughly 6,000 LSRs, about 300 had missing delay times, or roughly 5 percent. Liberty has been assured that the quality of the data recording will improve considerably due to the training given to the testers during February. Liberty believes that continued improvement in data quality should correct the underreporting problem over the longer term.

c. Observations

There were no observations related to this measure.

d. Conclusions

OP-13A provides an accurate measure of the percentage of LSRs for coordinated unbundled loop cuts completed on time.

5. Recommendations

Qwest needs to continue its efforts to ensure that manually recorded data are captured accurately and completely. Any future review or monitoring of OP-13A should focus in part on the quality and completeness of the raw input data. In particular, Qwest should verify that delay start and stop times are being recorded for any LSR with a CLEC-caused delay. Also, Qwest should ensure that testers are routinely trained on how to properly record delay start and stop times, given the number of seemingly invalid times encountered in the January data.

In addition to the problems discussed above, Liberty found that OP-13 (A and B) has just recently reached a stage of maturity in which it can be relied on for accurate results. Qwest needs to ensure that it continues to improve its data recording, that it ensures process documentation is consistent with the programs that perform data manipulation, and that changes in procedures and programs are carefully documented and tested.

G. OP-13B – Coordinated Cuts Started Without CLEC Approval

1. Introduction and Background

Performance measure OP-13B is a diagnostic intended to measure the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval. The formula for this measure in the PID is:

> *(Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval) / (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period) x 100*

Where Qwest's records are missing evidence of CLEC approval of the cutover, the LRS will be counted as a "miss" under OP-13B. Thus, the total number of LSRs without evidence of CLEC approval, either because of omissions in data entry or because approval was actually not received, constitutes the numerator of OP-13B. The denominator is the total number of LSRs for unbundled loops completed during the reporting period.

The PID lists four specific types of exclusions for OP-13B also applicable to OP-13A. Two of these, records with invalid start/stop dates/times or scheduled dates/times, and records missing data essential to the calculation of the measure, are also applicable to OP-7. "Projects," or LSRs involving 25 or more lines, are also excluded under OP-13B. The last exclusion specifies that records with invalid completion dates be excluded. OP-13B is reported on a product basis, both for analog loops and for all other types of loops. It is disaggregated to the state level, as well as to the individual CLEC level.

2. Overall Summary

OP-13B can be released for OSS testing. There are no outstanding exceptions or observations related to these measures.

3. Analysis

During a visit to the Des Moines Center in September 2000, Liberty conducted several interviews and observed the data recording done during the cutover process. Liberty also reviewed the process used to create the unbundled loop database and reviewed the algorithms employed by Qwest's Regulatory Reporting to calculate the unbundled loop performance measures for July 2000 from this database. Liberty's analysis revealed several problems with OP-13B: the quality of the data used to calculate this measure, Qwest's definition and use of exclusions, and calculation errors. This analysis led to two exception reports related to OP-13B, wherein Liberty concluded that the reported results for July 2000 were inaccurate.

Qwest subsequently implemented improvements in the business processes used to collect data, and sought changes to the PID to clarify exclusions. Liberty has determined that Qwest has satisfactorily resolved the issues raised in the exception reports (see the discussion of exceptions below). Liberty re-examined the unbundled loop database and reported results for January 2001, and held discussions with Qwest's Regulatory Reporting personnel regarding open issues or

questions. Liberty recalculated and duplicated Qwest's January 2001 regional results, as well as results for several states and individual CLECs.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-13B was considered ready-for-release as of April 6, 2001.

b. Exceptions

There were two exceptions regarding this performance measure, E1014 and E1015.

In Exception 1015, Liberty originally noted that Qwest was using the existence of entries in the CLEC contact name and CLEC contact phone number fields as criteria for whether they had approval to start the cut. When Liberty reviewed July 2000 data, the sheer volume of missing data resulted in Qwest reporting more LSRs as having no approval than was actually the case. At that time, there was no exclusion in the PID for missing data, nor was there any specific clarification for missing data relating to CLEC approval. Qwest subsequently received approval to add new language in the PID. The PID states that records with missing data essential to the calculation of the measurement will be excluded, but clarifies that this does not apply to missing record evidence of CLEC approval. Indeed, the PID specifically states that, where Qwest's records are missing evidence of CLEC approval of the cutover, (*i.e.*, a CLEC contact name and phone number at a minimum) it will be treated as a "miss" under OP13-B (and OP13-A). Liberty believes this treatment is appropriate given the improvements in Qwest's data entry; it is more likely the reported results for OP-13B will reflect not securing CLEC approval rather than poor data capture processes.

Liberty also commented that the PID did not provide for exclusions under OP-13B, and that Qwest had been excluding projects and LSRs with illogical start and stop times. New exclusions were subsequently added to the PID, whereby any LSRs with more the 25 lines will be excluded, records with invalid completion dates will be excluded, and records with invalid start/stop dates/times or invalid schedule date/times will be excluded. Qwest's algorithm as described in its Business Requirements document does not reflect exclusion of projects with more than 25 lines, but Regulatory Reporting has assured Liberty that the algorithm does indeed screen out LSRs for projects. The algorithm checks for valid completion dates when it extracts only LSRs completed within the reporting month. The algorithm now also checks for and excludes LSRs with (1) missing scheduled times; (2) missing or invalid cutover start/stop times; (3) missing or invalid delay start/stop times for those LSRs with CLEC delays; and (4) invalid scheduled dates, *i.e.*, those not matching the completion date. Qwest's Regulatory Reporting personnel indicated to Liberty that these exclusions had been added to OP-13A at the same time. Although arguably some of the data is not necessary for the OP-13B calculation, Qwest concluded that it should treat the exclusions the same under OP-13A and OP-13B, so that OP-13B would more closely represent a diagnostic of OP-13A. Indeed, the number of LSRs included in OP-13A should be the same as OP-13B, except for the exclusion of LSRs with delayed starts of more than 30 minutes due because the CLEC was not ready.

Under Qwest's algorithm, if there is an LSR with an early cut, the "CLEC approval" field must reflect a "true" flag, except in cases where there was a true "VP expedite" flag, which indicates

that CLEC management explicitly asked for an early cut. For LSRs with an early cut that have a true CLEC approval flag, the algorithm also checks to ensure there is a CLEC contact name and phone number recorded; if not, the item is treated as a "miss." If there is an LSR without an early cut, Qwest's algorithm does not check whether there was a true flag in the CLEC approval field, but only checks for the name and phone number for the CLEC contact. If the detailed contact information is missing, the item is a "miss." This is consistent with the new language in the PID, whereby the CLEC contact name and phone number are the required minimum evidence for CLEC approval, regardless of affirmative entries in other fields.

The algorithm currently does not explicitly treat an LSR without an early cut as a miss if the CLEC approval field is blank or false; it simply checks for a name and phone number in the CLEC contact fields to determine whether approval was received. Regulatory Reporting has stated that the business centers were not aware that they had to make an entry in the CLEC approval field unless there was an early cut. Reportedly, testers have been given added guidance on this issue during February, and have begun using the field to note approval for all LSRs. Regulatory Reporting was undecided about whether it will modify the algorithm to include a positive check on the CLEC approval field for LSRs without an early cut. Liberty recommends that this modification be added to the algorithm to derive OP-13B results.

Finally, Liberty originally noted in its exception report that Qwest was recording whether it had approval to start the cutover process in general, rather than specific approval to lift the first loop. The definition of "actual start time" defined as the time Qwest lifts the loop was subsequently eliminated from the PID. Qwest's results still measure whether it had approval to start the cutover process, which now is consistent with the language in the PID.

Exception 1014 related to the overall quality of the data used to calculate OP-7, OP13-A, and OP13-B. The resolution of issues in Exception 1014 is explained in more detail in Liberty's Performance Measure Release Report for OP-7. Liberty believes that the quality of data has improved significantly since its initial review. Starting with the January 2001 data, Liberty observed far less missing data (such as lift/lay times, start/stop times, and CLEC contact names/phone numbers, etc.) and fewer invalid entries. For the most part, mistakes of this type that occur now should have a negligible effect on reported results for OP-13B. Whereas missing CLEC contact name and phone number previously had been attributed to data errors, Liberty believes that data entry errors have diminished to the extent that Qwest can be held to the standard added to the PID, where such LSRs are treated as a miss.

c. Observations

There were no Observations related to this measure.

d. Conclusions

OP-13B provides an accurate measure of the percentage of LSRs for coordinated unbundled loop cuts started without CLEC approval.

5. Recommendations

Qwest should make a modification to the algorithm used to calculate OP-13B to make a true flag in the CLEC approval field a mandatory condition for all LSRs. Given Qwest's assertion that its

data entry process has been improved, it would be appropriate to verify this field in cases of LSRs that did not have an early cut as well as those that did.

Qwest needs to continue its efforts to ensure that manually recorded data are captured accurately and completely. Any future review or monitoring of OP-13B should focus in part on the quality and completeness of the raw input data.

In addition to the problems discussed above, Liberty found that OP-13 (A and B) has just recently reached a stage of maturity in which it can be relied on for accurate results. Qwest needs to ensure that it continues to improve its data recording, that it ensures process documentation is consistent with the programs that perform data manipulation, and that changes in procedures and programs are carefully documented and tested.

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

1. Introduction and Background

OP-15 is intended to help evaluate the extent to which pending orders are delayed past the due date as of the end of the reporting period. OP-15A measures the average number of business-days that late, pending orders have been delayed beyond the original due date for reasons attributed to Qwest. OP-15B reports the number of wholesale pending orders measured in OP-15A that were delayed for Qwest facility reasons.

OP-15 is reported on a CLEC-aggregate and individual CLEC basis. Performance results are also reported for the entire Qwest region and at the state level for the various types of products common to other performance measures. The PID indicates that OP-15A is a diagnostic measure with an expectation for parity with retail service for those products with a retail comparative. OP-15B is strictly a diagnostic measure.

Qwest had difficulty developing reasonably accurate reporting for OP-15, primarily because it has a significant difference from other of the ordering-provisioning measures. The other service order performance measures, OP-3, OP-4, OP-5, and OP-6, all use completed service orders as the basis for data collection and results reporting. However, OP-15 by its basic nature involves service orders that are not completed. The result of this characteristic was that not all service order entries have been made and checked for the data set used by OP-15, and therefore some of the programming techniques used in other measures to capture the various product-level dis-aggregations did not work for OP-15. Changes to the PID, accompanied with changes to the data capture and processing programs have now permitted Qwest to report consistent and useful results for pending service orders.

2. Overall Summary

There were three observations and no exceptions that applied to OP-15. Qwest has satisfactorily resolved the issues raised in the observation reports. The performance measure is ready for release.

3. Analysis

Liberty's audit of OP-15 involved interviews with Qwest personnel, data and information requests, tracking of data through the process, review of program code, and recalculation of some results.

Liberty found that the definition for several performance measures did not include a sufficient listing of the records that Qwest excluded from the calculation results. This matter was documented in Observation 1005. The PID for OP-15 now lists six types of orders that do not count for OP-15. The most significant of these is that orders that are pending for customer-caused reasons are excluded. The other exclusions simply are not applicable orders, or orders that do not have the codes and data necessary to calculate the measure. Exclusions are identified through Qwest's "pend.sas" program. There are actually 25 specific types of exclusions that all relate to the six types listed in the PID. Liberty analyzed the exclusions that Qwest applied to the April, 2001, data for OP-15. Of the more than 40,000 records pulled, nearly 59 percent were excluded for customer-caused reasons. However, for the wholesale orders, this exclusion accounted for only 28 percent of the total records. On the retail side, the other exclusions with a significant number of records were those with old (prior to 4/1/99) service order entry dates, and those designated as no inward activity (*i.e.*, not orders for new or additional lines). For wholesale, pending orders, there were only two exclusions (other than the those for customer-caused miss) that made up more than 1 percent of the total. Test CLEC records accounted for 2.7 percent of the records, and records with an invalid class of service designation accounted for 3.6 percent of the total whole records. Liberty concluded that the PID definition of exclusions and the relative number of excluded records resolved the issues raised in Observation 1005 as it related to OP-15.

Liberty also analyzed the excluded records for the month of May 2001, and obtained similar results. For all records, 37 percent had been excluded for customer-caused reasons; on the wholesale side this was 29 percent. Overall, Qwest used 50 percent on the records pulled, and used 63 percent of the wholesale records. The only exclusion of significance aside from those flagged for customer-caused reasons was an invalid product code, which accounted for 6 percent of the total records and the same percentage for wholesale only.

Observation 1008 reported that certain service orders were not included in the results for several OP measures because some products had orders that were classified as both designed and non-designed, and this classification was used to segregate and report measure results. Qwest's resolution of this observation resolved the issue for OP-3, -4, -5, and –6. This issue was dealt with more directly for OP-15 as a results of Observation 1019, which noted several reporting difficulties. The end result of this observation was to change the way OP-15 was reported from geographic (MSA/non-MSA and High/Low Density) levels to reporting only on a statewide basis. Qwest's reporting of OP-15 for April and May, 2001, is now consistent with the revised and approved PID. Therefore, Liberty considers the issues raised in Observations 1008 and 1019 to be resolved.

During its audit, Liberty noted that there was a lack of retail comparable reporting for March, 2001, for products that are completely designed services, while product groups that have both designed and non-designed products included the retail comparable. Qwest reported that it corrected the comparable for designed products and would begin reporting those results starting with the April, 2001, results. Liberty confirmed this to be the case. Qwest also reported that the

retail comparable for LIS trunks (Feature Group D) would not be provided until the June, 2001, results were reported.

Liberty reviewed Qwest's technical documentation and business requirements documents related to OP-15. These documents are useful to Qwest personnel in the identification of the fields, methods, and exclusions used in the performance measure. Liberty recommends that Qwest improve the business requirements documents to better describe the process used in calculating OP-15 and ensuring that they are consistent with the PID in matters such as identification of the retail comparables.

Liberty recalculated the wholesale results for the state of Washington for March and April, 2001, Colorado for April, 2001, and Idaho and Colorado for the month of May, 2001. These calculations matched those reported by Qwest. Liberty's review of the program code verified that the reporting for the retail comparables used the identical designation and calculation routines. Using Qwest's "ad hoc" file for the month of May 2001, Liberty checked the calculations for the region and several states. This helped to verify correct programming and translation from the individual records to reported results.

Liberty made an assessment of the programming logic and field instructions for assigning missed codes. The pend.sas program identifies missed codes that specifically relate to customer-caused reasons and Qwest-caused facility reasons. The default for any other codes is Qwest-caused for non-facility reasons. Liberty confirmed that Qwest mapping of missed codes to customer/company/facility designation was logical. For May 2001 and wholesale records, 1096 were excluded from the calculations because of customer-caused reasons. Over half of these records had a missed code that indicated the customer was not ready. The only other significant categories included codes for a customer-requested later appointment date and for a change in requirements by the customer. There were less than 20 records that had any type of questionable codes such as "customer disaster/work stoppage."

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure OP-15 to meet audit release requirements as of June 29, 2001. Qwest's reporting of OP-15 is accurate. Reporting is complete with the exception of the retail comparable for LIS trunks, which will begin with the June 2001 results.

b. Exceptions

There were no exceptions related to OP-15.

c. Observations

Three observations, 1005, 1008, and 1019, dealt with OP-15. As discussed in the analysis section above, the issues raised in these observations have been resolved.

d. Conclusions

OP-15 accurately reports on (1) the extent to which pending, late orders have been delayed due to Qwest, and (2) the number of late and pending orders that were delayed due to Qwest facility reasons.

5. Recommendations

Qwest should review and improve the business requirements documents related to OP-15.

Qwest should report the retail comparable for LIS trunks.

Qwest should regularly monitor the percentage of exclusions identified in the data set to help identify data problems that may arise in the future.

V. MR – Maintenance and Repair

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

1. Introduction and Background

MR-2 reports on all calls to the Interconnection and Retail Repair Centers. The purpose of this measure is to help evaluate customer access to Qwest's repair centers. The measure focuses on the number of phone calls to the Interconnection and Repair Centers answered within 20 seconds.

MR-2 measures all calls including busies and abandoned calls made to the Interconnect and Repair Center. The time is measured from the customer's first ring at the Automatic Call Distributor *(ACD)* at the time the call is placed in the queue until the call is answered. The time a customer spends in voice response unit *(VRU)* is excluded from the calculations. An abandoned call after the call reaches the ACD is counted as unanswered within the 20-second time interval. Similarly, busies are treated as calls not answered with the 20-second time interval. The ACD automatically records a call count and calculates the time for answering the call.

MR-2 is measured at the region-wide level. The reporting comparisons are CLEC aggregate and Qwest retail levels. The standard of comparison is parity.

Qwest maintains an Account Maintenance Service Center *(AMSC)* in Denver. The AMSC provides service to all CLECs and IXCs. All CLEC and IXC calls to the interconnect repair center are answered by the AMSC. If the queue becomes too large then the switch automatically moves the overflow to the Phoenix Repair Center for response. Retail Repair Call Handling Centers are located in Phoenix, Des Moines, Seattle, and Denver. The data stream for each call identifies whether the call is wholesale or retail. The Class 5-ESS switch contains the necessary logic to recognize whether a call is originated by a CLEC, IXC, or retail customer.

The Demand Forecast Center located in Plymouth, Minnesota downloads the data from the ACDs daily. The data are stored in a SAS database. The SAS database permits Qwest flexibility in querying the database and manipulating the data for differing measurement requirements. Qwest has developed a SAS program to calculate the ratios necessary for reporting MR-2.

The proprietary software that performs the ACD function is resident within the Lucent 5-ESS switch. Lucent developed and maintains the software for this function within Qwest's switch. Qwest does not have the capability to access or in any way reconfigure or reprogram the software without the assistance of Lucent.

2. Overall Summary

MR-2 can be released for OSS testing. There are no outstanding exceptions or observations related to this measure.

3. Analysis

Liberty conducted several interviews during the course of its analysis of this measure. These interviews included both direct and telephone interviews with Qwest personnel responsible for the operation of the AMSC and Repair Call Handling Center *(RCHC)*. In addition, Liberty observed the operation of the AMSC. Liberty found consistency of treatment for wholesale and retail operations.

Liberty also requested substantial documentation on the operation and training of repair center personnel. Again the material indicated that training met the operational requirements of both the wholesale and retail operations.

Because the data used to calculate MR-2 are, for the most part, mechanized, the data tracking performed by Liberty were limited. Liberty initiated its data tracking and recalculation review after the data were stored in the Call Center Access Database *(CCAD)*.

Liberty reviewed the SAS documentation for the calculation of MR-2. The documentation was adequate to determine whether the appropriate data are extracted and used in the calculation of the performance measure. Liberty also requested and received the daily data download totals from the ACDs for the months of August and September. The daily data downloads from the ACDs to CCAD are used by the Data Forecast Center to calculate the wholesale measure results. These results are furnished to Regulatory Research Group to report to the appropriate reporting bodies. Similarly, Liberty recalculated the results for these two months and determined that the SAS program was performing the calculations accurately.

4. Findings and Conclusions

a. Performance Measure Release Date

MR-2 was released effective January 30, 2001.

b. Exceptions

There was one exception (E1034) associated with this measure. Qwest corrected the calls answered column and demonstrated that MR-2 was being calculated correctly. Liberty has closed this exception.

c. Observations

There were no observations associated with this performance measure.

d. Conclusions

Qwest accurately calculates and reports its performance for measure MR-2. The measure provides an accurate comparison of wholesale customers access to repair centers with the access of retail customers to repair centers.

5. Recommendations

Liberty has no recommendations regarding performance measure MR-2. Normal monitoring of monthly performance trends and levels of service should be sufficient to identify potential problems that arise in the future.

B. MR-3 – Out of Service Cleared within 24 Hours, MR-4 – All Troubles Cleared within 48 Hours, MR-5 – All Troubles Cleared within 4 Hours, MR-6 – Mean Time to Restore

1. Introduction and Background

Performance measure MR-3 is used to evaluate the timeliness with which Qwest repairs and closes out-of-service network troubles. It measures the percentage of out-of-service trouble reports that are cleared within 24 hours of the receipt of trouble report for the products specified in the PID. Measures MR-4 and MR-5 are used to evaluate the timeliness with which Qwest clears trouble reports for all service affecting (both service-affecting and out-of-service) troubles. Measure MR-6 is also used to evaluate the timeliness of repairs. MR-4 measures all troubles cleared within 48 hours. MR-5 measures all troubles cleared within 4 hours. MR-6 evaluates the time it takes to restore services to proper operations. For all four of these measures, reporting comparisons are CLEC aggregate, individual CLEC, and Qwest retail results. The standard for comparison of the wholesale results is parity with retail, with the exception of advanced services such as shared loop and enhanced extended links, which are diagnostic measures.

Qwest reports results for MR-3, MR-4, and MR-6 by products that are classified by the following groups: dispatches within MSAs (Metropolitan Statistical Areas), dispatches outside of MSAs, no dispatch, Interval Zone (density) 1, and Interval Zone 2. Results for MR-5 are reported by product as either Interval Zone 1 or Interval Zone 2. The MTAS database is used as the source for data to measure the products that are listed under MSA disaggregation. The WFAC (Work Force Administration Control) database is used as the source for data to measure products listed for Interval Zone-type disaggregation. The basis for reporting of all four measures is the number of trouble reports that are closed during the reporting period and that involve the specified services. Time is measured from the date and time of receipt of the trouble report until the trouble is indicated as cleared.

The PID's formula for MR-3 is:

> *(Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours) / (Total Number of Out of Service Trouble Reports closed in the reporting period) X 100*

The PID's formula for MR-4 is:

> *(Total trouble reports closed in the reporting period that are cleared within 48 hours) / Total number of reports closed in the reporting period) X 100*

The PID's formula for MR-5 is:

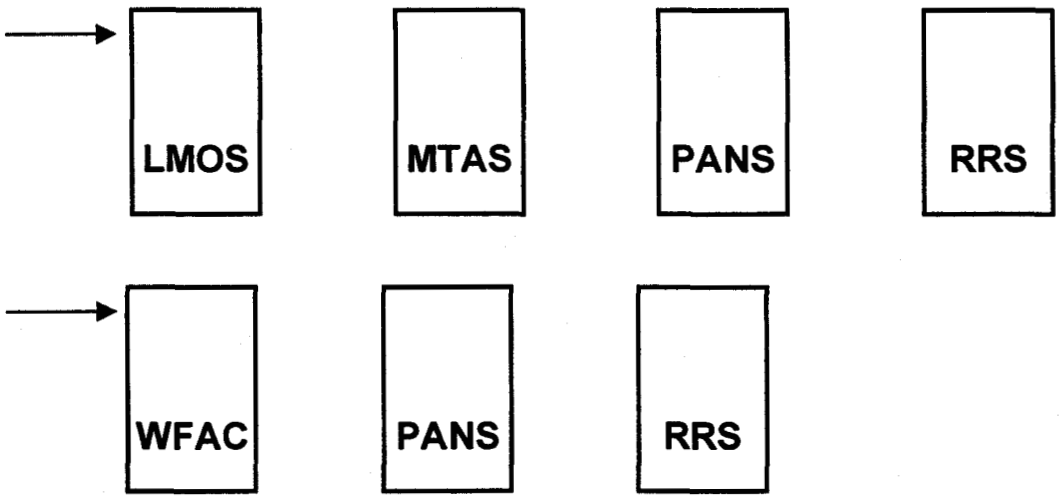
> *(Total trouble reports closed in the reporting period that are cleared within 4 hours) / Total number of reports closed in the reporting period) X 100*

The PID's formula for MR-6 is:

> *Σ(Date & Time Trouble Report Cleared) - (Date & Time Trouble Report Opened) / Total number of reports closed in the reporting period) X 100*

Certain records are excluded in determining the results for these measures. For products measured from MTAS data, trouble reports that are coded with disposition codes for customer action, non-telco plant, trouble beyond the network interface, trouble tickets with time delays due to no access, and other miscellaneous trouble are excluded. Similarly, products measured from WFAC data with trouble codes for carrier action and customer-provided-equipment trouble reports are excluded. Time delays due to "no access" are excluded from repair time. Subsequent trouble tickets, internal information trouble tickets, trouble reports received before installation completion, trouble tickets involving official company services, trouble tickets with invalid trouble receipt dates, trouble tickets with invalid cleared or closed dates, trouble reports of problems received on day of installation before provisioning is complete, trouble tickets with invalid product codes, and records with missing data essential to the calculation of the measurement are all excluded from both the MSA- and Zone-Type measurements.

The data for MR-3, MR-4, and MR-6 are processed as shown in the following diagrams. The data for MR-5 follows the second diagram below.



MSA data are processed by the MTAS system. The trouble ticket is originated when a CLEC calls the AMSC or contacts the repair desk through IMA/MEDIACC with a trouble report. The trouble ticket is populated with a trouble ticket number, date and time of receipt, MCN, trouble description, customer name, and telephone number in LMOS (Line Maintenance Operation System). LMOS populates the trouble ticket with additional information such as repair service bureau, repeat trouble, installation trouble, class of service, area code, and wire center. LMOS

contains expert systems designed to analyze the trouble and to correct the problem when possible. When LMOS cannot solve the problem, the trouble is forwarded to either RCMAC (Recent Change Memory Administration System) or a manual screener. If RCMAC cannot correct the problem, the trouble is forwarded to WFA(DI) or WFA(DO) (DI-dispatch in, DO-dispatch out) depending upon whether the type of trouble is inside or outside plant. WFA(DI) and WFA(DO) are responsible for populating missed appointment and out-of-service. The technician is dispatched if necessary to resolve the trouble. When the problem is repaired, the technician contacts the customer to verify problem solved and completes the date and time of clearing the report and the disposition code, and forwards it to LMOS.

When the trouble ticket is closed, LMOS forwards trouble ticket information at the end of the business day to MTAS for storage. MTAS maintains trouble ticket data for 90 days, after which the information is archived. Upon receiving the trouble ticket information, MTAS sends the information to PANS. PANS serves as the data source used to calculate the performance measures. RRS (Regulatory Reporting System) retrieves the MTAS data from PANS for its calculations.

Interval Zone data are processed by the WFAC system. The trouble ticket is originated when a customer contacts Qwest through either the AMSC-RSA or the repair desk. If the customer enters through the AMSC the trouble is first analyzed by the Repair Call Expert to determine if it is a trouble. If there is trouble, the Repair Service Attendant populates the ticket with the customer name, telephone number or circuit ID, major customer number, and the trouble description. In addition, from the NSDB chronic count, LOC A, LOC C, and service code are added to the trouble ticket. From WFAC the trouble is analyzed by the Integrated Testing Service and if the trouble is solved the trouble ticket is closed in WFAC. Otherwise the Designed Service Center routes the trouble to RCMAC, WFA (DO), or WFA(DI). When the repair technician resolves the trouble the Designed Services Center is notified. WFA Control inputs the data on the clearing times, closed date and time, out-of-service, actual duration, dispatch, and trouble type.

2. Overall Summary

Measures MR-3, MR-4, MR-5, and MR-6 can be released for OSS testing. There are no outstanding observations or exceptions related to these measures.

3. Analysis

Liberty's analysis of these performance measures began with interviews and data requests related to the business process and measure calculation. For both the non-designed services that use MTAS data and designed services that use WFAC data, Liberty reviewed:

- Repair Call Centers - To ascertain how trouble reports are taken, when trouble reports are created, what information is gathered, and where trouble reports are processed.
- The role that MEDIACC plays in the reporting and processing of trouble for wholesale customer and how MEDIACC creates trouble tickets in LMOS and WFAC.

- Line Maintenance Operation System *(LMOS)* – To determine how trouble tickets are created and processed; what information is added and how is ticket cleared and closed; and to determine how non-designed service troubles are managed for wholesale customers.
- Recent Change Memory Administration Center *(RCMAC)* – to determine what role RCMAC has in the maintenance and repair process for non-designed and designed products; to ascertain what fields are populated in the trouble tickets.
- Work Force Administration Control *(WFA/Control)* – to identify responsibilities associated with design services trouble tickets; to determine how trouble tickets are opened and closed; the training for technicians; and the auditing responsibilities.
- Work Force Administration/Dispatch Out *(WFA/(DO)* – to discuss responsibilities of technicians; how trouble tickets are completed for non-designed products; how troubles are cleared and closed; the definition of a commitment; and how trouble tickets are coded.
- MTAS System – to identify the method for storing trouble ticket data and the accessibility of information from front-end systems.
- WFAC – to identify the method for storing trouble ticket data and the accessibility of information from front-end systems.
- PANS – to learn how trouble tickets are stored and what format data are available.
- Wholesale Regulatory Reporting Group – to determine how the performance measures are calculated.

Data Tracking

Liberty tracked MTAS and WFAC data from the front end to the back end of the business process. Liberty initially requested from Qwest 170 randomly selected trouble tickets from retail and wholesale ticket populations in MTAS and WFAC respectively. However, because of the inflexible nature of the WFAC and MTAS systems and the burden that it would have placed on Qwest operations, Liberty agreed to an alternative method for selecting trouble ticket samples. Liberty used samples of wholesale and retail trouble tickets for specified time intervals to track data from MTAS to the RRS detailed database. Liberty required Qwest to pull approximately 170 retail and 170 wholesale trouble tickets directly from MTAS prior to its inclusion in the PANS data set. Liberty used time periods containing trouble tickets closed during the time period extending from August 1, 2000 to October 11, 2000 as its population. Liberty specified the variables that were to be provided by Qwest for each trouble ticket in the selection. Liberty then requested Qwest to pull the same time intervals from the RRS detailed data table. Liberty then compared each trouble report from MTAS to its counterpart in the RRS detail data table to ensure that the report was included when appropriate and similarly excluded when appropriate. Initially, Liberty did identify discrepancies between the data sets because the time periods were incorrectly specified. After the time periods were correctly specified Liberty did not identify any discrepancies. Liberty then compared the variables from each data set for accuracy. Again, Liberty did not identify any discrepancies.

Liberty used the same sampling technique for WFAC data. Liberty again identified specific time intervals for each data sample in order to track the data from WFAC to the RRS detail data table. Because Qwest maintains its WFAC data for only a rolling 45-day period, Liberty was restricted to using the time period extending from August 27, 2000 to October 11, 2000 for its trouble ticket population. Liberty required Qwest to pull approximately 170 wholesale and 170 retail trouble tickets directly from the WFAC data set and not from archived WFAC data in PANS. Liberty specified the variables that were to be provided by Qwest for each trouble report in the selection. The variables included in the data request were for the most part a subset of the same variables that are included in the detail data table. Liberty then requested Qwest to provide trouble reports from the same time intervals from the RRS detailed data table. Liberty compared each WFAC trouble report with its RRS detail database counterpart to determine if the trouble reports that should have been excluded and the trouble reports that should have been included were handled appropriately. Liberty determined that in the WFAC data there were trouble reports with identical numbers that were repeated more than once; however, in the detailed data table this did not occur. In addition, there was some time mismatches because of the nature of the data extraction from WFAC and the detail data table. Liberty was able to match all of the trouble reports numbers with their counterparts in the detail database along with the appropriate variables.

Business Process Audit

Because of the importance of the accuracy of the trouble tickets in the calculation of the MR performance measures, Liberty traced the maintenance and repair process from trouble ticket opened to trouble ticket closed. Liberty interviewed Qwest personnel and submitted data requests for each step of the process. In addition, Liberty requested all training manuals, handbooks, and internal audits of the trouble report process. Liberty also conducted interviews with Qwest personnel responsible for the accuracy of trouble reports.

Recalculation

Liberty conducted several interviews of Qwest personnel in learning about the performance result calculation process for both the wholesale and retail operations. In addition, Qwest responded to a number of data requests related to describing the calculation process and defining the data used. For MR-3, MR-4, MR-5, and MR-6, Liberty requested data contained in the MTAS and WFAC detail data tables and ad hoc data tables.

The raw data are located in the detail data table that is the result of the initial query where Qwest's programming rules are applied. Most exclusions occur at this point in the calculation process so that the detail database contains all trouble reports used for the calculation of the performance measures. Business rules through the SAS code are applied to the MTAS and WFAC detailed data tables to derive fields in the *ad hoc* data table to calculate the performance results.

Liberty used the states of Iowa, New Mexico, and Washington and the data from the months of July and August to recalculate the wholesale performance measures. There were 4,813 trouble tickets in the July MTAS detail data table and 5, 055 trouble tickets in the August MTAS detail data table. The WFAC wholesale detail data tables contained 599 trouble reports in July and 726 in August. Liberty then recalculated MR-3, MR-4, MR-5 and MR-6. Liberty was able to accurately recalculate the wholesale performance measures provided by Qwest.

Liberty limited its retail recalculation to July and August for the states of Iowa, New Mexico, and Washington. Liberty audited and recalculated the retail ad hoc files for these states. For the three states there were 155,709 retail trouble reports included in the July MTAS file and 165,532 retail trouble reports in the August MTAS file. The WFAC files were much smaller containing 4,864 trouble reports in July and 10,420 trouble reports in August. In all cases Liberty's results matched those of Qwest.

Because certain fields on the trouble report are used directly in the calculation of the performance reports, the accuracy of the measurements are totally dependent upon technician completing the trouble reports. In reviewing the completion of MTAS trouble reports, Liberty was unable to identify the existence of any internal audits or other studies used to verify either the accuracy of the MTAS trouble tickets or the existence of any internal process at Qwest to ensure the accuracy of the MTAS data. In an interview with Qwest personnel, there was an indication that a single study had been completed on the accuracy of the MTAS trouble tickets. However, when the study was requested, Qwest indicated that it was not a rigorous study and declined to provide it to Liberty. Liberty did review the training manuals beginning with AMSC training through LMOS and WFA(DO) and other related material. Liberty found that the manuals and materials were comprehensive and complete.

Liberty also reviewed the WFAC trouble report completion process. WFAC, unlike MTAS, has most of the fields that are essential to the performance measurements completed by WFA Control and not technicians in the field. For example, the time cleared, closed time and date, dispatch, out-of-service, and actual duration are populated in the trouble ticket by WFA Control. In addition, WFAC conducts periodic audits of designed trouble ticket accuracy at WFAC centers. Liberty reviewed the information examined and the results of some audits provided pursuant to a data request. The audits indicated that Qwest was addressing any accuracy problems involved in WFAC trouble reports.

4. Findings and Conclusions

a. Performance Measure Release Date

MR-3, MR-4, MR-5, and MR-6 were considered ready-for-release as of February 26, 2001.

b. Exceptions

Exception E1035 identified what appeared to be incorrect disaggregation of MTAS data. Qwest contended that the coding was correct and provided a clarification of the RRS documentation to support its point. Qwest revised its documentation and Liberty closed the exception.

Exception E1036 reported that certain WFAC retail trouble tickets were being measured as WFAC wholesale trouble and causing MR-3, MR-4, MR-5, and MR-6 to be incorrectly calculated. Qwest corrected it SAS code so that the trouble tickets were properly attributed to retail measures.

c. Observations

There were no observations related to MR-3 and MR-4.

Observation O1007 reported that the MR-5 and MR-6 calculations were inconsistent with the PID formula. The denominator applied by Qwest for both MR-5 and MR-6 contained the number of trouble report closed, while the PID required the number of trouble reports received. Qwest proposed changes to the PID to correct this problem; the TAG approved the proposed changes.

d. Conclusions

MR-3 accurately measures out-of-service cleared within 24 hours.

MR-4 accurately measures all troubles cleared within 48 hours.

MR-5 accurately measures all troubles cleared within 4 hours.

MR-6 accurately measures the mean time to restore.

5. Recommendations

Qwest should develop an audit process to ensure the accuracy of the MTAS trouble reports. This could be accomplished by using internal auditors with a periodic review by external auditors.

C. MR-7 – Repair Repeat Report Rate, MR-8 – Trouble Rate, MR-9 – Repair Appointments Met

1. Introduction and Background

Performance measure MR-7 is intended to help assess the effectiveness of Qwest's repair actions for specific services. MR-7 reports the number of repeated trouble reports received for the same trouble within 30 calendar days. Performance measure MR-8 is used to evaluate the overall rate of trouble reports as a percentage of the total installed base of the service or product. MR-9 is used to help evaluate the extent to which Qwest repairs services by the appointment date and time. The reporting comparisons for these measures are CLEC aggregate, individual CLEC, and Qwest retail results. The standard for comparison of wholesale results for MR-7, MR-8, and MR-9 is parity with retail, with the exception of advanced services such as shared loop and enhanced extended links, which are diagnostic measures.

The MR-7 results are disaggregated at the state level and reported by products that fall into the following categories: dispatches within MSAs (Metropolitan Statistical Areas), dispatches outside of MSAs, no dispatch, Interval Zone 1 (density), and Interval Zone 2. The MR-8 results are reported at a statewide level for products listed in the PID. The MR-9 results are disaggregated at the state level and reported by products that fall into either dispatches inside of MSAs, dispatches outside of MSA, and no dispatch. The MTAS database is used to measure the products that are listed for MSA-type disaggregation. The WFAC database is used to measure products listed for interval zone-type disaggregation. The measurements include all trouble reports that are closed during the reporting period that involve the services specified in the PID.

Some records are excluded from the calculation of these measures. For products measured from MTAS data, trouble reports are excluded that are coded with disposition codes for customer

action, non-telco plant, trouble beyond the network interface, trouble tickets with time delays due to no access, and other miscellaneous classifications. Similarly, products measured from WFAC data with trouble codes for carrier action and customer provided equipment trouble reports are excluded. Time delays due to "no access" are excluded from the reported repair time in WFAC. Subsequent trouble tickets, internal information trouble tickets, trouble reports received before installation completion, trouble tickets involving official company services, trouble tickets with invalid trouble receipt dates, trouble tickets with invalid cleared or closed dates, trouble reports of problems received on day of installation before provisioning is complete, trouble tickets with invalid product codes, and records with missing data essential to the calculation of the measure are all excluded from both the MSA- and Interval Zone-type measurements.

The PID's formula for MR-7 is:

> *[(Total repeated trouble reports closed within the reporting period that were received within 30 calendar days of when the preceding initial trouble report closed) / (Total Number of Out of Service Trouble Reports closed in the reporting period)] X 100*

The PID's formula for MR-8 is:

> *[(Total number of trouble reports closed in the reporting period involving the specified service grouping) / (Total number of the specified services that are in service in the report period)] X 100*

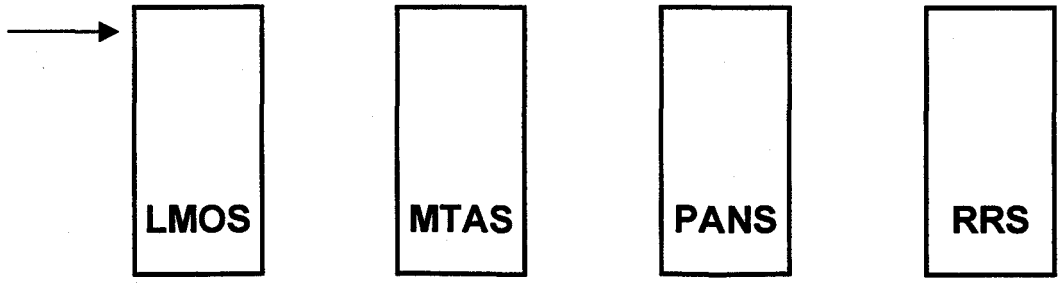
The PID's formula for MR-9 is:

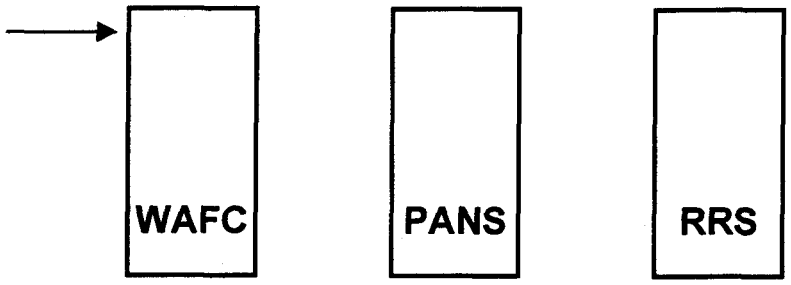
> *[(Total trouble reports cleared by appointment date and time) / (Total Number of Out of Service Trouble Reports closed in the reporting period)] X 100*

Data used to calculate the MR-7 results are generated by the MTAS and WFAC systems. MTAS maintains the data used to generate the MSA-type products. WFAC maintains the data used to generate the zone-type products.

The data used to calculate the numerator of MR-8 are generated by the MTAS and WFAC data systems. The TIRKS database stores and generates the data used to generate the denominator for MR-8.

The data for MR-7 are processed as shown in the following two diagrams. The data for MR-9 are processed as shown in the second diagram.





In the MTAS system, a trouble ticket is originated when a CLEC calls the AMSC or contacts the repair desk through IMA/MEDIACC. The trouble ticket is populated with a trouble ticket number, received date and time, MCN, trouble description, customer name, and telephone number in LMOS. LMOS populates the trouble ticket with additional information such as repair service bureau, repeat trouble, installation trouble, class of service, area code, and wire center. LMOS contains expert systems designed to analyze the trouble and to correct the problem when possible. When LMOS cannot solve the problem, the trouble is forwarded to either RCMAC or a manual screener. If RCMAC cannot correct the problem, the trouble is forwarded to WFA(DI) or WFA(DO) depending upon whether the type of trouble is inside or outside plant. WFA(DO) and WFA(DI) are responsible for populating missed appointment and out-of-service occurrences. The technician is dispatched if necessary to resolve the trouble. When the problem is repaired, the technician contacts the customer to verify problem solved and populates the date and time the report cleared, the disposition code, and the date and time closed, and forwards it to LMOS.

When a trouble ticket is closed, it is forwarded at the end of the business day by LMOS to MTAS. MTAS maintains the trouble ticket data for 90 days, after which the data are archived. In addition, MTAS stores selected trouble ticket data in PANS. PANS MTAS serves as the source of data used to calculate the PIDS. RRS retrieves the MTAS data from PANS for its calculations.

In the WFAC system, a trouble ticket is originated when a CLEC contacts Qwest through either the AMSC-RSA or the IMA/MEDIACC, through which the CLEC directly accesses WFAC to create the trouble ticket. If the customer enters through the AMSC, the trouble is first analyzed by a Repair Call Expert to determine if it is a trouble, in which case he populates the ticket with the customer name, telephone number or circuit ID, major customer number, and trouble description. In addition, information extracted from the Network Service Data Base including chronic count, LOC A, LOC C, and service code variables are added to fields in the trouble ticket. From WFAC the trouble is analyzed by the Integrated Testing Service; if the trouble is solved, the trouble ticket is closed in WFAC. Otherwise the Designed Service Center routes the trouble to RCMAC, WFA (DO) or WFA(DI). When the repair technician resolves the trouble the Designed Services Center is notified. WFA Control inputs the data on the clearing times, closed date and time, out-of-service, actual duration, dispatch, actual duration, and trouble type.

2. Overall Summary

MR-7, MR-8, and MR-9 can be released for OSS testing. There are no outstanding exceptions or observations related to these measures.

3. Analysis

Liberty's analysis of these performance measures included interviews and data requests related to the business process and measure calculation. For both the non-designed services that are measured using MTAS data and the designed services that measured using WFAC data, Liberty reviewed:

- Repair Call Centers – to ascertain how trouble reports are taken, when trouble reports are created, what information is gathered, and where trouble reports are processed.
- MEDIACC – to determine the role that MEDIACC plays in the reporting and processing of trouble for wholesale customers and how MEDIACC creates trouble tickets in LMOS and WFAC.
- Line Maintenance Operation System *(LMOS)* – To determine how trouble tickets are created and processed; what information is added and how tickets are cleared and closed; how non-designed service troubles are managed for wholesale customers.
- Recent Change Memory Administration Center *(RCMAC)* – to determine what functions RCMAC performs in the maintenance and repair process and what fields are populated in the trouble ticket by this function.
- Work Force Administration Control *(WFA/Control)* – to identify responsibilities associated with design services trouble tickets; determine how trouble tickets are open and closed; the training for technicians; and auditing responsibilities.
- Work Force Administration/Dispatch Out *(WFA/(DO)* – to discuss responsibilities of the technicians; how trouble tickets are completed for non-designed products; how troubles are cleared and closed; what constitutes a commitment; and how trouble tickets are coded.
- MTAS System – to determine what data are available; how the requirements were determined for the MR performance measures; the storage for trouble ticket data; and the accessibility of information from front-end systems.
- WFAC – to identify the method for storing trouble ticket data and the accessibility of information from front-end systems.
- PANS – to learn how trouble tickets are stored and what format the data are available.
- Wholesale Regulatory Reporting Group – to determine how the performance measures are calculated.

Data Tracking

Liberty tracked MTAS and WFAC data from the front end to the back end of the business processes. Liberty used samples of wholesale and retail trouble tickets for specified time intervals to track data from MTAS to the RRS detailed database. Liberty required Qwest to pull approximately 170 retail and 170 wholesale trouble tickets directly from MTAS prior to its inclusion in the PANS data set. Liberty used time periods containing trouble tickets closed

during the time period extending from August 1, 2000 to October 11, 2000 as its population. Liberty specified the variables that were to be provided by Qwest for each trouble ticket in the selection. Liberty requested Qwest pull data for the same time intervals from the RRS detailed data table. Liberty compared each trouble report from MTAS to its counterpart in the RRS detail data table to ensure that the trouble report was included when appropriate and similarly excluded when appropriate. Initially, Liberty did identify discrepancies between the data tables because the time periods for the detail data tables were incorrectly specified during the data extraction process by Qwest. After the time periods were correctly specified, Liberty did not identify any discrepancies. Liberty compared the variables from each data set for accuracy. Again, Liberty did not identify any discrepancies.

Liberty used the same sampling technique for WFAC data. Liberty again identified specific time intervals for each data sample in order to track the data from WFAC to the RRS detail data table. Because Qwest maintains its WFAC data for a rolling 45-day period, Liberty was restricted to using the time period extending from August 27, 2000 to October 11, 2000 for its trouble ticket population. Liberty required Qwest to pull approximately 170 wholesale and 170 retail trouble tickets directly from the WFAC data set and not from archived WFAC data in PANS. Liberty specified the variables that were to be provided by Qwest for each trouble report in the selection. The variables included in the data request were for the most part a subset of the same variables that are included in the detail data table. Liberty then requested Qwest to provide trouble reports from the same time intervals from the RRS detail data table. Liberty compared each WFAC trouble report with its RRS detail database counterpart to determine if the trouble reports that should have been excluded and the trouble reports that should have been included were handled appropriately. Liberty determined that in the WFAC data there were trouble reports with identical numbers that were repeated more than once, however in the detailed data table this did not occur. In addition, there was some time mismatches because of the nature of the data extraction from WFAC and the detail data table. Liberty was able to match all of the trouble reports numbers with their counterparts in the detail database along with the appropriate variables.

Business Process Audit

Because of the importance of the accuracy of the trouble tickets in the calculation of these performance measures, Liberty traced the maintenance and repair process from trouble ticket opened to trouble ticket closed. Liberty interviewed Qwest personnel and reviewed data request responses for each step of the process. In addition, Liberty requested all training manuals, handbooks, and internal audits of the trouble report process. Liberty also conducted interviews with Qwest personnel responsible for the accuracy of trouble reports.

In reviewing the completion of MTAS trouble reports, Liberty was unable to identify the existence of any internal audits or other studies to verify either the accuracy of the MTAS trouble tickets or the existence of any internal process at Qwest to ensure the accuracy of the MTAS data. In an interview with Qwest personnel, there was an indication that a single study had been completed on the accuracy of the MTAS trouble tickets. However, when the study was requested, Qwest indicated that it was not a rigorous study and declined to provide it to Liberty. Liberty reviewed the training manuals beginning with AMSC training through LMOS and WFA(DO) and other related material. Liberty found that the manuals and materials to be comprehensive and complete. Because certain essential fields on the trouble report are used

directly in the calculation of the performance reports, the accuracy of the measurements are dependent upon technician completing the trouble reports accurately.

Liberty also reviewed the WFAC trouble report completion process. WFAC, unlike MTAS, has most of the fields that are essential to the performance measurements completed by WFA Control and not technicians in the field. In addition, WFAC conducts periodic audits of designed trouble ticket accuracy in WFAC centers. Liberty reviewed the results of the audits and though the results were not perfect, Qwest has in place a method for addressing the accuracy problems of the WFAC trouble reports.

Recalculation

Liberty requested data related to MR-7, MR-8, and MR-9 contained in the MTAS and WFAC detail data tables and ad hoc data tables to perform recalculations. To calculate the denominator for MR-8, Liberty requested the TIRKS data contained in the detailed database. The raw data are located in the detail data table that is the result of the initial query where Qwest's programming rules are applied. Most of the specified exclusions occur at this point in the calculation process; the detail data table contains all trouble reports used for the calculation of the performance measures. Business rules are applied by Qwest's programs to the MTAS and WFAC detailed data tables to derive fields in the ad hoc data table to calculate the performance measures.

Liberty's used the states of Iowa, New Mexico, and Washington and the data from the months of July and August to recalculate the wholesale performance measures. There were 4,813 trouble tickets in the July MTAS detail data table and 5, 055 trouble tickets in the August MTAS detail data table. The WFAC wholesale detail data tables contained 599 trouble reports in July and 726 in August. Liberty then recalculated MR-7 and MR-9. Liberty was able to accurately recalculate the wholesale performance measures provided by Qwest.

For its retail recalculation, Liberty used July and August for the states of Iowa, New Mexico, and Washington. For the three states there were 155,709 retail trouble reports included in the July MTAS file and 165,532 retail trouble reports in the August MTAS file. The WFAC files were much smaller containing 4,864 trouble reports in July and 10,420 trouble reports in August. In all cases Liberty's results matched those of Qwest.

4. Findings and Conclusions

a. Performance Measure Release Date

MR-7, MR-8, and MR-9 were considered ready-for-release as of February 26, 2001.

b. Exceptions

Exception E1018 reported that the MR-7 and MR-8 calculations were inconsistent with the PID formula. The denominator for MR-7 and the numerator for MR-8 applied by Qwest contained the number of trouble report closed, while the PID required the number of trouble reports received. Qwest proposed changes to the PID to correct this problem; the TAG approved the proposed changes.

Exception E1035 applied to MR-7 and MR-9 and identified what appeared to be incorrect disaggregation of MTAS data. Qwest contended that the coding was correct and provided a clarification of the RRS documentation to support its point. Qwest revised its documentation and Liberty closed the exception.

Exception E1036 applied to MR-7 and reported that certain WFAC retail trouble tickets were being measured as WFAC wholesale trouble and causing MR-7 to be incorrectly calculated. Qwest corrected it SAS code so that the trouble tickets were properly attributed to retail measures.

c. Observations

Observation O1007 reported that the MR-9 calculations were inconsistent with the PID formula. The denominator applied by Qwest contained the number of trouble report closed, while the PID required the number of trouble reports received. Qwest proposed changes to the PID to correct this problem; the TAG approved the proposed changes.

d. Conclusions

MR-7 accurately measures repeat trouble reports occurring within the last 30 days.

MR-8 accurately measures the overall rate of trouble reports.

MR-9 accurately measures repair appointments met.

5. Recommendations

Liberty recommends that Qwest develop an audit process to ensure the accuracy of the MTAS trouble reports. This could be accomplished by using internal auditors with a periodic review by external auditors.

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

1. Introduction and Background

Performance measure MR-10 is intended to help evaluate the extent that trouble reports are customer-related. It provides diagnostic information to help address potential issues that may be raised by the other MR performance measures. MR-10 measures the number of trouble reports that are attributable to the customer as a percentage of the closed trouble tickets for each product. Reporting for MR-10 is at a statewide level. MR-10 is a diagnostic measure.

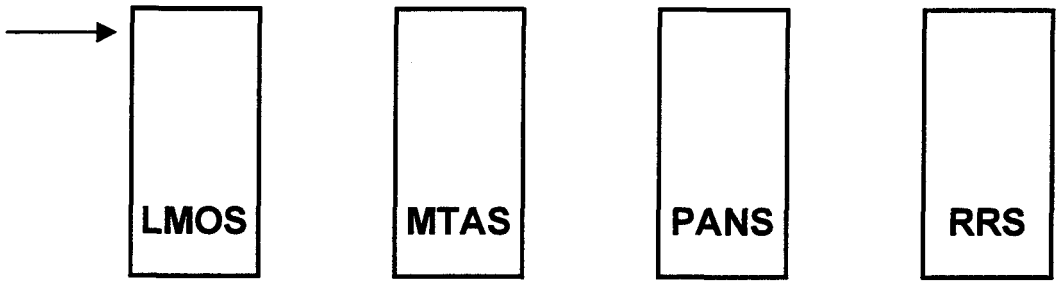
For products measured from MTAS data, trouble reports that are coded with disposition codes for customer action, non-telco plant, trouble beyond network interface, trouble tickets with time delays due to no access, and other miscellaneous trouble are included. Similarly, products measured from WFAC data with trouble codes for carrier action and customer provided equipment are included. Subsequent trouble tickets, internal information trouble tickets, trouble

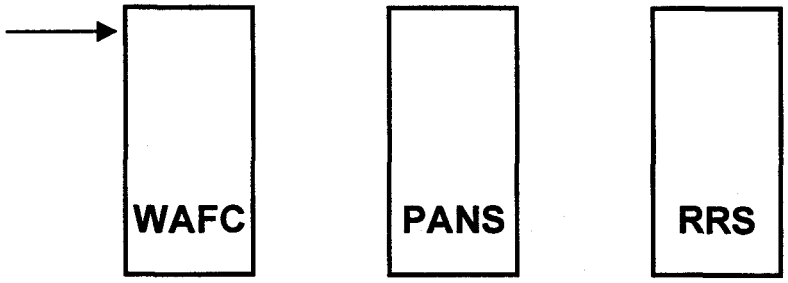
reports received before installation completion, trouble tickets involving official company services, trouble tickets with invalid trouble receipt dates, trouble tickets with invalid cleared or closed dates, trouble reports of problems received on day of installation before provisioning is complete, trouble tickets with invalid product codes, and records with data essential to the calculation of the measure are all excluded.

The formula for MR-10 is:

> *[(Total number of trouble reports coded to disposition codes listed above) / (Total Number of trouble reports closed in the period)] X 100*

The data for MR-10 are processed as shown in the following diagrams and described in the release report for MR-3 through MR-6.





2. Overall Summary

MR-10 provides an accurate measure of non-Qwest-related trouble reports. There are no outstanding observations or exception related to this measure.

3. Analysis

Liberty's review of MR-10 was similar to that described in the release report for MR-3, MR-4, MR-5, and MR-6.

4. Findings and Conclusions

a. Actual PID Release Date

MR-10 can be considered as ready for release as of February 26, 2001.

b. Exceptions

Exception E1018 reported that the MR-10 calculations were inconsistent with the PID formula. The denominator for MR-10 applied by Qwest contained the number of trouble report closed, while the PID required simply the number of trouble reports. Qwest proposed changes to the PID to correct this problem; the TAG approved the proposed changes.

Exception E1036 applied to MR-10 and reported that certain WFAC retail trouble tickets were being measured as WFAC wholesale trouble and causing the measure to be incorrectly calculated. Qwest corrected it SAS code so that the trouble tickets were properly attributed to retail measures.

c. Observations

There were no observations associated with MR-10.

d. Conclusions

MR-10 accurately measures non-Qwest-related trouble reports.

5. Recommendations

Liberty recommends that Qwest develop an audit process to ensure the accuracy of the MTAS trouble reports. This could be accomplished by using internal auditors with a periodic review by external auditors.

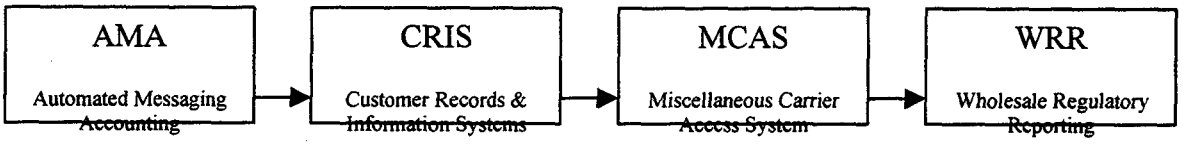
VI. BI – Billing

A. BI-1A – Time to Provide Usage Records – UNEs and Resale

1. Introduction and Background

Performance Measure BI-1 provides a means to evaluate the timeliness with which Qwest provides recorded daily usage records to CLECs. BI-1A measures the recorded daily usage for UNEs and Resale. The standard is parity with Qwest retail and the unit of measure is average number of business days. Qwest disaggregates reporting to the state level. Performance Measure BI-1A compares the time it takes Qwest to make usage details available to CLECs with the time it takes Qwest to make usage details in the same format available to its own customers.

Qwest processes the data for BI-1A as shown in the following diagram.



AMA captures all usage details that Qwest records at the central office switch. A daily file then forwards data to CRIS for formatting, sorting, and applying any necessary rates. CRIS then produces the Daily Usage File *(DUF)*, about three days after usage is recorded. These steps complete the production work of this aspect of billing; the following ones measure performance. CRIS passes the daily usage details to MCAS. At month end, MCAS rolls up the data by CLEC, thereby producing a monthly file. A hard, paper copy then goes to the Wholesale Regulatory Reporting *(WRR)* group, which enters the details manually into a spreadsheet.

WRR calculates the total number of days for the total number of recorded calls. Then it aggregates this data to the regional level. WRR then sends this final spreadsheet to the report generation group, which adds the columns that are required by the established report format, in order to load it into MS Access software. Qwest then queries the data for integrity, *e.g.*, to assure that there is no duplication or erroneously formatted data. Through this step, no performance data is excluded. All manual measures are then loaded into a single master Access database before being loaded into an Oracle database. It is from this data that the final report is produced.

2. Overall Summary

BI-1A is being measured correctly. The process and data for this measure has been traced and recalculated, as is described below.

A part of one exception report (E1012) noted that a title in the performance results report was not complete. This detail error has been corrected.

3. Analysis

Liberty's audit of this performance measure included:

- Conducting interviews of Qwest personnel
- Evaluating the responses to several requests for information
- Validating data transcription
- Reviewing the source system code
- Conducting independent recalculations
- Tracking data through the process.

Liberty interviewed Qwest personnel to ascertain whether the measurement was being performed correctly:

- CRIS/MCAS personnel were interviewed to gain an understanding of how the data is processed and by what means.
- PANS personnel were interviewed to learn how much of the process was automated and how much manual.
- WRR personnel were interviewed for information on how the received data is handled.
- Qwest IT personnel were interviewed to confirm details for current data sources and the schedule for automation of the measurement process.

Qwest provided responses to a number of data requests related to this performance measure. Liberty made these data requests to clarify points made in the interviews, and to gather documentation or data about processes or the data used to measure performance. Specifically requests were made to:

- Determine whether usage data for CLECs were processed the same as it was for Qwest.
- Learn when Qwest anticipated the switch from manual to automatic processing via the PANS system would be made and the schedule of activities involved.
- Obtain the specification documents for billing measure calculation by WRR, the program specification for extraction of data from CRIS to MCAS to WRR and the PANS interface specifications.
- Obtain the electronic files that contain data acquired by the RRS group and the spreadsheet files used or created by RRS relevant to all billing performance measures for the latest two months that are available.
- Obtain the data sent from MCAS to WRR.
- Obtain the spreadsheets produced by WRR for upload into Oracle.

As part of the data tracking and recalculation work, Liberty cross-referenced the hard-copy data provided by the source system with the data entered into the WRR spreadsheet. Liberty reviewed the source-system program code, in order to ensure that no data was erroneously removed or

added. Liberty recalculated the figures provided by Qwest. More specifically, Liberty undertook the following recalculation steps:

- Calculated the "Number of Records" by totaling the figures for each recorded time for each CLEC.
- Calculated the "Total Number of Days" by multiplying the "Number of Records" by "the Average Days". "The Average Days" are provided by the source system.
- Rolled up the figures into state, regional, and total CLEC results.

Liberty then compared these final figures against those in the final appended spreadsheet that is loaded into Access by the Report Generation group. Liberty did not find any discrepancies between the results of its work and those provided by Qwest.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure BI-1A to meet the audit-release requirements as of December 19, 2000.

b. Exceptions

One item in exception report E1012 pertained to BI-1A. It was a report labeling detail and it has been corrected.

c. Observations

There were no observation reports addressing BI-1A.

d. Conclusions

This performance measure accurately reports on the time to provide usage records for UNEs and resale.

Parts of Qwest's process for gathering the data and calculating performance results are performed manually. It is Liberty's understanding that Qwest intends to automate more of this process.

5. Recommendations

As the process for reporting BI-1A is automated, the ROC should determine whether a review should be conducted to ensure that accurate results continue to be reported.

B. BI-1B – Time to Provide Usage Records – Jointly Provided Switched Access

1. Introduction and Background

Performance Measure BI-1 provides a means to evaluate the timeliness with which Qwest provides recorded daily usage records to CLECs. BI-1B measures the percentage of recorded daily usage for jointly provided switched access provided within four business days. This interval is measured from the date of the recorded daily usage to the date the usage records are sent to CLECs. The standard is 95 percent within four business days. Qwest disaggregates reporting to the state level and reports at the CLEC aggregate and individual CLEC level.

Records are excluded from the calculation if the state field is not one of Qwest's 14 states and in cases where the CLEC requests other than daily usage transmission. Only the second of these two exclusions is specifically stated in the PID. However, Liberty found that for the months of April and May 2001, no records were excluded.

2. Overall Summary

There was one observation and no exceptions that applied to BI-1B. Qwest has satisfactorily resolved the issues raised in the observation report. The performance measure is ready for release.

3. Analysis

Until recently, Qwest's process for reporting results for BI-1B involved manually inserting data from billing reports into a spreadsheet, and then calculating the results for the state and individual CLEC. Liberty found problems in these manual calculations for the month of December, 2000, and reported the errors in Observation 1018. Liberty found additional problems with the January, 2001, results and supplemented that same observation report on April 1, 2001.

Qwest corrected the errors that Liberty found, but indicated that the permanent solution to the problems was automating the process for collection and manipulation of the data. Those changes have been implemented by Qwest. BI-1B is now like many other performance measures in that the raw data are stored in the PANS systems, and a SAS program (BI1B.sas) is used to collect the data each month in a "Detail" file, and process the records to get only valid jointly provided switched access records, and calculate the elapsed time from usage to providing the usage record to CLECs. Qwest reported results using this method starting with the April 2001 results.

Liberty used Qwest's files and recalculated results for the region, Washington, and Idaho for the month of April 2001, and for the region, Colorado, and Oregon for the month of May 2001. These calculations matched the results reported by Qwest.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure BI-1B ready for release as of June 29, 2001.

b. Exceptions

There were no exceptions related to measure BI-1B.

c. Observations

One Observation, 1018, pertained to BI-1B. It dealt with calculation errors that occurred when Qwest was calculating the results manually. Errors that were discovered in the audit were corrected. The automated process now used by Qwest will prevent these types of errors from occurring in the future.

d. Conclusions

BI-1B accurately reports the percentage of usage records provided within four business days for jointly provided switched access.

5. Recommendations

Liberty has no recommendation specifically related to this performance measure.

C. BI-2 – Invoices Delivered within 10 Days

1. Introduction and Background

This measure is intended to help evaluate the timeliness with which Qwest delivers industry-standard, electronically transmitted *(EDI)* bills[1] to CLECs. It measures the percentage of those bills that Qwest delivers within 10 calendar days, measured by the number of days between the bill date and bill delivery. BI-2 excludes bills transmitted via paper, magnetic tape, CD-ROM or diskette. This performance measure requires disaggregation at the state level; the performance standard is parity-by-design.

On December 19, 2000, Liberty released BI-2, noting that Qwest intended to automate the process used to calculate this measure and change the process so that state-level reporting could be made. Qwest has now completed these changes and this release report supercedes the one issued in December.

The PANS databases acquire billing information from IABS (interexchange access billing system and CRIS (customer record information system) to calculate BI-2. IABS supplies billing information for unbundled dedicated interoffice transport, reciprocal compensation and frame relay resale. All other billing records, and by far the vast majority, come from CRIS. The program "iabs.sas" generates the BI-2 data and, using reference tables and date comparisons, identifies whether each billing record met the 10-day standard.

[1] EDI consists of a series of standards for transmitting billing data electronically between companies in a structured data format.

Liberty's initial audit of this performance measure included conducting several interviews of Qwest personnel, evaluating the responses to several requests for information, validating data transcription, reviewing the source system code, conducting independent recalculations, and tracking of data through the process. Liberty cross-referenced the hard copy report containing the measurement details with the spreadsheet that is initially produced by WRR. Liberty then recalculated each step of the process. The initial recalculation identified that Liberty had been provided with an erroneous version of the WRR spreadsheet. Liberty's follow-up audit included additional interviews and requests for information and recalculation of performance measure results.

2. Overall Summary

Measure BI-2 is ready for release. The issue raised in Exception Report 1013, the lack of state-level reporting, has been resolved.

3. Analysis

During the audit of BI-2, Liberty noted several updates to the PID that were required to bring the definition up to date. These matters included notes about the availability of state-level reporting and reciprocal compensation billing, as well as the standard terminology about exclusions of records without essential data. Qwest made these changes in version 3.0 of the PID. Liberty noted that in the large number of billing records reviewed, none were excluded because of missing data or improper state designations.

Also during its review of the data for March 2001, Liberty noted that records from the IABS system had not been included in the results as required. During a work session and in a data request response, Qwest confirmed that the IABS results for March had been inadvertently omitted from the report for BI-2 because PANS did not get the IABS data until April 17 and the rest of the data had been acquired and used to produce results on April 8. Qwest implemented process changes to ensure that this type of problem does not occur in the future, not only for BI-2, but also for other measures.

Because the data for this measure includes both wholesale and retail information, the number of records used each month is very large. Liberty limited its recalculation to the states of Colorado and Wyoming and the month of April. This data set included over 42,000 billing records. In addition, Liberty's review included checks to ensure that Qwest's program was applied in the same way to other states and months. Liberty's recalculation matched the results reported by Qwest.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure BI-2 to meet audit-release requirements as of June 12, 2001.

b. Exceptions

Exception 1013 identified the lack of state-level reporting. Qwest's performance results now include those at the state level.

c. Observations

There were no observation reports related to BI-2.

d. Conclusions

BI-2 accurately evaluates the timeliness with which Qwest delivers industry standard electronically transmitted bills to CLECs.

5. Recommendations

One minor item to improve the clarity of reporting is that Qwest should label the reported results as "Qwest Retail/CLEC Aggregate" rather than "CLEC" in the monthly results report.

A matter that should be checked as part of continuing monitoring efforts on this and other performance measures is to make sure that system data dumps to PANS occur before Qwest draws data from PANS for monthly results reporting.

D. BI-3A – Billing Accuracy – Adjustments for Errors –UNEs and Resale

1. Introduction and Background

Performance measure BI-3A is intended to help evaluate the accuracy of Qwest's bills to CLECs. It measures the percentage of billed revenue that does not contain errors. The PID formula for this measure is simply the total billed revenue that did not contain errors divided by total billed revenue.

The standard for BI-3A is parity with Qwest retail. Therefore, Qwest also reports the total retail revenue billed without error as a percentage of total retail revenue. There are no exclusions of data for BI-3A; it is reported at a statewide level. The PID defines the amount adjusted off bills due to errors as the sum of all bill adjustments made in the reporting period that involve, either in part or in total, adjustment codes related to billing errors.

Early in the audit of this measure, Liberty discovered that the results being reported by Qwest included all billing adjustments, not just billing errors. This problem was documented in Observation 1004. In order to improve the process for reporting BI-3A, Qwest had to undertake a new effort that took into account various classifications of billing adjustments, and only include those that were billing errors. In discussions related to this matter, the ROC Steering Committee decided that, for the purposes of beginning any OSS testing related to BI-3A, it was acceptable to review the process that Qwest would put in place in its eastern region only, with the understanding that the other two regions would be improved soon thereafter. The Steering Committee also indicated that it wanted Qwest to have data for two months using the new process for the eastern region before the measure could be released for testing.

Qwest completed the process for capturing billing adjustment code information for the five states in its eastern region, and reported results using the new process starting with the months of

January and February, 2001. Liberty audited the new process, recalculated the results for the five states, and checked the results against those reported by Qwest. Liberty issued a release report for BI-3A eastern region on March 29, 2001.

Qwest completed the development of BI-3A for its central and western regions. Liberty audited the results of that development and confirmed that Qwest is now reporting accurate results for BI-3A for the entire Qwest region.

2. Overall Summary

BI-3A can be released. There are no outstanding exceptions or observations related to BI-3A.

3. Analysis

There are several ways that Qwest may record a billing adjustment. The primary and most common method is through the BOSS Billing Order Support System) interface. Through BOSS, users such as customer service representatives can make account adjustments and notations. The major types of adjustments created through BOSS are OC&C (other charges and credits), uncollectibles, monthly service, itemized calls, service & equipment, taxes, and directory assistance. Of these major types, OC&C and itemized calls are the ones likely to contain billing errors. These adjustments make records in the CRIS (customer record information system) called 1236 record types. The other ways to create adjustments are through a mainframe access system, called manual ISPF, and through the CRIS system directly creating 0571 record types. Finally, for wholesale revenues related to unbundled dedicated transport and frame relay resale, IABS (interexchange access billing system) may create adjustments.

The logic that is used to evaluate CRIS 1236 records involves first looking to see if the adjustment is classified as uncollectible. Those records are not considered further for billing errors. Qwest classifies all adjustments as either "uncollectible" or "correct charges." An adjustment is classified as uncollectible when Qwest considers that it has earned the revenue but cannot or will not collect it. Qwest's guidance to personnel making such adjustments instruct that an uncollectible adjustment occurs when (a) the service rendered was adequate and that the charge is correct, (b) the service was in accordance with any applicable tariffs, and (c) the customer is unwilling to pay because the customer believes that the record is incorrect and that the company should assume responsibility under the circumstances. The guidance gives many practical examples of when an adjustment should be considered uncollectible. Liberty concluded that Qwest's process of excluding the uncollectible adjustments is appropriate.

Adjustments are classified as "correct charges" when all information that can be obtained from company records indicates that the service was defective or not fully provided, the charges for service were billed or computed incorrectly, or the charges should have been billed to another customer. Qwest's guidance to personnel making such adjustments include definitions and examples of circumstances in which this classification is used. Qwest's logic for determining billing errors in 1236 adjustments for BI-3A takes adjustments that have been classified as "correct charges" and determines first whether an "Alpha Adjustment Reason Codes" has been entered. There are many possible codes. Liberty reviewed and agreed with Qwest's logic for the determination of whether a particular code should be included as a billing error. If there is no Alpha Adjustment Code, the logic checks to see if a "Qualifier Code" has been used. Again, Qwest classified and Liberty review some of the Qualifier Codes that are used to designate

billing errors. When neither of these codes have entries, which was often the case in the wholesale records that Liberty reviewed, the adjustment is considered a billing error.

Similarly, the adjustments for 0571 records check the qualifier code to determine whether the adjustment should be considered a billing error, and the IABS records for adjustments are checked using another set of adjustment reason codes. When there the codes are not clear about whether an adjustment is a billing error, Qwest counts it as a billing error.

Part of Liberty's audit included a review of the query logic that is used to pull total billed revenue from the corporate data warehouse (CDW). Qwest sums the absolute value of revenue amounts in a similar fashion for both wholesale and retail revenue records. Wholesale records are classified by CLEC ID, while all retail records contain the USWC supplier identification.

Initially, for the eastern region and wholesale billing adjustments, Qwest captured the data in a spreadsheet by individual adjustment, by state, by CLEC, and by whether the adjustment was from CRIS or IABS. Thus all the required reporting disaggregations can be made. Liberty reviewed the spreadsheets generated for November and December, 2000, and January and February 2001. Liberty recalculated these results and compared the results to those reported by Qwest for January and February for the eastern region states: Iowa, Minnesota, North Dakota, Nebraska, and South Dakota. These comparisons proved satisfactory.

Qwest then implemented similar processes in its other two regions and automated the process such that the data required are loaded to the PANS system, and a Regulatory Reporting System program extracts the required data and compute results automatically.

Liberty audited the results of the completed, automated process, including the recalculation of wholesale results for Idaho and Oregon. These recalculations matched the results reported by Qwest for the month of May, 2001. Liberty analyzed the record exclusions made to the data set drawn from PANS. The only exclusion type of significant relative size was that for invalid products. This exclusion is appropriate since the measure only relates to UNEs and resale.

4. Findings and Conclusions

a. Performance Measure Release Date

BI-3A was considered as ready-for-release for Qwest's eastern CRIS region as of March 29, 2001. BI-3A was considered ready-for-release in its entirety on June 29, 2001.

b. Exceptions

Exception 1012 applied to BI-3A in part. This exception noted several anomalies in the performance results for several billing measures. Qwest corrected these problems and Liberty closed the exception on February 1, 2001.

c. Observations

As noted in the introduction, Observation 1004 reported that Qwest had been including all adjustments, not just billing errors, in its reporting of BI-3A. With the changes described above, Qwest has made a considerable improvement in focusing on billing errors.

As part of Liberty's review to determine if Observation 1004 could be closed, however, another problem was discovered with Qwest's prior method for reporting BI-3A. Qwest used a source for total revenue that included affiliates, such as Qwest Wireless and Choice TV, and long distance carrier revenues that should not be part of the BI-3A measure. Even though the amount used for billing errors (all adjustments) was too high, so was the total revenue figure. In some cases, the percentage of correctly billed revenues decreased after reducing the amount considered to be billing errors. Therefore, Liberty concluded that Qwest's historical reporting of BI-3A was not valid. In its report that first included the May 2001 results, Qwest corrected this by only reporting April and May.

d. Conclusions

BI-3A presents a reasonably accurate measure of billing accuracy for UNEs and Resale.

The accuracy of BI-3A could be improved. Liberty found that the method developed by Qwest is likely the most accurate given the data that is currently available. However, Qwest acknowledges that enhancements could be made in the future to increase the data quality. For example, there remains some cases in which adjustments need to be considered billing errors simply because there are no definitive indications otherwise.

5. Recommendations

As the process used for BI-3A has just been completed and there could be further refinements in the classification of billing adjustments, this measure is a candidate for future auditing. However, Liberty has no specific recommendations for BI-3A.

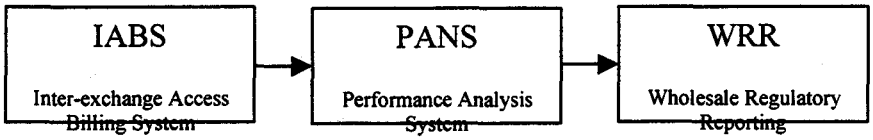
E. BI-3B-Billing Accuracy: Adjustments for Errors – Reciprocal Compensation Minutes-of-Use

1. Introduction and Background

Measure BI-3B helps to evaluate the accuracy with which Qwest bills CLECs for reciprocal compensation minutes-of-use *(RC MOU)*. It reports the percentage of billed revenue adjusted due to errors.

The standard for measure BI-3B standard is 95 percent non-erroneous RC MOU billing. It is disaggregated by state level.

The following diagram shows how data are processed for measure BI-3B.



IABS forwards an invoice file containing the data for both UDIT and RC MOU compensation. The data are split up and UDIT is used as part of the BI-3A calculation. The RC MOU billing data are then processed and sent to PANS and then to WRR. The figures are manually entered

into a spreadsheet and the calculation is performed. The final master spreadsheet is then loaded into Oracle software from which the final report is directly produced.

2. Overall Summary

BI-3B is being measured correctly. The process and data for this measure have been traced and recalculated, as is described below.

Two observations were written against this performance measure: 1004 and 1016. Observation 1004 related to non-error adjustments (such as balance transfers) being included erroneously. Observation 1016 reported on calculation errors. These observations have been satisfactorily resolved.

Exception 1012 noted several minor anomalies in the performance reports and missing data for June and July. These anomalies have been corrected.

3. Analysis

Liberty's audit of this performance measure included:

- Conducting interviews of Qwest personnel
- Evaluating the responses to several requests for information
- Validating data transcription
- Reviewing the source system code
- Conducting independent recalculations
- Tracking data through the process.

Liberty interviewed Qwest personnel to ascertain whether the measurement was being performed correctly:

- PANS personnel were interviewed to deduce how much of the process was automated and how much was manual and by what methods the automation would be performed.
- Wholesale Regulatory Reporting (WRR) personnel were interviewed for information on how the received data is handled by WRR. A Qwest IT person was interviewed to confirm details for current data sources and the schedule for automation of the measurement process.
- The IABS team was interviewed for information regarding the processing of data within IABS and the transfer to CAIMS.
- CAIMS was interviewed for an understanding of the CAIMS interface to WRR.
- In order to check the process for calculation Liberty witnessed a demonstration by WRR of the processing of the source data. The demonstration showed the steps made in order to produce the final master spreadsheet for uploading.

Qwest provided responses to a number of data requests related to this performance measure. Liberty made these data requests to clarify points made in the interviews, and to gather documentation or data about processes or the data used to measure performance. Specifically requests were made to:

- Discuss the schedule for automation from manual to automatic via the PANS system would be made.
- Receive the specification documents for billing measure calculation by WRR, the program specification for extraction of data from CRIS to MCAS to WRR, and the PANS interface specifications.
- Obtain the electronic files that contain data acquired by the RRS group and the spreadsheet files used or created by RRS relevant to all billing performance measures for the latest two months that are available.
- Get the spreadsheets produced by WRR for upload into Oracle.
- Get document containing the list of what constitutes an adjustment error within IABS.

As part of the data tracking and recalculation work, Liberty cross-referenced the hard-copy data provided by the source system with the data entered into the WRR spreadsheet. Liberty reviewed the source-system program code, in order to ensure that no data were erroneously removed or added. Liberty recalculated the figures provided by Qwest. More specifically, Liberty undertook the following recalculation steps:

- Sorted and removed superfluous data
- Calculated the totals for each individual CLEC
- Calculated the state and regional totals for the measure.

4. Findings and Conclusions

a. Actual PID Release Date

Measure BI-3B can be considered as ready for release on February 19, 2001.

b. Exceptions

One exception was raised against BI-3B (E1012). This highlighted a data error and anomalies within the graphical representation of the final report. Both anomalies have been corrected.

c. Observations

Two observations were raised against this measure, O1004 and O1016. The observation 1004 related to non-error adjustments (such as balance transfers) being included erroneously. Qwest made corrections so that only errors would be included in the measure's results. Liberty's recalculations confirmed that non-erred adjustments were excluded. Observation 1016 related to errors in the process of calculating the performance measure. After several corrections, Qwest was able to provide Liberty with data that proved the reported results.

d. Conclusions

This performance measure accurately evaluates the accuracy with which Qwest reflects adjustments for errors with regard to RC MOU.

Parts of Qwest's process for gathering the data and calculating performance results are performed manually. Liberty's recalculation efforts proved that Qwest's process is prone to errors, primarily as a result of data transcription and manual spreadsheet manipulations. Even in its final recalculation, Liberty found one immaterial error in Qwest's work. It is Liberty's understanding that Qwest intends to automate more of this process.

5. Recommendations

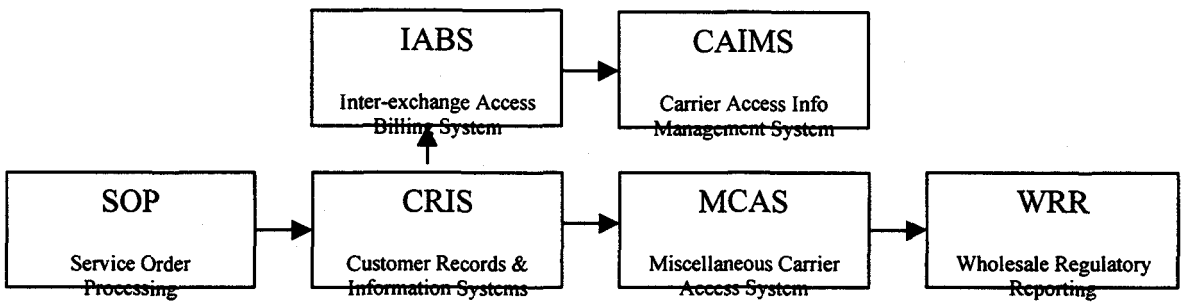
The process used to calculate BI-3B is prone to error. As long as the process retains significant manual steps, Qwest should implement additional quality control checks prior to reporting its results. When the process for reporting BI-3B is more fully automated, the ROC should consider having a review conducted to ensure the accuracy of the performance results.

F. BI-4A – Billing Completeness – UNEs & Resale

1. Introduction and Background

Measure BI-4A helps evaluate the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills.

The following diagram shows how the data are processed for BI-4A.



When a Co-Provider submits a Local Service Request *(LSR)*, Qwest generates one or more service orders, depending on the requested activity or service, to provision and bill the request. Once Qwest completes the requested work for a particular LSR, Qwest notifies the Co-Provider and sends the service order(s) to the billing system. The CRIS billing system receives completed service orders from each of the three regional service order processing systems (SOPS) daily (business days excluding Qwest holidays). Once CRIS receives the orders, it performs the following activities:

- Rates the items on the orders on the basis of tariff information or data from Co-Provider contracts.
- Updates the customer's account in the customer databases to ensure that all customer information is current. CRIS also uses the customer account to ensure end-user usage belonging to the Co-Provider is directed to the correct account.

Once processed, the data are passed onto the MCAS system where they are stored before being rolled up and passed onto WRR in hard copy.

For UDIT and Reciprocal Compensation MOU the data are passed onto and processed within IABS. The data, in the form of invoice files, are then forwarded to the CAIMS data warehouse. A spreadsheet is then sent to Regulatory Reporting who enter the details manually into a spreadsheet.

WRR recalculates the CLEC state figures and compares these against the aggregated figures sent by IABS group. WRR then aggregates these figures into regional results and passes the final master spreadsheet onto the report generation group. They load the report into access and add various columns required by the report. This data are then queried for integrity, *i.e.*, no duplication or erroneously formatted data exists. All manual measures are then loaded into a single master Access database before being loaded into an Oracle database. It is from this data that the final report is produced.

2. Overall Summary

BI-4A is being measured correctly. The process and data for this measure have been traced and recalculated, as described below.

This performance measure had two exceptions reported against it. Exception 1012 noted that the results had not been disaggregated for certain months. Exception 1021 noted various data errors. Both of these exceptions were resolved.

3. Analysis

Liberty's audit of this performance measure included:

- Conducting interviews of Qwest personnel
- Evaluating the responses to several requests for information
- Validating data transcription
- Reviewing the source system code
- Conducting independent recalculations
- Tracking data through the process.

Liberty interviewed Qwest personnel to ascertain whether the measurement was being performed correctly, including personnel from the following groups:

- CRIS/MCAS – to gain an understanding of how the data are processed and by what means.
- PANS – to determine how much of the process was automated and how much was manual, and by what methods the automation was performed.
- Wholesale Retail Reporting – for information on how the received data are handled.
- Qwest IT – to confirm details for current data sources and the schedule for automation of the measurement process.
- IABS team – for information regarding the processing of data within IABS and the transfer to CAIMS.
- CAIMS – for an understanding of the CAIMS interface to WRR.
- Liberty also witnessed a demonstration of the calculation by the WRR.

Qwest provided responses to a number of data requests related to this performance measure. Liberty made these data requests to clarify points made in the interviews, and to gather documentation or data about processes or the data used to measure performance. Specifically requests were made to get:

- the schedule for automation from manual to automatic via the PANS system would be made.
- the specification documents for billing measure calculation by WRR, the program specification for extraction of data from CRIS to MCAS to WRR, and the PANS interface specifications.
- the electronic files that contain data acquired by the RRS group and the spreadsheet files used or created by RRS relevant to all billing performance measures for the latest two months that are available.
- the data sent from MCAS to WRR.
- the spreadsheets produced by WRR for upload into Oracle.
- a clarification that recurring charges are included in the BI-4A calculation.
- a clarification of the figures reported in the June report for BI-4A.
- the Access Master database file for upload into Oracle.

As part of the data tracking and recalculation work, Liberty cross-referenced the hard-copy data provided by the source system with the data entered into WRR's spreadsheet. Liberty reviewed the source-system program code to ensure that no data were erroneously removed or added. Liberty recalculated the figures provided by Qwest. More specifically, Liberty undertook the following recalculation steps:

- Rolled up the source data
- Calculated the denominator by dividing the "LATE S/O" by the "% of T S/O" for each CLEC

- Determined the numerator by subtracting the "LATE S/O" number from the denominator for each CLEC
- Calculated the "% ONTIME Result" by dividing the numerator by the denominator for each CLEC.

In the course of rolling up from individual CLECs to state, Liberty identified a number of anomalies with the data. Liberty issued two exceptions (E1012 and E1021) to identify these anomalies.

Some minor errors were found in the process of calculating the UDIT result. However these affected the result by less than 0.01 percent and were therefore not considered significant.

Liberty did not find any discrepancies between the results of its work and those provided by Qwest.

4. Findings and Conclusions

a. Actual PID Release Date

BI-4A can be considered as ready for release on January 31, 2001.

b. Exceptions

Liberty raised two exceptions on this measure during this audit.

Exception 1012 stated that data had not been disaggregated for April and May. This was due to a historical limitation of the reporting system. All future months have subsequently been disaggregated.

Exception 1021 identified a multitude of data errors that were due to incorrect data being passed to Liberty. Subsequent evaluation of the correct data files has proved correct.

c. Observations

No observations were raised with regard to this measure.

d. Conclusions

This performance measure accurately measures the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills correctly.

Parts of Qwest's process for gathering the data and calculating performance results are performed manually. It is Liberty's understanding that Qwest intends to automate more of this process.

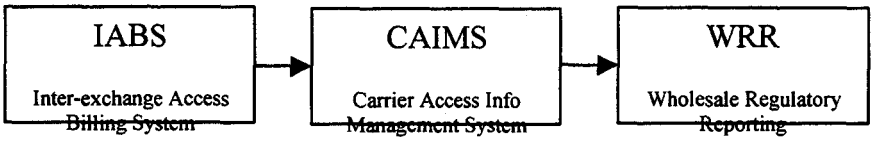
5. Recommendations

As the process for reporting BI-4A is automated, the TAG should determine whether a review should be conducted to ensure that accurate results continue to be reported.

G. BI-4B - Billing Completeness for Reciprocal Compensation

1. Introduction and Background

Measure BI-4B addresses the completeness with which Qwest bills for service to CLECs reflect the revenue for those local minutes of use (MOU) that are associated with CLEC local traffic over Qwests network. The following diagram illustrates the path taken by data that apply to the measurements made under BI-4B.



The focus of Performance Measure BI-4B is reciprocal compensation. IABS processes, among much other information, the MOU data that relate to reciprocal compensation. Invoice files that contain the data flow from IABS to the CAIMS data warehouse. The data is designed to include all CLECs that have reciprocal compensation MOU and that have an established Billing Account Number *(BAN)*. Qwest uses an IABS report to update status spreadsheets, which note any changes to the status of BANs or contract types as they relate to this measure. IABS verifies the changes that have been made, and it checks for subsequent updates, which are included as part of the reference data for the final spreadsheet that is used to calculate performance results.

Qwest extracts measurement data from the CAIMS system via the FOCUS Recip 271 report. This report returns all L04 Billing Account Numbers, whether they involve reciprocal compensation, Bill-and-Keep, or any other contract type. Qwest manually identifies the contracts that involved reciprocal compensation MOU from this report, and enters the data associated with them, again manually, into the final spreadsheet. The spreadsheet provides performance results by state and by CLEC and for Qwest. The spreadsheet is then forwarded to WRR, which creates a single regional master spreadsheet that displays performance results.

This final spreadsheet is forwarded to the report generation group. This group adds various columns that are necessary to meet the monthly-results report-format requirements, in order to load the spreadsheet into MS Access. Qwest personnel they query this data to test its integrity, *e.g.*, whether duplication or erroneously formatted data exist. Through this point in the process, Qwest excludes no data from the performance measurement process. After performing the integrity queries, Qwest loads the manually derived measures into a single master Access database. The data is then loaded into an Oracle database, which Qwest uses to produce the final monthly report for this measure.

2. Overall Summary

BI-4B is reported accurately. All audit issues associated with this measure have been resolved.

3. Analysis

Liberty undertook the following steps its examination of Performance Measure BI-4B:

- A number of interviews were conducted
- The responses to data requests were examined
- The status spreadsheet was validated in the IABS & TAXI systems
- The status spreadsheet was compared against the final spreadsheet that was sent along for use in results calculation
- The CAIMS report was validated against the data sent in the final spreadsheet
- The logic of the CAIMS report was reviewed
- The calculation performed by WRR was recalculated independently by Liberty
- The data sent by WRR to the report generation group was cross-referenced for validity.

Each of these steps is described in more detail below. Liberty interviewed the following in order to ascertain whether the measurement was being performed correctly:

- CRIS/MCAS experts, in order to gain an understanding of how the data is processed and by what means
- PANS experts, in order to determine how much of the process was automated, how much was manual, and by what methods the automation would be performed
- Wholesale Regulatory Reporting personnel, in order to secure information on how WRR handles the data that it receives
- Qwest IT personnel, in order to confirm details for current data sources and the schedule for automation of the measurement process
- The IABS team, in order to gain information regarding the processing of data within IABS and the transfer to CAIMS
- CAIMS experts, in order to develop an understanding of the CAIMS interface to WRR.

Liberty made a number of data requests. The data requests were made to clarify points made in the interviews and to gather documentation or data. Specifically requests were made to identify:

- When the schedule for changing from manual to automatic data extraction from the PANS system would be made
- The specification documents for billing measure calculation by WRR, the program specification for extraction of data from CRIS to MCAS to WRR and the PANS interface specifications
- The electronic files that contain data acquired by the RRS group and the spreadsheet files used or created by RRS relevant to all billing performance measures for the latest two months available
- The data sent from CAIMS to WRR
- The spreadsheets produced by WRR for upload into Access

- The Access Master database file for upload into Oracle
- A copy of the program code for the FOCUS Recip 271 report.

Liberty tested the status spreadsheet by sampling different data types and cross checking those set forth in the IABS & TAXI systems against the reported values in the status spreadsheet. Specifically Liberty examined the following cases:

- CLECs with no BAN established
- CLECs with new BANs established in the last month
- CLECs Contract types, in order to ensure that all were for Reciprocal Compensation.

Liberty then compared the status spreadsheet against the final spreadsheet, both of which had been updated for the September month end. The comparisons showed no inconsistencies between the two spreadsheets.

CAIMS produces the FOCUS Recip 271 report. This provides the numerator, denominator, and result for each CLEC by state and for Qwest. The company runs this report, which attributes the values to the correct CLEC or Qwest in the final spreadsheet. Liberty independently cross-referenced these values, and verified that they were correct for the September data. Liberty also checked the program code logic for the FOCUS Recip 271 report, in order to ensure that it was accurately capturing the correct data.

After the data comes to WRR, the group aggregates it to the state and regional levels. This aggregation produces one result per state, one per region, and a final aggregated result for all CLECs and Qwest. Liberty used the original data for May and June to recalculate results. This exercise produced the same results that Qwest reported.

Liberty cross-referenced the final spreadsheet entries with the data that is loaded by the report generation group into Oracle.

Each of these validation and recalculation processes replicated Qwest's results for each step.

4. Findings and Conclusions

a. PID Release Date

Liberty considers measure BI-4B to meet the audit-release requirements as of November 13, 2000.

b. Exceptions

A portion of Exception 1012 concerns Performance Measure (part of) BI-4B. The relevant portion of that exception, which primarily addresses other performance measures, was that the title for the table "Billing Completeness (Percent) Reciprocal Compensation" should make reference to "BI-4B", not to "BI-4." This change, which has been made in Qwest's most recent

monthly performance results (dated October 27, 2000), did not affect the accuracy of results measurement.

c. Observations

There have been no observations about this performance measure.

d. Conclusions

Measure BI-4B correctly evaluates the completeness with which Qwest reflects the revenue for local minutes of use (MOU) associated with CLEC local traffic over Qwests network on the bills. Qwest currently conducts its measurement process with the use of manual processes. There are plans for automation. Liberty has audited only the current manual processes; it has made no test of the operation of the automated processes, which were not in use when this part of the audit was completed.

5. Recommendations

Qwest's measurements under Performance Measure BI-4B can be considered sufficiently reliable for release in connection with any applicable OSS testing, subject to one qualification. The planned automation date for PID BI-4B was December 31, 2000. Measurements under this new process can be expected to appear in the performance results report that is issued in March.

VII. DB – Database Updates

A. DB-1A – Time to Update E911 Database

1. Introduction and Background

DB-1A measures the time to complete updates to the E911 database. It is reported as combined results for Qwest retail and CLEC aggregate, is a parity-by-design measure, and is reported as an average number of minutes on a state and regional level.

SCC has been contracted by Qwest to manage the E911 database located at their premises in Boulder, Colorado. Each day, SCC creates and executes a file of E911updates that have been received from Qwest and the CLECs.

The updates from Qwest are in the form of a report exported from the Service Order Processor *(SOP)* systems and contain both Qwest and Reseller service orders. The service orders that require E911 updates are identified and added to the E911 update file. CLECs send their E911 updates electronically via FTP and these are added to the E911 update file. Records that return an error during the E911 database updates are copied to a table of errors in the E911 database.

At the end of the reporting period SCC queries the E911 database to produce a performance report in Microsoft Word that is emailed to Wholesale Regulatory Reporting *(WRR)* for inclusion in the performance results.

The SCC report includes the following data:

- No of records processed
- No of records in error
- Percentage of records in error
- Average processing time.

2. Overall Summary

No exceptions or observations for the measure DB-1A were identified during Liberty's process analysis activities. DB-1A is ready for release.

3. Analysis

As part of the audit of the DB-1A measure, Liberty interviewed an E911 database subject matter expert and representatives from WRR to confirm that the measurement is being performed correctly. The SME was asked to describe the E911 database update process and provide copies of the SCC report that is sent to WRR. A review of the E911 database was conducted as described in the PMA work plan.

The time to update the database is captured automatically by the database system. There are no physical items of data to track through the database update process. Data tracking is therefore not applicable to this measure.

WRR personnel were asked to identify the values used in the SCC report to calculate the results and to describe the processing steps that are completed. In order to verify the calculation process, Liberty confirmed that the Qwest performance results corresponded to the values in the SCC reports by following the WRR prescribed process.

Liberty confirmed that Qwest is reporting the correct result for the measure DB-1A by examining the SCC report for June and July, 2000, and January, 2001, and recalculating the performance result.

4. Findings and Conclusions

a. Performance Measure Release Date

DB-1A wa considered as ready-for-release as of March 23rd, 2001.

b. Exceptions

No exceptions have been raised with regard to the DB-1A measure.

c. Observations

No observations have been raised with regard to the DB-1A measure.

d. Conclusions

Measure DB-1A accurately reports the average time to update the E911 databases.

5. Recommendations

Liberty has no recommendations related specifically to DB-1A.

B. DB-1B – Time to Update LIDB Database

1. Introduction and Background

DB-IB measures the time to complete updates to the LIDB (line identification) databases. It is reported as combined results for Qwest retail and CLEC aggregate, is a parity-by-design measure, and is reported as an average number of seconds on a regional level.

CLEC database updates are performed mechanically via EDI. Qwest and Reseller database updates are mechanical via the Service Order Processor Interface (SOPI). There are two LIDB databases (LIDB 0 and LIDB 1) offering 100 percent redundancy. Records that return an error during a LIDB database update are copied to a table of errors in the LIDB database.

At the end of the reporting period, the LIDB database is queried to produce a performance report in Microsoft Excel that is emailed to Wholesale Regulatory Reporting *(WRR)* for inclusion in the performance results.

The LIDB report includes the following data:

- Time for each LIDB database update
- Total number of LIDB updates (calculated)
- Total time for all LIDB updates (calculated)
- Average time for a LIDB update (calculated).

The data is reported for each of the LIDB databases (LIDB 0 and LIDB 1) and the reported result is the average of the LIDB 0 and LIDB 1 database update times.

2. Overall Summary

No exceptions or observations for the measure DB-1B were identified during Liberty's audit activities. DB-1B is ready for release.

3. Analysis

As part of the audit of the DB-1B measure, Liberty interviewed a LIDB database subject matter expert and representatives from WRR to confirm that the measurement is being performed correctly. The SME was asked to describe the LIDB database update process and provide copies of the LIDB report that is sent to WRR. A review of the LIDB database was conducted as described in the PMA work plan.

The time to update the database is captured automatically by the database system. There are no physical items of data to track through the database update process. Data tracking is therefore not applicable to this measure.

WRR personnel were asked to identify the values used in the LIDB report to calculate the results and to describe the processing steps that are completed. In order to verify the calculation process, Liberty confirmed that the Qwest performance result corresponded to the values in the LIDB report by following the WRR prescribed process.

Liberty has confirmed that WRR are reporting the correct result for the measure DB-1B by examining the LIDB report for June and July, 2000, and January, 2001, and recalculating the performance result.

4. Findings and Conclusions

a. Performance Measure Release Date

DB-1B was considered as ready-for-release as of March 23rd, 2001.

b. Exceptions

No exceptions have been raised with regard to the DB-1B measure.

c. Observations

No observations have been raised with regard to the DB-1B measure.

d. Conclusions

Measure DB-1B accurately reports the average time to update the LIDB databases.

5. Recommendations

Liberty has no recommendations related specifically to DB-1B.

C. DB-1C – Time to Update Directory Listings Database

1. Introduction and Background

DB-1C measures the time to complete updates to the Directory Listings database. It has no exclusions, and is to provide parity by design. Disaggregation reporting is at the sub-region applicable to the state level. This measure has been split into 2 parts DB-1C-1, for electronically processed updates, and DB-1C-2, for manually processed updates.

Results for DB-1C-1 have been reported for months starting in April 2000. The results for DB-1C-2 have been reported for months starting in November 2000. Results are reported in average number of seconds for Qwest and CLEC aggregate combined.

The majority of CLEC database updates are entered manually by personnel in the Listings Operations Office (LOO) in Portland. Only one CLEC has the ability to mechanically update the database via EDI. Qwest and Reseller database updates are mechanical via a SOP interface.

Records that return an error during the Directory Listings database updates are copied to a table of errors in the Directory Listings database. At the end of the reporting period, the Directory Listings database is queried to produce a performance report that is faxed to Wholesale Regulatory Reporting *(WRR)* for inclusion in the performance results.

The Directory Listings report includes the following data:

- Total update time
- Total number of updates
- Average update time.

2. Overall Summary

DB-1C is ready for release. There are no outstanding exceptions or observations related these measures.

3. Analysis

The time to update the database is captured automatically by the database system. There are no physical items of data to track through the database update process. Data tracking is therefore not applicable to this measure.

Exception 1005 reported that the DB-1C measure was not including all database updates and did not provide parity by design. Qwest proposed and the TAG approved a change to the PID that created the sub-measures DB-1C-1 DB-1C-2. This corrected the issues noted in the exception.

As part of the audit of the DB-1C measure, Liberty interviewed a Directory Listings database subject matter expert and representatives from WRR to confirm that the measurement is being performed correctly. Qwest described the Directory Listings database update process and provided copies of the Directory Listings report that is sent to WRR. A review of the Directory Listings database was conducted as described in the PMA work plan.

In order to verify the calculation process, Liberty validated that the Qwest performance results corresponded to the values in the Directory Listings reports by recalculating the performance results. Liberty has confirmed that WRR reported the correct result for the measure DB-1C1 and DB-1C2 by examining the Directory Listings report for June and July, 2000, and January, 2001, and recalculating the performance result.

4. Findings and Conclusions

a. Performance Measure Release Date

DB-1C was considered as ready-for-release as of March 23rd, 2001.

b. Exceptions

In response to Exception 1005, 1006, 1019, 1031 and 1032 Qwest revised its database update measures. All except E1005 were directly related to measure DB-2. These updated measures were validated and recalculated using the January 2001 data.

c. Observations

No observations have been raised with regard to the DB-1C measure.

d. Conclusions

Liberty concludes that the measure DB-1C accurately calculates the average time to update the Directory Listings databases and is being reported correctly.

5. Recommendations

Liberty has no recommendations related specifically to DB-1C.

D. DB-2C Accurate Directory Listings Database Updates

1. Introduction and Background

DB-2C measures the percentage of directory listings database updates completed without error. Records are excluded that have invalid start or stop dates or times; the measure is to provide parity by design. Disaggregation reporting is at the multi-state, sub-region level. DB-2C has been split into DB-2C-1 (electronically processed updates) and DB-2C-2 (manually processed updates).

The March 2001 performance measure report included this measure with results for April 2000 through to February 2001for DB-2C-1, and for November 2000 to February 2001 for DB-2C-2. The result is documented as a Qwest / CLEC aggregate result.

The PID describes DB-2C as measuring the percentage of database updates completed without errors in the reporting period. It includes all database updates as specified under Disaggregation Reporting completed during the reporting period.

The majority of CLEC database updates are entered manually by personnel in the Listings Operations Office *(LOO)* in Portland. Only one CLEC has the ability to mechanically update the database via EDI. Qwest and Reseller database updates are mechanical via a SOP interface.

Records that return an error during the directory listings database updates are copied to a table of errors in the directory listings database.

At the end of the reporting period, the directory listings database is queried to produce a performance report that is faxed to Wholesale Regulatory Reporting *(WRR)* for inclusion in the performance results. That reports includes the total number of updates and the total number of listings updates without errors.

2. Overall Summary

DB-2C can be released for OSS testing. There are no outstanding exceptions or observations related these measures.

3. Analysis

The number of errors during updates to the database is captured automatically by the database system. There are no physical items of data to track through the database update process. Data tracking is therefore not applicable to this measure.

During Liberty's audit it was determined that DB-2C was not being calculated as described in the PID because all database updates were not included. Also, during its recalculation efforts, Liberty found that, for the measure DB-2C-1, the "undetermined" records where not being included in the calculation. Subsequently those were added and recalculated for the pertinent months and the results verified by this audit.

As part of the audit of the DB-2C measure, Liberty interviewed a directory listings database subject matter expert and representatives from WRR to confirm that the measurement was being

performed correctly. Topics included a description of the directory listings database update process and the report that is sent to WRR. A review of the directory listings database was conducted as described in the PMA work plan.

In order to verify the calculation process, Liberty examined the Qwest performance results and the corresponding values in the directory listings reports by recalculating the performance results. Liberty recalculated results for several months; Qwest's results were finally replicated for the month of January 2001.

4. Findings and Conclusions

a. Performance Measure Release Date

DB-2C was considered as ready-for-release as of April 2, 2001.

b. Exceptions

Exception 1032 noted that Qwest had been reporting only the CLEC aggregate (reseller and facilities-based CLECs) while labeling it as a Qwest/CLEC aggregate number. Qwest corrected that error. In response to Exceptions 1006, 1019, and 1031, Qwest revised the PID for DB-1 and DB-2.

c. Observations

No observations have been raised with regard to the DB-2C measure.

d. Conclusions

DB-2C evaluates the accuracy of database updates completed without error correctly.

5. Recommendations

Liberty has no recommendations related specifically to DB-2C.

VIII. Directory Assistance and Operator Services

A. DA-1 – Speed of Answer – Directory Assistance

1. Introduction and Background

DA-1 is designed to measure the average speed of answer of calls for directory assistance. Directory Assistance services are important to customers, and speed of answer is a key measure of service quality. Customers calling directory assistance can obtain the telephone number of any telephone subscriber contained in the directory assistance database. This performance measure has no product reporting. The only exclusion is for abandoned calls.

The standard for this performance measure is parity by design. Consistent with that standard, Qwest reports results on a combined retail/wholesale basis. Qwest has stated that its directory assistance function is nondiscriminatory, and that calls are answered on a first-come, first-served basis. For example, Qwest has stated that:

> *The design of U S WEST's directory assistance service platform assures the nondiscriminatory treatment of CLECs. U S WEST's directory assistance platform has a single queue design, and calls enter the queue based on the order in which the calls reached the directory assistance platform. Because technically, calls may only be answered from within a queue based on the order in which they enter the queue, it is not possible to discriminate between calls under this design.*

The formula in the ROC 271 Working PID Version 2.0 for the DA-1 performance measure is:

> □*[(Date and time of call answer) – (Date and time of first ring)]/(Total calls answered by center)*

Qwest does not actually calculate results under the above formula. During interviews with Qwest personnel, Liberty learned that, every ten seconds, the Qwest switches count the actual number of calls waiting in queue to be answered. Liberty will refer to these calls as "calls scanned." Qwest uses the data obtained from these counts to calculate the DA-1 performance results. This calculation multiplies the number of calls scanned (*i.e.*, the number of calls in queue at the end of each 10-second period when the count was taken) by ten seconds. Qwest then divides the result by the total number of calls handled during the period, (this number is also recorded by the switches). Mathematically, the formula that Qwest actually uses is:

$$\text{Average speed of answer} \approx (\text{Total calls in queue}) \times 10 \div (\text{Total calls handled})$$

The application of this formula produces an estimate of the average speed of answer (in seconds) for directory assistance services during the period. The accuracy of the estimate depends upon the degree to which the number of calls scanned constitutes a good approximation of the average number of calls in queue during the period. Given that calls are scanned every 10 seconds throughout every day, the approximation is likely to be quite good.

2. Overall Summary

There have been no exceptions or observations issued regarding this performance measure. The performance measure is ready for release as of this date.

3. Analysis

Liberty conducted interviews to learn about the performance result calculation process for DA-1. Liberty learned that the switches themselves, in addition to counting the number of calls in queue every 10 seconds, also record that data and the number of calls handled. A variety of reports contain these source data. Of particular relevance here are the Daily Team Session Reports, which show both the actual number of calls handled and the number of calls that were counted in queue. These reports show these data either for each of the four six-hour periods in the day or for every 15-minute period in the day. The Office Session Reports provide calls-handled information for each 15-minute interval throughout the day.

Liberty requested the Team and Office Session reports for the month of July 2000. The reports are produced for three areas, East, Central and West. Liberty compared some of the Office Session reports to their respective Team Session reports. This verified that the totals were the same. Liberty then summed the daily data from the Team Session Reports for all three areas, performed the division to obtain average speed of answer, and compared the results to those published by Qwest. The following table contains those results:

Comparison of Liberty and Qwest
DA-1 Results for July 2000
(results measured in seconds)

Area	Qwest	Liberty
East	7.85	7.853877
Central	8.03	8.016548
West	7.93	7.930313
Region	7.94	7.9388212

After rounding to two decimal places, Liberty's results agreed with Qwest's in every instance except for the Central area, where they differed by 0.01 seconds. Liberty submitted a data request asking Qwest to explain the discrepancy. Qwest responded that Liberty's result was correct and that the discrepancy was due to human error. The data Qwest used in the calculation had been received by fax. Some numbers on the fax were difficult to read and had been recorded incorrectly. Qwest states that it now sends the information electronically, in order to prevent the problem from recurring.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure DA-1 to meet the audit-release requirements as of December 21, 2000.

b. Exceptions

There were no exceptions on this performance measure.

c. Observations

There were no observations on this performance measure.

d. Conclusions

This performance measure adequately approximates the average speed of answer of directory assistance services.

5. Recommendations

Liberty has no recommendation regarding this performance measure.

B. OS-1 – Speed of Answer – Operator Services

1. Introduction and Background

OS-1 is designed to measure the average speed of answer of calls to operator services. Operator Services are important to customers, and speed of answer is a key measure of service quality. Customers call operator services to complete local and intraLATA calls that are collect, person-to-person, or billed to third parties. They also call operator services to verify or interrupt busy lines. This performance measure has no product reporting. The only exclusion is for abandoned calls.

The standard for this performance measure is parity by design, and Qwest reports results on a combined retail/wholesale basis. Qwest has testified that its operator services function is nondiscriminatory, and that calls are answered on a first-come, first-served basis. For example, Qwest has stated that:[2]

> *The design of U S WEST's operator services platform assures the nondiscriminatory treatment of CLECs. U S WEST's operator services platform has a single queue design, and calls enter the queue based on the order in which the calls reached the operator services platform. Because, technically, calls may*

[2] Testimony of Lori A. Simpson included in the Colorado SGAT.

only be answered from within a queue based on the order in which they enter the queue, it is not possible to discriminate between calls under this design.

The formula in the ROC 271 Working PID Version 2.0 for the OS-1 performance measure is:

□[(Date and time of call answer) – (Date and time of first ring)]/(Total calls answered by center)

Qwest does not actually calculate results under the above formula. During interviews with Qwest personnel, Liberty learned that, every ten seconds, the Qwest's switches count the actual number of calls waiting in queue to be answered. Liberty will refer to these calls as "calls scanned." Qwest uses the data obtained from these counts to calculate the OS-1 performance results. This calculation multiplies the number of calls scanned (*i.e.*, the number of calls in queue at the end of each 10-second period when the count was taken) by ten seconds. Qwest then divides the result by the total number of calls handled during the period, a number that is also recorded by the switches. Mathematically, the formula that Qwest actually uses is:

Average speed of answer ≈ (Total calls in queue) x 10 ÷ (Total calls handled)

The application of this formula produces an estimate of the average speed of answer in seconds for operator services during the period. The accuracy of the estimate depends on the degree to which the number of calls scanned constitutes a good approximation of the average number of calls in queue during the period. Given that calls are scanned every 10 seconds throughout every day, the approximation is likely to be quite good.

2. Overall Summary

There have been no exceptions or observations issued regarding this performance measure. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews to learn about the performance result calculation process for OS-1. Liberty learned that the switches themselves, in addition to counting the number of calls in queue every 10 seconds, also record that data and the number of calls handled. A variety of documents report these source data. Of particular relevance here are the Daily Team Session Reports, which show both the actual number of calls handled and the number of calls that were counted in queue. They show these data either for each of the four six-hour periods in the day or for every 15-minute period in the day. The Office Session Reports provide calls-handled information for each 15-minute interval throughout the day.

Liberty requested the Team and Office Session reports for the month of July 2000. The reports are produced for two areas, East and West. Liberty compared some of the Office Session reports to their respective Team Session reports and verified that the totals were the same. Liberty then summed the daily data from the Team Session Reports for both areas, performed the division to obtain average speed of answer, and compared the results to those published by Qwest. The following table contains those results:

Comparison of Liberty and Qwest OS-1 results
July 2000

Area	Qwest Results	Liberty Results
East	8.66 seconds	8.655414 seconds
West	7.88	7.883593
Region	8.17	8.172747

After rounding to two decimal places, Liberty's results agree with Qwest's.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty released measure OS-1 on December 7, 2000.

b. Exceptions

There were no exceptions on this performance measure.

c. Observations

There were no observations on this performance measure.

d. Conclusions

This performance measure reasonably approximates the average speed of answer of operator services

5. Recommendations

Liberty has no recommendation regarding this performance measure.

IX. Network Performance

A. NI-1 – Trunk Blocking

1. Introduction and Background

NI-1 is designed to measure blockage of call completion from Qwest offices to CLEC offices by reporting busy hour blocking percentages in alternate and direct final trunk groups. Blocking rates are important measures of service quality, and blocked calls are highly visible to end-users.

This performance measure has no product reporting. Exclusions are for toll trunks, non-final trunks, trunks not connected to the public switched network, one-way trunks originating at CLEC end offices, Qwest official services trunks, local interoffice operator and directory service trunks, and local interoffice 911/E911 trunks.

This performance measure has two sub-measures. NI-1A reports blockage of local interconnection service (LIS) trunks connecting to Qwest tandem offices, and NI-1B reports blockage of LIS trunks connecting to Qwest end offices. The standard for both of these performance sub-measures is parity with Qwest's own results whenever CLEC blockage is greater than 1 percent, and the standard is 1 percent if CLEC blockage is less than or equal to 1 percent. The standard for NI-1A (the CLEC blockage) is termed NI-1C (the Qwest blockage), and the standard for NI-1B is termed NI-1D.

The formula in the ROC 271 Working PID Version 2.0 for the NI-1 performance measure is:

> *[□(Blockage in final trunk groups of specified type)(Number of circuits in trunk group)]/(Total number of final trunk circuits in all final trunk groups)*

Every 30 minutes, each Qwest end office and tandem switch sends traffic data to a Telecordia-produced system called DCOS. These data include usage, peg count (call attempts), and overflow (calls that could not be completed across that particular trunk group). Each week, the data are downloaded into the TIDE system, which in turn sends the data to the Trunk Servicing System (TSS). The Trunk Record Data Base (TRDB) is the time-share information management system, while TSS performs the various calculations required.

TSS analyzes trunk group data for a "study period," which is the four most recent available weeks of the last nine weeks of data. For each trunk group, TSS calculates the "busy hour" of the study period. (The busy hour is calculated in an industry-standard manner, and the results are used for many purposes within Qwest in addition to performance measure reporting.) Wholesale Regulatory Reporting (WRR) only uses information about Alternate Final (AF) and Direct Final (DF) trunk groups because these types of trunks have no alternate path. Thus, overflow from an AF or DF trunk group represents blockage. (Overflow from all other types of trunk groups may or may not ultimately represent blockage, because alternate paths exist for them.) The blockage that occurred during the busy hour is used to calculate each AF and DF trunk group's blockage percent.

WRR receives two reports each month. The report containing CLEC data includes all types of trunk groups, so the WRR program performs several additional types of exclusions (e.g., for non-

local trunk groups, one-way trunks from which Qwest cannot originate traffic) to arrive at only the required trunk groups for which a weighted blockage percent is then calculated.

The report containing Qwest data has already excluded many types of irrelevant trunks (e.g., non-local trunk groups), so the only exclusions that need to be made are for trunk groups in irrelevant states, trunk groups with no circuits in service, groups that are not AF or DF, etc. The weighted blockage percent is then calculated for this set of trunk groups.

In its monthly performance reports, Qwest reports the results of a study period. Qwest uses the four weeks that best conform to the month being reported on. For example, the September results recalculated by Liberty actually covered the period from September 4 to September 25.

2. Overall Summary

There have been no exceptions or observations issued regarding this performance measure. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews to learn about the performance result calculation process for NI-1. These interviews included a description of how busy hours are calculated by TSS, as well as a walk-through of the programs involved in actually calculating the performance results.

In all cases, WRR must separate trunk groups connected to a tandem switch from those connected to an end office. During its interviews, Liberty learned that Qwest does this by looking for the letter "T" at the end of the trunk group's "A" or "Z" location, because Qwest uses this letter to designate when the end of the trunk is connected to a tandem switch. Thus Qwest assumes that all otherwise-relevant trunk groups with an "A" or "Z" location ending in "T" are connected to a tandem switch. In a data request, Liberty suggested the possibility that the end of a LIS trunk group connected to a CLEC could have a location identifier ending in the letter "T" without meaning that the trunk group was connected to a Qwest tandem switch. Qwest responded that it had identified three trunk groups where this had indeed occurred, but that they were all for E911 service (which is excluded). Thus, while the problem has not resulted in any misreporting to date, the possibility still existed. Qwest has solved the problem by adding a new field to the reports received by WRR. This field tells WRR whether the "A" (or "Z") location is a CLEC, ILEC, IXC, etc., rather than Qwest. This solution was also discussed with Liberty in an interview.

Liberty requested the two files received by WRR and used by it to prepare its September NI-1 results. Liberty then used the data in those files to manually make the exclusions and do the calculations required to produce the performance measure results. The following tables contain those results:

Comparison of Liberty and Qwest NI-1A and NI-1C results
September 2000

	NI-1A - CLEC Blockage	NI-1C - Qwest Blockage
Qwest Results		
Numerator	7.87	0.08
Denominator	6504	14916
Percent	0.12%	0.00%
Liberty Results		
Numerator	7.872	0.0844
Denominator	6504	14916
Percent	0.12103%	0.00057%

After rounding the percentage results to two decimal places, Liberty's results agree with Qwest's.

Comparison of Liberty and Qwest NI-1B and NI-1D results
September 2000

	NI-1B - CLEC Blockage	NI-1D - Qwest Blockage
Qwest Results		
Numerator	8.93	5.15
Denominator	1896	19668
Percent	0.47%	0.03%
Liberty Results		
Numerator	8.928	5.148
Denominator	1896	19668
Percent	0.470886%	0.026174%

After rounding the percentage results to two decimal places, Liberty's results agree with Qwest's.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure NI-1 to meet the audit-release requirements as of December 8, 2000.

b. Exceptions

There were no exceptions on this performance measure.

c. Observations

There were no observations on this performance measure.

d. Conclusions

This performance measure accurately reports busy hour blocking percentages. Qwest has modified its procedures to address the potential tandem misreporting problem discussed above.

5. Recommendations

Liberty has no recommendation regarding this performance measure.

B. NP-1 – NXX Code Activation

1. Introduction and Background

NP-1 evaluates Qwest's timeliness in activating NXX codes. There have been several versions of the PID for this measure. The following is a description of this measure as it is defined in the PID that was approved by the ROC TAG on June 7, 2001.

When a CLEC needs a new NXX, the CLEC enters required information into the Routing Database System *(RDBS)*, which is a mechanized database. The Local Exchange Routing Guide *(LERG)* then populates the data. The Qwest Routing Group prints a report from the LERG that provides information about each new routing request. This information, which includes the NXX, the code owner, and the LERG due date, is input into a web-based Routing Tool. Qwest also requires that the CLEC provide a *Supplemental Information* form, which contains the local and toll routes to be assigned to the new NXX, and which also should include a test number. The Routing Group will not issue a routing request until it has the local and toll trunk information, but the group will issue one without a test number. The Load And Resource Group then inputs the new code data, as well as the required work orders for each relevant tandem and end office switch, into a program called "Protect." For each switch, an activation work order and a test work order are issued. Technicians normally work the two orders at the same time, and then close them both out in Protect.

NP-1A measures the percentage of NXX codes activated in the reporting period prior to the LERG effective date or the "revised" date, subject to exclusions. The "revised date" is a CLEC-

initiated renegotiation of the activation effective date that is no less than 25 days after Qwest receives complete and accurate routing information required for code activation. The formula for NP-1A is:

[(Number of NXX codes loaded and tested in the reporting period prior to the LERG effective date or the "revised" date)/(Number of NXX codes loaded and tested in the reporting period)] x 100

NP-1B measures the percentage of NXX codes activated in the reporting period that are delayed beyond the LERG date or "revised" date due to Qwest-caused interconnection facility delays, subject to exclusions. The formula for NP-1B is:

> *[(Number of NXX codes loaded and tested in the reporting period that were delayed past the LERG effective date or "revised" date affected by Qwest interconnection facility delays)/(Number of NXX codes loaded and tested in the reporting period, including NXX codes loaded and tested in the reporting period that were delayed past the LERG effective date or the "revised" date due to interconnection facility delays)] x 100*

The exclusions in the PID for both NP-1A and NP-1B are:

- NXX codes with LERG dates or "revised" dates resulting in loading intervals shorter than industry standard (currently 45 calendar days)
- NXX codes where Qwest received complete and accurate routing information required for code activations less than 25 days prior to the LERG due date or revised due date.

There is an additional exclusion for NP-1A:

- NXX code activations completed after the LERG date or "revised" date due to delays in the installation of Qwest provided interconnection facilities associated with activations.

The standard for NP-1A is parity while NP-1B is a diagnostic measure.

2. Overall Summary

There have been one observation and one exception issued regarding this measure. Qwest has satisfactorily responded to both of them.

The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews to learn how the results for this measure are calculated. Qwest accesses Code Opening Reports generated by the web-based system. For each NPA NXX, the Code Opening Report contains information showing if Qwest had received routing information and if the loading interval was shorter than 45 days. NPA NXXs for which no

routing information was received or with loading intervals shorter than 45 days are excluded from the NP-1 calculations at this point.

Qwest then identifies those NPA NXXs for which not all codes were activated by the *current due date*. The *current due date* in the Code Opening Reports is any new due date, whether it was changed at the request of the CLEC (in which case it is a "revised due date" as defined in the PID) or at the request of Qwest. Qwest must then determine if the missed due date was because of a facility problem or some other difficulty. To do this, Qwest refers to the RTAS – Translations Work Instructions Reports (TWINS Reports) that list all of the 2-6 codes associated with the new NPA NXX code. The TWINS report also contains the date that the Supplemental Information form was received, enabling Qwest to determine if that form was received on time or not. If not, the NPA NXX is excluded from the calculation. Qwest then accesses the Work Force Administration *(WFA)* system to determine if there was a facility problem associated with any of the 2-6 codes. To do this, Qwest looks at the Missed Function Codes and Jeopardy Codes in WFA for each 2-6 code. A code beginning with the letter "K" indicates a miss for Qwest facility reasons.

Qwest also identifies those NPA NXXs where all of the codes were activated by the current due date, but the current due date differs from the LERG Due Date. In those cases, Qwest must determine whether Qwest or the CLEC changed the date. (The CLEC might change the due date, for example, because it was unable to provide the Supplemental Information form on time). If the date was changed by the CLEC, then the NPA NXX was activated on time, because in this case the current due date is actually a "revised date" as defined in the PID. If Qwest changed the due date, Qwest must then determine if the change was made for facility reasons or not. Qwest accesses the TWINS documents, and then WFA, to determine the reason for the date change.

Liberty recalculated the NP-1 results for the month of April 2001. Liberty reviewed all of the Code Opening Reports for all 14 states, and then reviewed the TWINS reports for the relevant NPA NXXs. From these reports, Liberty was able to determine when the Supplemental Information form was received, and also see the 2-6 codes associated with the NPA NXX. Finally, Qwest provided Liberty with the relevant printouts from WFA that showed the Missed Function Codes and Jeopardy Codes. From this analysis, Liberty concluded that there were 46 relevant CLEC NPA NXX activations during April 2001 and that three of them were delayed. Liberty also concluded that one of the delays was due to a Qwest facilities problem, and the other two were due to other Qwest problems. This results in the CLEC NP-1A and NP-1B numerators and denominators shown in the June 25, 2001 Performance Report. Liberty did the same analysis for Qwest results, and concluded that there were 10 Qwest activations during April 2001, all of which were done on time. This results in the Qwest NP-1A numerator and denominator shown in the June 25, 2001 Performance Report.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure NP-1 to meet the audit-release requirements as of July 6, 2001.

b. Exceptions

Exception 1011 was issued at a time when the ROC 271 Working PID Version 1.4 was in effect. That document specified that NP-1 performance was to be measured against the LERG due date exclusively. However, Qwest was calculating NP-1 results using the current due date even at that time. Thus, the NP-1 results were sometimes using a due date that differed from the one that was required. Qwest proposed a revision to the PID for NP-1 that introduced the concept of a "revised due date," and the ROC TAG approved that change, bringing Qwest into compliance with the revised PID definition.

c. Observations

During an interview, Liberty learned that Qwest was requiring complete and accurate routing information at least 25 days before the NXX code's activation date, whether that date was the LERG effective date or a "revised" date. However, the PID in effect at that time only mentioned this requirement in connection with "revised" dates. Liberty also learned that Qwest was not requiring a test number before activating NXX codes and, in fact, Qwest was including in the NP-1 measurement those NXXs for which a test number was not provided by CLECs at all. This was inconsistent with the exclusion section of the then-current PID definition. Qwest proposed to eliminate the exclusion when test numbers are not received and to include additional language requiring complete and accurate routing information for both the original LERG due date and the Revised due date. The ROC TAG accepted these revisions to the PID, thus bringing Qwest into compliance with the revised PID definition.

d. Conclusions

This performance measure accurately reports the timeliness of Qwest's NXX code activations. Qwest has modified its procedures and documentation to address the two problems discussed above.

5. Recommendations

The process for calculating the NP-1 performance results is highly manual. Among other activities, it requires individually checking Missed Function Codes and Jeopardy Codes in the WFA system for hundreds of 2-6 code designators every month. Because of these manual activities, the process is susceptible to human error. It is Liberty's understanding that Qwest has begun the process of automating some of the NP-1 calculation steps, and Liberty recommends that this automation process continue to help minimize the possibility of human error.

X. CP – Collocation

A. CP-1 – Collocation Completion Interval, CP-2 – Collocation Completed within Scheduled Intervals

1. Introduction and Background

Performance measure CP-1 helps evaluate on the timeliness of Qwest's installation of collocation arrangements for CLECs by reporting the average time to complete those arrangements. CP-2 reports the extent to which Qwest completes collocation arrangements for CLECs within the standard interval or within intervals established in specific interconnection agreements.

Liberty identified several problems with the reporting of results for these performance measures. In addition, the definitions of the measures changed during the audit, primarily as a result of changed FCC rules concerning collocation. Qwest was making changes to the process for collecting and determining the data required to report these measures accurately at the time of issuance of this report. Liberty will provide the results of its audit of CP-1 and CP-2 in a supplement to this report.

B. CP-3 – Collocation Feasibility Study Interval, CP-4 – Collocation Feasibility Study Commitments Met

1. Introduction and Background

Performance measure CP-3 helps evaluate on the timeliness of Qwest's provisioning of collocation feasibility studies to CLECs by reporting the average interval to respond to collocation applications. CP-4 reports the extent to which Qwest completes collocation feasibility studies for CLECs within ten calendar days of the application date or within intervals established in specific interconnection agreements.

Liberty identified several problems with the reporting of results for these performance measures. In addition, the definitions of the measures changed during the audit, primarily as a result of changed FCC rules concerning collocation. Qwest was making changes to the process for collecting and determining the data required to report these measures accurately at the time of issuance of this report. Liberty will provide the results of its audit of CP-3 and CP-4 in a supplement to this report.

XI. Monitoring Program Recommendations

A. Scope of These Recommendations

Liberty's Statement of Work describes the monitoring recommendations that Liberty committed to providing at the completion of the Performance Measures Audit. These recommendations address all the elements that Liberty considers necessary for assuring that Qwest performance continues to meet requirements and for providing for corrective actions in the event that performance falls below this level. The recommendations contained herein address the following items:

- Providing a basis for routine, comprehensive, and quantitative reporting of performance by Qwest
- Creating a method for exception reporting, both quantitative and qualitative, by CLECs
- Establishing a means to identify promptly any changes in those processes, resources, and organizations that are material to results performance
- Creating a focused, recurring testing program that is integrated with the measures that are decided to be material to Qwest's Performance Assurance Plan, which will apply after the conclusion of the Section 271 process
- Providing a means for monitoring any exception areas that proved troublesome to resolve during the audit or are deemed to be both material and to have a particularly high likelihood of producing problems, given the experience during the audit
- Assuring a forum for recurring Qwest/CLEC/public service commission dialogue about performance measures.

Liberty has prepared these recommendations on the basis of the experience gained during the audit, discussions with the Test Administrator, and ongoing dialogue with the ROC, Qwest, and CLEC representatives. Liberty has also specifically considered the data-accuracy testing provisions of the New York Performance Assurance Plan, which it considers to be the most developed model available. During the course of the audit, Liberty assessed Qwest's program for managing changes to the performance measures and to the PID. The next section discusses the results of Liberty's review of Qwest's change management and how it should be factored in to on-going monitoring. The following section of this report discusses the basic data-testing elements of the New York Plan.

B. Change Management

Part of Liberty's audit included a review of the adequacy of Qwest's change management as it related to performance measures and to determine whether any aspects of Qwest's change management should be included in the recommendations for ongoing monitoring of the performance measures. This review consisted of three parts. First, early in the audit, Liberty reviewed Qwest's change management system for the computer systems that served as data sources to the performance measures. In particular, Liberty focused on the PANS system as it is

used as the primary data collection tool from which the regulatory reporting group draws the base data used to calculate performance measures. This review considered qualities such as sponsorship, accountability, audit trail, evaluation and approval of changes, and monitoring the progress of changes as they are developed and signed off on completion. Liberty did not identify any problems or issues in this area.

The second part of Liberty's review was a qualitative assessment of the manner in which Qwest responded to issues associated with performance measures and made changes to the PID. These processes were well tested during the course of the audit as many issues were identified in observation and exception reports, requests for information, and in interviews with Qwest personnel. Liberty concluded that Qwest performed well in this area. Issues associated with performance measures were resolved (with the exception of those associated with performance measures that had not been released as of the date of this report) and the many changes to the PID were clearly identified and brought to the TAG for agreement.

The third part of Liberty's review was a specific examination of the procedures used by the regulatory reporting group to track problems and make changes to the programming and processes used to report performance. Liberty found that the process used by Qwest in this regard works well. Qwest uses an "issue" system in which problems, potential enhancements, or other changes are written up as specifically identified issues. Regulatory changes, suggestions or problems from Qwest's performance measure "owner," or issues identified by Qwest's regulatory reporting analysis team trigger the submission of an issue into a web-based system using standardized forms. An initial investigation of the issue determines whether a change to the RRS system is required. If so, a change request form is completed, a priority level is assigned, an estimate of the level of effort required to implement the change is made, and management approval is obtained. In cases where an update to the RRS code is required, Qwest develops the programming, tests the changes and validates results, and has a process for updating business and technical documents, and formally closing the change request and the issue.

Liberty found that Qwest's issue tracking system was well tested and worked well during the course of the audit. Because of the large number of issues identified both by the audits of performance measures and by Qwest internally, there were times when the updating of the documentation was delayed or incomplete. Liberty attributes this more to the number of issues that were in process rather than to a specific weakness in Qwest's change management. Also, while Qwest has the necessary internal documents to describe to regulatory reporting personnel how the issue and change management system worked, that documentation could be improved. For example, while Liberty was satisfied that regulatory reporting management was reviewing and signing off on the completion of changes, the level of management approval that was required was not specifically identified.

Liberty concluded that, other than some formalizing of the documentation for the RRS change processes, Qwest's RRS change management system was adequate. As to on-going monitoring, Liberty recommends that the RRS issue log be reviewed as part of the routine maintenance activities and meetings held every other month, which are discussed below.

C. New York's Plan

The New York Performance Assurance Plan provides for annual review, updates, and audits of the plan. The New York treatment of performance data accuracy is probably the most explicit to

date. Section K.1. of the New York Plan provides for an annual review of the PAP (includes Commission Staff and Verizon-NY) to consider modifying:

1. Measures and weights
2. Distribution of dollars at risk
3. Geographic deaveraging
4. Clustering and CLEC behavior exceptions
5. Small sample size procedures
6. Bill credit calculation methods.

The New York PAP requires that this annual review process be preceded by an audit of selected portions of the plan. The purpose of the audit is to determine whether Verizon-NY is properly "recording and reporting CLEC and BA-NY service quality data." The plan also contemplates a continuation (for six months after Plan adoption) of a Metrics Replication project, which is intended to assure that the monthly data being reported accurately reflects the quality of service that Verizon-NY is delivering to CLECs. Depending on what results accrue for the first six months, that project may continue as necessary, until Verizon-NY meets the applicable requirements for quality reporting.

The principal data-accuracy testing elements of the New York plan are:

1. Annual Staff audits of selected plan portions
2. Six-month continuation of the Metrics Replication project
3. Further extension of the Metrics Replication project, if and as necessary
4. Independent outside audits of data or scores in particular areas, upon CLEC challenge (payment for these audits is by the requesting CLEC, unless its claim or challenge is substantiated by the audit).

D. The Multi-State Aspects of This Audit

The New York plan was adopted by a single state and it contemplates a bilateral monitoring relationship between an ILEC and an individual state commission. A principal difference here is that the PMA/OSS testing and the development of a PEPP have occurred in a multi-state context. An important aspect to address here is the degree to which Qwest's need to interact with CLECs and commissions in as many as 14 states (or at least the 13 participating in the PMA/OSS testing process) will complicate efforts to develop a thorough yet non-duplicative monitoring process. Like Verizon-NY, Qwest will presumably remain answerable to each commission individually after the 271 processes are completed. Liberty presumes that each state will wish to exercise individual control over performance issues relevant to that state.

Thus, it is important to assure that any monitoring program not deprive a commission of the ability to examine those aspects of performance of special concern to it. It would not be correct to assume that performance levels will be or remain the same across all the Qwest states, or that each measure will be of equal importance to assuring effective competition in each state.

At the same time, there is likely to be enough commonality among the states to warrant at least partial overlap in data-accuracy testing activities. Otherwise, Qwest is likely to face extreme cost and resource burdens as a result of the duplication that will be inevitable, should there be a need to participate in and respond to as many as 14 different ongoing testing programs.

Accordingly, Liberty has prepared these recommendations to assure that each state can adequately give attention to its particular needs and circumstances, while avoiding unnecessary duplication of testing efforts that can be designed and implemented on a common basis.

E. Recommended Monitoring Program

1. Key Monitoring Program Elements

Liberty recommends a program that consists of three primary elements:

a. Providing for an orderly and visible process for making changes in the systems, processes, methods, and activities by which Qwest measures performance under established performance measures

b. Providing for planned and as-needed testing of material aspects of the systems, processes, methods, and activities by which Qwest measures performance under established performance measures

c. Performing abbreviated, routine monthly maintenance activities.

Controlling Changes

The first path, controlling changes, begins from the premise that measurement systems, processes, methods, and activities that have been subjected to the PMA and that have been adjusted to conform to the observations and exceptions of that audit form a proper baseline for assuring that Qwest measurements are reliable. It also recognizes that one should expect more efficient means for providing measures to arise as experience is gained in serving CLECs and in measuring the quality of that service. If that measurement baseline remains the same, except as changed in an orderly and controlled fashion, then overall confidence in measurement reliability can continue. Providing an approved method for Qwest to make changes, assuring that the change process is visible to the outside world, and identifying the kinds of changes that should undergo outside testing as they become established lay the foundations for establishing continuing confidence in how Qwest takes measurements of its performance.

Independent Testing

This element is designed to provide a more detailed examination of the continuing quality of Qwest's measurement of performance. While the first element depends primarily on Qwest's implementation of changes, this element will rely primarily upon activities undertaken outside Qwest's direct control, but nevertheless generally at its cost.

Two Year Planning Cycle: The first component of independent testing is the adoption of a formal plan that identifies the specific aspects of performance measurement that should be tested, what specific tests should be conducted, and who should conduct them. Such a program depends

largely upon the identification of the cycle on which such aspects should be tested. The cycle should be set on the basis of what are the highest areas of risk, particularly in terms of a combination of the probability of particular accuracy failures and the consequences of such failures. A two-year cycle, with annual plans for each year will provide a sound means for combining base testing with follow-up tests as appropriate. Not every element will be tested in every year; however, the annual plans should reflect the cycles that are determined to be appropriate on the basis of the risk analysis.

CLEC Requested Tests: Liberty believes that the two-year plan should reflect priorities and decisions by Commissions, albeit after input from CLECs. However, CLECs should have an option to identify tests of particular concern to them, whether as a result of (a) differences of opinion about risks and test activity definition, (b) particular needs that may be unique to them, or (c) other self-defined reasons. If cost responsibility for such tests are a function of test results and if there are reasonable limits placed upon the intrusion that testing activities can cause, there is sound reason to allow CLECs individually to compel particular testing of importance to them.

18-Month Interim Testing: The PMA has identified a number of areas where Qwest still has work to do to shake down or complete the development of measurement processes. Moreover, OSS testing may identify more, performance assurance plans may make large financial consequences hinge on a limited subset of measures, or CLECs may demonstrate that certain performance measures are especially crucial to market opening in the short run. Liberty believes that it will be very helpful to identify in advance any testing that should be done to address such issues. At present, Liberty believes that such special testing can be merged into the regular two-year cycle planning (*i.e.*, this element can be expected to disappear as a separate one after 18 months, absent extraordinary circumstances). Liberty also believes that the scope and extent of this 18-month program should also be a factor in establishing the planned test activities of the first 2-year cycle as well, in order to assure that activities during the first 18 months are adequate to address "start-up" concerns without becoming too burdensome (when combined with the planned activities of the first 2-year cycle).

Routine "Maintenance" Activities

These activities, while low in resource requirements, are important as basic indicators of the continuing performance of effective and complete performance measurement. Examinations of monthly report results will give an indication that key systems, processes, methods, and activities are continuously functioning at the level of detail required. Simple trend analysis may identify not only substantive performance concerns, but also highlight the need for inquiry into how the measurements are being taken. One-day meetings every one or two months (perhaps becoming less frequently over time) with the Qwest organization(s) that receive and then use primary information to produce measurement reports will give an early view of upcoming changes and will allow for dialogue about internal Qwest efforts to assure that measurement quality is being routinely observed and maintained. Such activities may not be likely to produce specific outside observations about any deficiencies that may arise, but they will promote a dialogue that will provide external reminders to Qwest about the need for continued vigilance and they will surely broaden the perspective that should be applied when more formal outside testing activities are being planned and designed.

2. Key Components of the Three Program Elements

The key components that comprise the three elements are set forth below:

Controlling Changes

1. Determine for each state what aspects of Qwest's measurement processes, methods, and activities shall be deemed to be "controlled"
2. Establish an agreed to method applicable to Qwest internal changes to controlled processes, methods, and activities
3. Establish a formal reporting process for Qwest notifications of internal changes
4. Establish "automatic" triggers for outside review of such changes.

Independent Testing

1. Establish annual, risk-based test program
2. Provide for CLEC-requested reviews
3. Establish an 18-month program for examination of known areas of change or repeat problems with significant potential for recurrence.

Routine "Maintenance"

1. Establish a process for a "sanity check" of the monthly results
2. Conduct meetings every two months (over one-year period) with Qwest Wholesale Regulatory Reporting.

3. Discussion of Monitoring Program Elements

1. Determining Controlled Aspects Of Measurement Processes, Methods, And Activities

The PMA has produced an understanding of the current means by which Qwest takes and reports measurements. The first step in developing a monitoring system is to determine those aspects for which there should be assurances that Qwest will either continue to assure performance by recognized and accepted means, or will change those means through a properly structured process. There should be developed a common understanding of what aspects of measuring and reporting performance require structured processes before change may occur. The key steps in implementing this recommendation are:

a. Qwest, CLECs, and Commission staffs propose those categories of measurement processes, methods, and activities that should be controlled. For example:
   - The source or point within the source of initial data collection
   - Types of records that are excluded from the measurement process
   - Formulae or methods used to calculate intervals, totals, etc.

b. Provide for ROC/state resolution of differences

c. Use PMA report, supplemented as necessary by added Qwest descriptions to define current scope and state of controlled processes, methods, and activities

d. Produce final descriptions.

2. Methods for Making Qwest Internal Changes

While there should be an appropriate degree of outside control over changes, Qwest needs to continue to have the power and opportunity to investigate the need for and to make enhancements to measurement and reporting activities. Qwest's own identification of problem areas, cases where efficiency can be gained without sacrificing accuracy, and continuing responsiveness of the measures themselves to changing circumstances will be enhanced by continuing to emphasize Qwest's "ownership" of systems, processes, and activities.

Qwest should be free to make changes unilaterally outside of the areas "controlled" and it should be free to proceed, subject to oversight in controlled areas. However, it would be appropriate to require Qwest to demonstrate that it has an adequate internal review and approval process applicable to any changes that it proposes to make. Qwest should be required to commit to the use of such a process in making any changes to its systems, processes, or activities. Just as Qwest has the power to initiate change, so should it accept the responsibility to commit to a process of continual improvement in taking measures. The key steps in implementing this recommendation are:

a. Qwest provides a recommended process for itself to use in making changes in controlled processes, methods, and activities

b. CLECs and Commission staffs review and comment

c. Decide upon final process

d. Determine what descriptions of any changes Qwest must provide

e. Provide a forum for discussion of any concerns about the changes made.

3. Formal Reporting Process For Qwest Notifications Of Internal Changes

While Qwest can and should initiate changes, effective monitoring of controlled areas requires assurances that regulators know and understand the nature of changes in a way that will allow them to determine what level of review, if any, to undertake. Qwest should be obligated to report the purpose and nature of any changes to controlled areas on a timely basis. The key steps in implementing this recommendation are:

a. Qwest proposes a method and frequency for reporting changes to controlled areas (*e.g.*, a supplement to the monthly reporting of results)

b. CLECs and commission staffs review and comment on Qwest's proposed method and frequency of reporting changes

c. Decide upon a final method and frequency.

4. Automatic Triggers For Testing Of Changes

The principal goal of reporting is to allow regulators to design annual monitoring plans (see below). However, there are certain kinds of developments that may cause significant changes in the established measurement of reporting baselines. There should be an early effort to identify what kinds of changes regulators consider to fall into this category, in order to assure that the process for implementing such changes includes early, if not prior, review. The key steps in implementing this recommendation are:

a. Determine after consultation with Qwest, CLECs, and Commission Staffs what types of changes (*e.g.*, creation of an entirely new PM, change from an essentially all manual to automated measurement process) should produce immediate testing for accuracy and completeness

b. Determine what types of pre-identified testing should apply to each type (*e.g.*, data tracking, recalculation, process review, full audit)

c. Pre-qualify resources to promptly perform test work

d. Design and conduct test work within pre-set time period.

5. Establish Annual, Risk-Based Test Program

There needs to be selected tests of the material aspects of Qwest's measurement and reporting processes. Liberty believes that they can best be developed through a process that solicits input from all stakeholders, but leaves the decision about test design, content, and resources to the individual commissions. Common consideration of annual test program needs, however, will assist in assuring the leveraging of resources and the elimination of duplication. The test program should consider, specifically and based on prior experience and known changes, those areas of greatest risk of inaccuracy and materiality to performance incentives, and it should be developed with consideration of the need for testing all material areas over a time cycle appropriate to their risk and materiality.

The development of this test program should take account of all other activities that have monitoring significance (*e.g.*, the above-recommended 18-month program for specific areas) in order to avoid duplication and to take advantage of other, outside activities that are informative. The key steps in implementing this recommendation are:

a. Solicit annually from CLECs and Commission Staffs a list of target test areas and test procedures

b. Conduct every two years an assessment of risks by performance measure, considering likelihood of error amount at risk and other factors to use in determining areas to be tested and testing frequency

c. In consideration of information from the previous two items, prepare annually a two-year plan specifying baseline test activities for each of the two years

d. Secure approval of plan from Commissions

e. Secure test resources (*e.g.*, on-loan Commission and contract personnel) and perform planned test activities

f. Report test results to Qwest, CLECs, and Commissions

g. Consider first-year results in deciding whether to adjust second-year test activities.

6. Provide For CLEC-Requested Reviews

Liberty anticipates that CLECs will have input to the development of annual test programs, and that commission control over selection of testing resources will provide CLECs with assurance that monitoring will be sufficiently independent. However, as final decisions about testing design, content, and resources will rest with the commissions, CLECs may find that their individual needs or concerns get less testing attention than they feel is deserved. A strength of the New York program is its allowance for CLEC-requested tests. Requiring CLECs to absorb their costs in the event that no material concerns are found will serve to limit the number of such requests, provided that the commissions retain control over the selection of the resources used to perform the requested testing. The key steps in implementing this recommendation are:

a. Provide a mechanism for CLECs to request special test activities

b. Pre-qualify resources to perform the test work

c. Establish detailed criteria for determining how to determine who is responsible for payment of testing costs

d. Determine whether there should be limits on the nature and extent of requested testing (*e.g.*, non-duplication of tests from regular two-year program, maximum number of CLEC requests per year)

e. Perform requested tests and report results to Qwest, CLECs, and Commission staffs.

7. 18-Month Program For Examination Of Selected Areas

The PMA has discovered certain problems that Qwest has had significant difficulty in addressing. Moreover, the PMA has identified some areas of material change or development that Qwest expects to happen over the next year or so. The key steps in implementing this recommendation are:

a. Determine areas of high risk on the basis of PMA results and OSS testing and CLEC and Commission Staff feedback

b. Identify the areas already scheduled for substantial revision from what was examined in the PMA

c. Create an audit plan for review of all such areas within 18 months

d. Determine whether progress in areas of high-risk and already scheduled changes justifies close-out of this special testing program within the expected 18 months.

8. Establish a process for a "sanity check" of the monthly results.

The PMA demonstrated that some problems associated with the reporting of performance could be detected through rather simple checks of the reported monthly results. These checks involved tests such as determining whether all measures were reported, whether prior results were consistent with previous reported results, and comparing state and regional level results. These matters should be detected and corrected before Qwest publishes the results. However, until Qwest demonstrates that the performance reporting process and control of that process are sufficiently mature, Liberty recommends that, in addition to whatever reviews state commission staffs perform, a consistent and routine check of results be performed and that the results of those checks be fed back to Qwest and the commission staffs. (See next item below on recommendation for regular meetings.) The key steps in implementing this recommendation are:

a. Agree upon a regular process for review of the monthly results that is independent of Qwest

b. Re-visit the need to continue this process at 6-moth intervals.

9. Interim Meetings With Qwest Wholesale Regulatory Reporting

The period over which the PMA has been conducted has been one of significant change and "fluidity" in the measurement and reporting processes, and, in fact, in the PIDs themselves. Both PMA work and focused attention on CLEC-related operations as the OSS testing takes place have highlighted areas where changed emphasis or measurement details are necessary. In a few cases, the need for entirely new performance measures has been observed. Moreover, the completion of the work necessary to release individual measures for testing led to an increased focus on the controls-related issues discussed above. Liberty believes that there is value in brief, regular discussion sessions with Qwest's Wholesale Regulatory Reporting group for the next 12 months. Liberty recommends one-day sessions at one or two month intervals. These meetings would produce brief reports for Qwest and commission staffs. The reports will summarize the status of changes being made or considered, progress in addressing known concerns, and areas of potential concern. Their purpose is not so much evaluative as informative. They will apprise commissions of Qwest's activities on a fairly current basis and they will provide a before-the-fact feedback mechanism for Qwest's use in designing and possible altering its activities. The key steps in implementing this recommendation are:

a. Solicit Qwest, CLEC, and Commission Staff input on agenda items

b. Conduct meetings between Qwest Regulatory Reporting and designated representatives of Commission Staffs

c. Provide general monthly summaries of meetings to Qwest, CLECs, and Commissions.

EXHIBIT 2

ARIZONA RESULTS

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Performance Results

Arizona

July 2000 - June 2001

July 31, 2001

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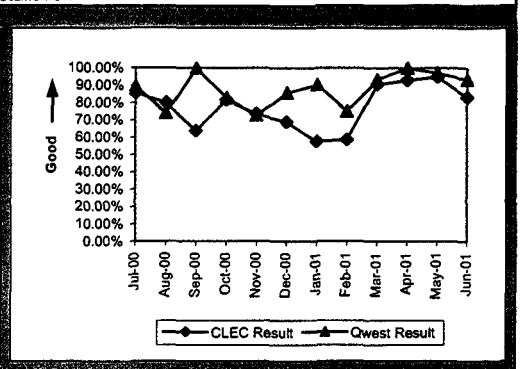
Checklist #1 - Local Interconnection - LIS Installation

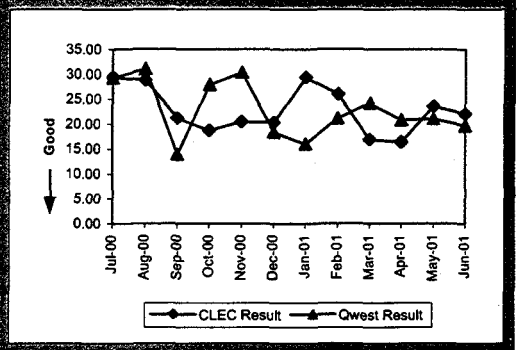
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	7	85.71%	34.99%	17	19	89.47%	0.13	-0.92
Aug-00	12	15	80.00%	40.00%	20	27	74.07%	-0.42	-1.26
Sep-00	14	22	63.64%	48.10%	10	10	100.00%	N/A	0.23
Oct-00	31	38	81.58%	38.77%	24	29	82.76%	0.11	-0.93
Nov-00	39	53	73.58%	44.09%	8	11	72.73%	-0.06	-1.04
Dec-00	42	61	68.85%	46.31%	6	7	85.71%	0.95	-0.42
Jan-01	27	47	57.45%	49.44%	19	21	90.48%	2.62	0.59
Feb-01	31	53	58.49%	49.27%	12	16	75.00%	1.18	-0.28
Mar-01	67	74	90.54%	29.27%	14	15	93.33%	0.47	-0.71
Apr-01	52	56	92.86%	25.75%	12	12	100.00%	N/A	-0.38
May-01	38	40	95.00%	21.79%	34	35	97.14%	0.43	-0.74
Jun-01	54	65	83.08%	37.50%	14	15	93.33%	0.99	-0.4



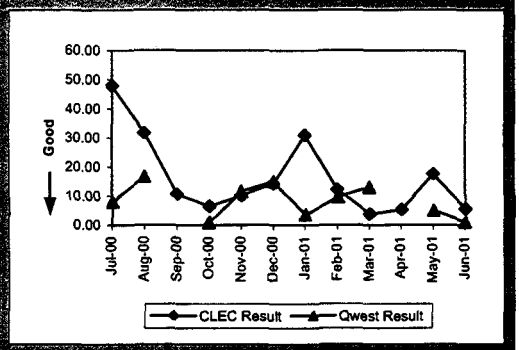
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	206	7	29.43	16.23	556	19	29.26	0.03	-0.98
Aug-00	432	15	28.80	18.00	838	27	31.04	-0.53	-1.32
Sep-00	466	22	21.18	14.59	139	10	13.90	1.43	-0.13
Oct-00	711	38	18.71	6.48	810	29	27.93	-3.93	-3.39
Nov-00	1084	53	20.45	10.33	334	11	30.36	-2.13	-2.29
Dec-00	1240	61	20.33	11.28	129	7	18.43	0.51	-0.69
Jan-01	1384	47	29.45	26.06	337	21	16.05	3.09	0.88
Feb-01	1378	53	26.00	13.65	338	16	21.12	1.35	-0.18
Mar-01	1252	74	16.92	6.47	363	15	24.20	-3.39	-3.06
Apr-01	918	56	16.39	7.38	250	12	20.83	-1.33	-1.81
May-01	942	40	23.55	8.93	738	35	21.09	1.44	-0.12
Jun-01	1434	65	22.06	7.41	295	15	19.67	1.2	-0.27



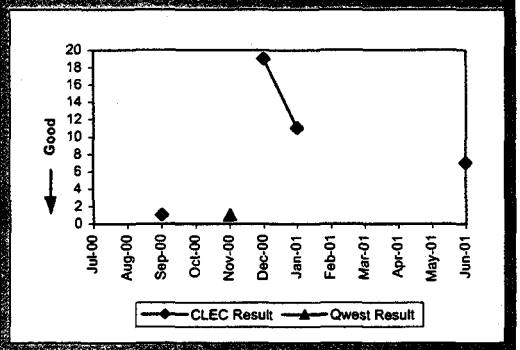
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	48	1	48.00		16	2	8.00		
Aug-00	95	3	31.67	34.27	117	7	16.71	1.88	0.14
Sep-00	75	7	10.71	8.10					
Oct-00	45	7	6.43	4.43	4	5	0.80	1.9	0.15
Nov-00	141	14	10.07	11.06	23	2	11.50	-0.3	-1.18
Dec-00	257	18	14.28	10.86	15	1	15.00		
Jan-01	588	19	30.95	24.10	7	2	3.50	1.2	-0.27
Feb-01	268	22	12.18	11.07	38	4	9.50	0.44	-0.73
Mar-01	26	7	3.71	3.04	13	1	13.00		
Apr-01	21	4	5.25	2.06					
May-01	35	2	17.50	6.36	5	1	5.00		
Jun-01	56	10	5.60	4.74	1	1	1.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

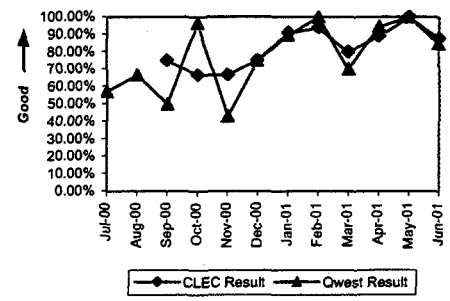
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00	1	1	1.00						
Oct-00									
Nov-00					1	1	1.00		
Dec-00	19	1	19.00						
Jan-01	11	1	11.00						
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	7	1	7.00						



Checklist #1 - Local Interconnection - LIS Installation

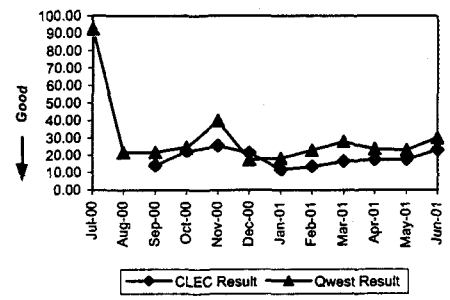
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4	7	57.14%		
Aug-00					2	3	66.67%		
Sep-00	3	4	75.00%	43.30%	2	4	50.00%	-0.71	-1.43
Oct-00	4	6	66.67%	47.14%	52	54	96.30%	5.43	2.3
Nov-00	4	6	66.67%	47.14%	3	7	42.86%	-0.86	-1.53
Dec-00	6	8	75.00%	43.30%	3	4	75.00%		
Jan-01	10	11	90.91%	28.75%	17	19	89.47%	-0.12	-1.08
Feb-01	15	16	93.75%	24.21%	7	7	100.00%	N/A	-0.55
Mar-01	8	10	80.00%	40.00%	7	10	70.00%	-0.49	-1.3
Apr-01	8	9	88.89%	31.43%	17	18	94.44%	0.18	-0.89
May-01	7	7	100.00%	0.00%	13	13	100.00%	N/A	N/A
Jun-01	7	8	87.50%	33.07%	49	58	84.48%	-0.22	-1.13



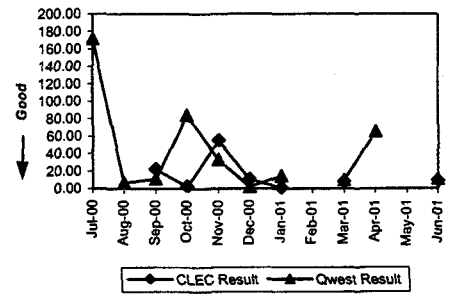
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					646	7	92.29		
Aug-00					65	3	21.67		
Sep-00	57	4	14.25	20.11	87	4	21.75	-1.3	-1.79
Oct-00	135	6	22.50	5.43	1333	54	24.69	-0.24	-1.15
Nov-00	154	6	25.67	22.37	280	7	40.00	-0.94	-1.57
Dec-00	171	8	21.38	10.32	70	4	17.50	1.31	-0.2
Jan-01	129	11	11.73	4.52	350	19	18.42	-2.16	-2.31
Feb-01	217	16	13.56	10.24	161	7	23.00	-2.86	-2.74
Mar-01	166	10	16.60	7.50	280	10	28.00	-2.42	-2.47
Apr-01	157	9	17.44	15.47	426	18	23.67	-1.06	-1.65
May-01	122	7	17.43	12.93	299	13	23.00	-1.69	-2.03
Jun-01	186	8	23.25	18.38	1746	58	30.10	-2.03	-2.23



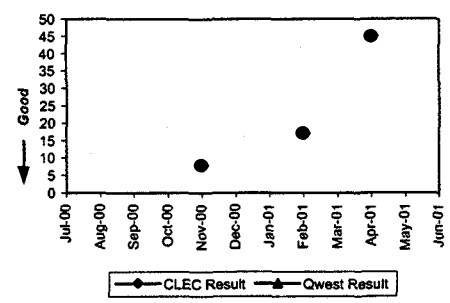
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					515	3	171.67		
Aug-00					7	1	7.00		
Sep-00	22	1	22.00		22	2	11.00		
Oct-00	5	2	2.50	2.12	168	2	84.00	-0.84	-1.51
Nov-00	55	1	55.00		131	4	32.75	0.61	-0.63
Dec-00	21	2	10.50	13.44	2	1	2.00		
Jan-01	1	1	1.00		29	2	14.50	-0.74	-1.45
Feb-01									
Mar-01	16	2	8.00	1.41	29	3	9.67	-0.24	-1.15
Apr-01					65	1	65.00		
May-01									
Jun-01	9	1	9.00		101	9	11.22	-0.12	-1.07



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

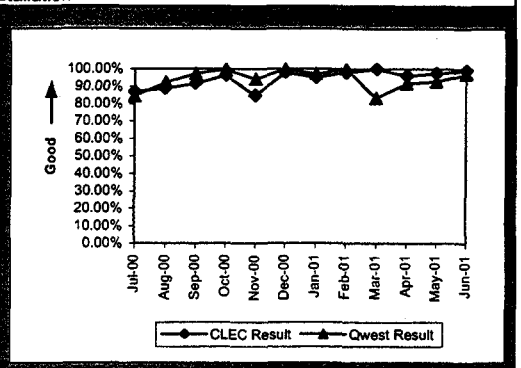
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00	8	1	8.00						
Dec-00									
Jan-01									
Feb-01	17	1	17.00						
Mar-01									
Apr-01	45	1	45.00						
May-01									
Jun-01									



Checklist #1 - Local Interconnection - LIS Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

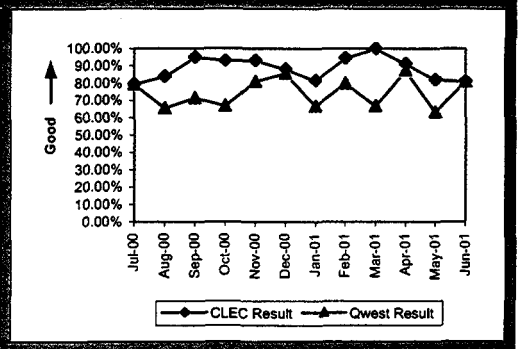
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	20	23	86.96%	33.68%	27	32	84.38%	-0.26	-1.16
Aug-00	16	18	88.89%	31.43%	36	39	92.31%	0.45	-0.77
Sep-00	33	36	91.67%	27.64%	37	38	97.37%	1.53	-0.24
Oct-00	52	54	96.30%	18.89%	68	68	100.00%	N/A	-0.01
Nov-00	72	85	84.71%	35.99%	66	70	94.29%	2.56	0.13
Dec-00	106	108	98.15%	13.48%	30	30	100.00%	N/A	-0.53
Jan-01	99	104	95.19%	21.39%	35	36	97.22%	0.64	-0.63
Feb-01	102	104	98.08%	13.73%	39	39	100.00%	N/A	-0.42
Mar-01	111	111	100.00%	0.00%	30	36	83.33%	-2.33	-2.42
Apr-01	101	105	96.19%	19.14%	45	49	91.84%	-0.92	-1.56
May-01	83	85	97.65%	15.16%	53	57	92.98%	-1.07	-1.65
Jun-01	105	106	99.06%	9.67%	71	73	97.26%	-0.72	-1.44



Checklist #1 - Local Interconnection - LIS Repair

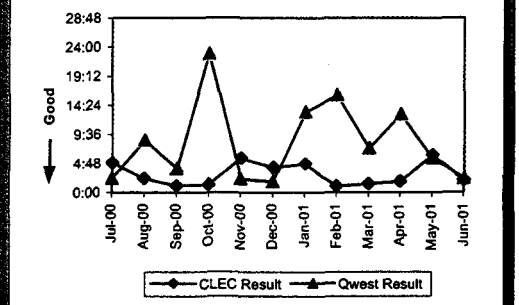
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	27	34	79.41%	40.43%	31	39	79.49%	0.01	-0.99
Aug-00	26	31	83.87%	36.78%	19	29	65.52%	-1.49	-1.91
Sep-00	19	20	95.00%	21.79%	15	21	71.43%	-1.67	-2.02
Oct-00	13	14	92.86%	25.75%	12	18	66.67%	-1.56	-1.95
Nov-00	54	58	93.10%	25.34%	17	21	80.95%	-1.22	-1.74
Dec-00	15	17	88.24%	32.22%	6	7	85.71%	-0.16	-1.1
Jan-01	31	38	81.58%	38.77%	12	18	66.67%	-1.11	-1.67
Feb-01	17	18	94.44%	22.91%	8	10	80.00%	-0.92	-1.56
Mar-01	10	10	100.00%	0.00%	14	21	66.67%	-1.84	-2.12
Apr-01	21	23	91.30%	28.18%	14	16	87.50%	-0.35	-1.21
May-01	32	39	82.05%	38.38%	12	19	63.16%	-1.4	-1.85
Jun-01	17	21	80.95%	39.27%	17	21	80.95%		



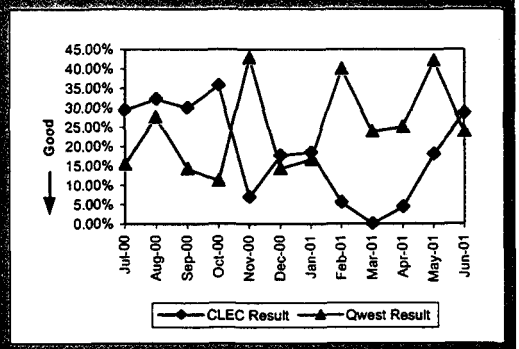
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	167:11	34	4:55	9:38	92:31	39	2:22	1.56	-0.05
Aug-00	73:13	31	2:22	3:11	250:46	29	8:39	-1.12	-1.68
Sep-00	21:58	20	1:06	1:30	83:23	21	3:58	-1.65	-2
Oct-00	18:15	14	1:18	1:55	411:47	18	22:53	-1.21	-1.74
Nov-00	328:36	58	5:40	24:04	47:06	21	2:15	-0.08	-1.05
Dec-00	69:58	17	4:07	10:35	12:36	7	1:48	0.45	-0.73
Jan-01	180:05	38	4:44	16:25	239:09	18	13:17	-1.12	-1.68
Feb-01	18:11	18	1:01	1:28	160:32	10	16:03	-0.97	-1.59
Mar-01	13:56	10	1:24	0:59	153:45	21	7:19	-0.78	-1.47
Apr-01	41:22	23	1:48	1:38	206:09	16	12:53	-0.77	-1.47
May-01	240:13	39	6:10	18:55	108:10	19	5:42	0.21	-0.87
Jun-01	42:10	21	2:00	2:20	49:19	21	2:21	-0.65	-1.4



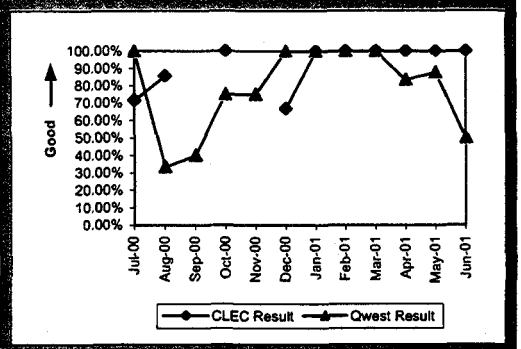
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10	34	29.41%	45.56%	6	39	15.38%	1.47	-0.11
Aug-00	10	31	32.26%	46.75%	8	29	27.59%	0.35	-0.78
Sep-00	6	20	30.00%	45.83%	3	21	14.29%	1.26	-0.23
Oct-00	5	14	35.71%	47.92%	2	18	11.11%	1.72	0.05
Nov-00	4	58	6.90%	25.34%	9	21	42.86%	-2.85	-2.73
Dec-00	3	17	17.65%	38.12%	1	7	14.29%	0.01	-0.99
Jan-01	7	38	18.42%	38.77%	3	18	16.67%	0.07	-0.96
Feb-01	1	18	5.56%	22.91%	4	10	40.00%	-1.78	-2.08
Mar-01	0	10	0.00%	0.00%	5	21	23.81%	-1.45	-1.88
Apr-01	1	23	4.35%	20.39%	4	16	25.00%	-1.47	-1.89
May-01	7	39	17.95%	38.38%	8	19	42.11%	-1.75	-2.06
Jun-01	6	21	28.57%	45.18%	5	21	23.81%	0.18	-0.89



All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

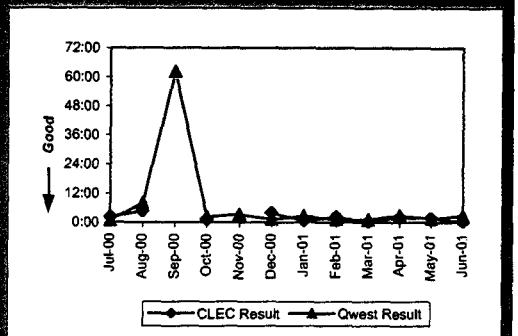
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	7	71.43%	45.18%	3	3	100.00%	N/A	-0.42
Aug-00	6	7	85.71%	34.99%	1	3	33.33%	-1.61	-1.98
Sep-00					2	5	40.00%		
Oct-00	1	1	100.00%	0.00%	3	4	75.00%	-0.52	-1.31
Nov-00					3	4	75.00%		
Dec-00	2	3	66.67%	47.14%	3	3	100.00%	N/A	0.03
Jan-01	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Feb-01	5	5	100.00%	0.00%	3	3	100.00%	N/A	N/A
Mar-01	1	1	100.00%	0.00%	9	9	100.00%	N/A	N/A
Apr-01	6	6	100.00%	0.00%	5	6	83.33%	-0.77	-1.47
May-01	4	4	100.00%	0.00%	7	8	87.50%	-0.62	-1.38
Jun-01	1	1	100.00%	0.00%	1	2	50.00%	-0.82	-1.5



Checklist #1 - Local Interconnection - LIS Repair

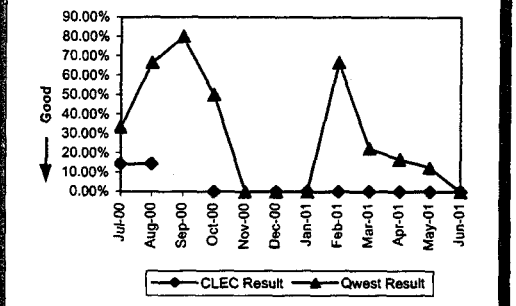
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	16:21	7	2:20	3:05	3:02	3	1:01	1.06	-0.36
Aug-00	33:45	7	4:49	8:38	24:09	3	8:03	-1.25	-1.76
Sep-00					311:14	5	62:15		
Oct-00	1:22	1	1:22		10:06	4	2:31	-0.33	-1.2
Nov-00					13:34	4	3:24		
Dec-00	11:52	3	3:57	5:25	4:00	3	1:20	3.8	1.31
Jan-01	0:56	1	0:56		2:48	1	2:48		
Feb-01	11:53	5	2:23	1:34	4:10	3	1:23	1.24	-0.24
Mar-01	0:22	1	0:22		11:02	9	1:14	-1.16	-1.7
Apr-01	12:42	6	2:07	1:05	17:56	6	2:59	-0.44	-1.27
May-01	7:33	4	1:53	1:29	12:44	8	1:35	0.28	-0.83
Jun-01	0:25	1	0:25		5:39	2	2:50	-0.86	-1.52



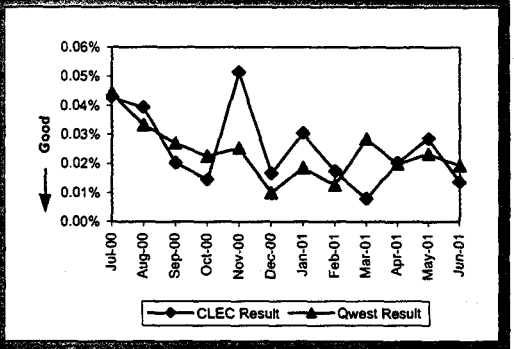
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	7	14.29%	34.99%	1	3	33.33%	-0.59	-1.36
Aug-00	1	7	14.29%	34.99%	2	3	66.67%	-1.61	-1.98
Sep-00					4	5	80.00%		
Oct-00	0	1	0.00%	0.00%	2	4	50.00%	-0.89	-1.54
Nov-00					0	4	0.00%	N/A	
Dec-00	0	3	0.00%	0.00%	0	3	0.00%	N/A	
Jan-01	0	1	0.00%	0.00%	0	1	0.00%	N/A	
Feb-01	0	5	0.00%	0.00%	2	3	66.67%	-1.94	-2.18
Mar-01	0	1	0.00%	0.00%	2	9	22.22%	-0.51	-1.31
Apr-01	0	6	0.00%	0.00%	1	6	16.67%	-0.77	-1.47
May-01	0	4	0.00%	0.00%	1	8	12.50%	-0.62	-1.38
Jun-01	0	1	0.00%	0.00%	0	2	0.00%	N/A	



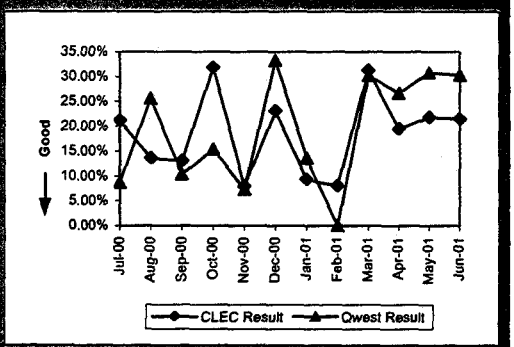
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	41	95076	0.04%	2.08%	42	94686	0.04%	-0.13	-1.08
Aug-00	38	96372	0.04%	1.99%	32	95994	0.03%	0.73	-0.55
Sep-00	20	98513	0.02%	1.42%	26	96112	0.03%	-0.91	-1.55
Oct-00	15	103744	0.01%	1.20%	22	97327	0.02%	-1.21	-1.74
Nov-00	58	112447	0.05%	2.27%	25	98403	0.03%	3.76	1.29
Dec-00	20	119836	0.02%	1.29%	10	99099	0.01%	1.53	-0.07
Jan-01	39	128068	0.03%	1.74%	19	101565	0.02%	2.04	0.24
Feb-01	23	132488	0.02%	1.32%	13	102573	0.01%	1	-0.39
Mar-01	11	137491	0.01%	0.89%	30	105321	0.03%	-2.96	-2.8
Apr-01	29	142315	0.02%	1.43%	22	110149	0.02%	0.07	-0.96
May-01	43	150514	0.03%	1.69%	27	115279	0.02%	0.86	-0.48
Jun-01	22	160080	0.01%	1.17%	23	118735	0.02%	-1.06	-1.64



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

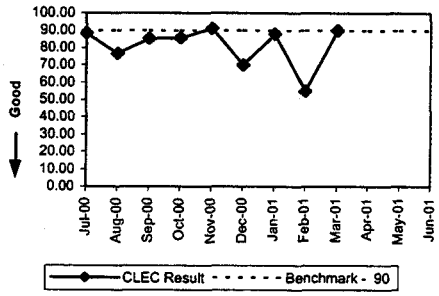
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	11	52	21.15%	40.84%	4	46	8.70%	1.69	0.03
Aug-00	6	44	13.64%	34.32%	11	43	25.58%	-1.28	-1.78
Sep-00	3	23	13.04%	33.68%	3	29	10.34%	0.26	-0.84
Oct-00	7	22	31.82%	46.58%	4	26	15.38%	1.39	-0.15
Nov-00	5	63	7.94%	27.03%	2	27	7.41%	0.09	-0.94
Dec-00	6	26	23.08%	42.13%	5	15	33.33%	-0.67	-1.41
Jan-01	4	43	9.30%	29.05%	3	22	13.64%	-0.48	-1.29
Feb-01	2	25	8.00%	27.13%	0	13	0.00%	N/A	-0.5
Mar-01	5	16	31.25%	46.35%	13	43	30.23%	0.13	-0.92
Apr-01	7	36	19.44%	39.58%	8	30	26.67%	-0.66	-1.4
May-01	12	55	21.82%	41.30%	12	39	30.77%	-0.93	-1.56
Jun-01	6	28	21.43%	41.03%	10	33	30.30%	-0.75	-1.46



Checklist #1 - Collocation - Virtual, Physical Caged, and Shared (New) (Pre-Process Change)

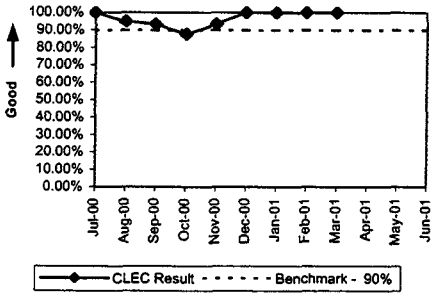
Installation Interval (Average Days) (CP-1 A-1)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1683	19	88.58
Aug-00	1303	17	76.65
Sep-00	854	10	85.40
Oct-00	1630	19	85.79
Nov-00	1275	14	91.07
Dec-00	140	2	70.00
Jan-01	88	1	88.00
Feb-01	55	1	55.00
Mar-01	180	2	90.00
Apr-01			
May-01			
Jun-01			



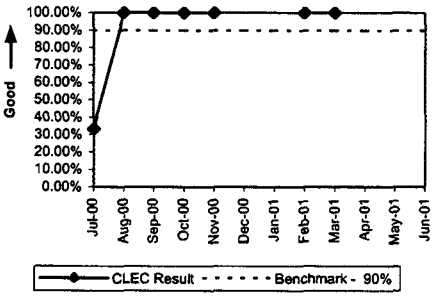
Installation Commitments Met (Percent) (CP-2 A-1)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	20	20	100.00%
Aug-00	18	19	94.74%
Sep-00	14	15	93.33%
Oct-00	21	24	87.50%
Nov-00	14	15	93.33%
Dec-00	2	2	100.00%
Jan-01	1	1	100.00%
Feb-01	6	6	100.00%
Mar-01	3	3	100.00%
Apr-01			
May-01			
Jun-01			



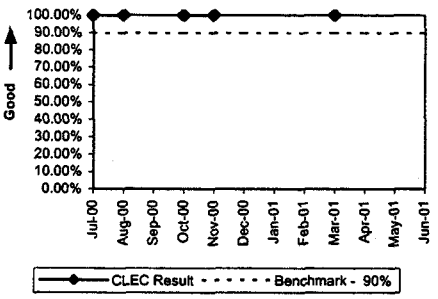
Feasibility Study Commitments Met (Percent) (CP-4 A-1)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1	3	33.33%
Aug-00	10	10	100.00%
Sep-00	7	7	100.00%
Oct-00	19	19	100.00%
Nov-00	3	3	100.00%
Dec-00			
Jan-01			
Feb-01	5	5	100.00%
Mar-01	9	9	100.00%
Apr-01			
May-01			
Jun-01			



Quote Commitments Met (Percent) (CP-6 A-1)

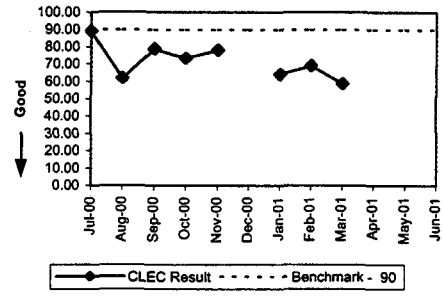
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1	1	100.00%
Aug-00	1	1	100.00%
Sep-00			
Oct-00	4	4	100.00%
Nov-00	3	3	100.00%
Dec-00			
Jan-01			
Feb-01			
Mar-01	1	1	100.00%
Apr-01			
May-01			
Jun-01			



Checklist #1 - Collocation - Virtual, Physical Caged, and Shared (Augment) (Pre-Process Change)

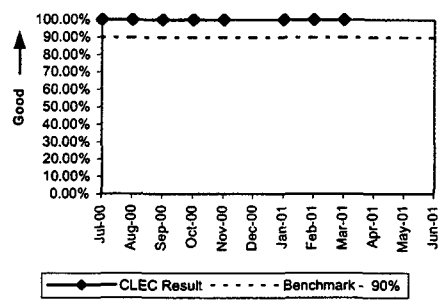
Installation Interval (Average Days) (CP-1 A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	356	4	89.00
Aug-00	309	5	61.80
Sep-00	473	6	78.83
Oct-00	1394	19	73.37
Nov-00	702	9	78.00
Dec-00			
Jan-01	640	10	64.00
Feb-01	483	7	69.00
Mar-01	410	7	58.57
Apr-01			
May-01			
Jun-01			



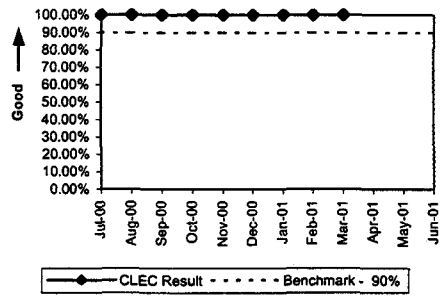
Installation Commitments Met (Percent) (CP-2 A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	4	4	100.00%
Aug-00	5	5	100.00%
Sep-00	6	6	100.00%
Oct-00	22	22	100.00%
Nov-00	13	13	100.00%
Dec-00			
Jan-01	10	10	100.00%
Feb-01	8	8	100.00%
Mar-01	7	7	100.00%
Apr-01			
May-01			
Jun-01			



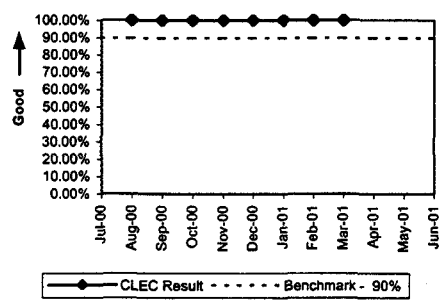
Feasibility Study Commitments Met (Percent) (CP-4 A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	4	4	100.00%
Aug-00	3	3	100.00%
Sep-00	13	13	100.00%
Oct-00	5	5	100.00%
Nov-00	12	12	100.00%
Dec-00	12	12	100.00%
Jan-01	4	4	100.00%
Feb-01	2	2	100.00%
Mar-01	4	4	100.00%
Apr-01			
May-01			
Jun-01			



Quote Commitments Met (Percent) (CP-6 A-2)

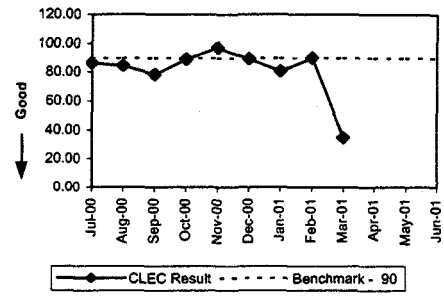
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00	5	5	100.00%
Sep-00	2	2	100.00%
Oct-00	15	15	100.00%
Nov-00	3	3	100.00%
Dec-00	14	14	100.00%
Jan-01	12	12	100.00%
Feb-01	4	4	100.00%
Mar-01	2	2	100.00%
Apr-01			
May-01			
Jun-01			



Checklist #1 - Collocation - Cageless (New) (Pre-Process Change)

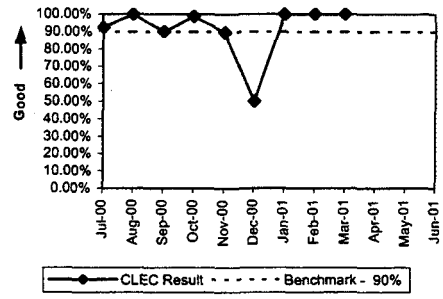
Installation Interval (Average Days) (CP-1 B-1)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1123	13	86.38
Aug-00	591	7	84.43
Sep-00	785	10	78.50
Oct-00	5169	58	89.12
Nov-00	1262	13	97.08
Dec-00	357	4	89.25
Jan-01	242	3	80.67
Feb-01	90	1	90.00
Mar-01	313	9	34.78
Apr-01			
May-01			
Jun-01			



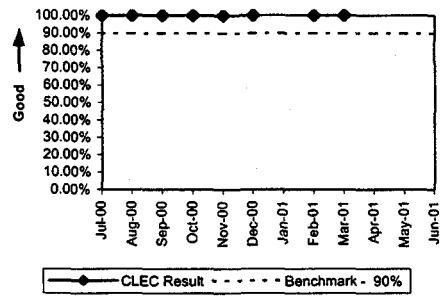
Installation Commitments Met (Percent) (CP-2 B-1)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	12	13	92.31%
Aug-00	7	7	100.00%
Sep-00	9	10	90.00%
Oct-00	71	72	98.61%
Nov-00	17	19	89.47%
Dec-00	2	4	50.00%
Jan-01	3	3	100.00%
Feb-01	4	4	100.00%
Mar-01	10	10	100.00%
Apr-01			
May-01			
Jun-01			



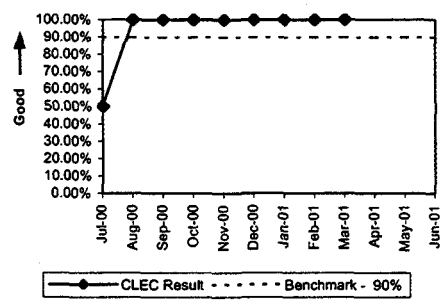
Feasibility Study Commitments Met (Percent) (CP-4 B-1)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1	1	100.00%
Aug-00	12	12	100.00%
Sep-00	2	2	100.00%
Oct-00	17	17	100.00%
Nov-00	6	6	100.00%
Dec-00	20	20	100.00%
Jan-01			
Feb-01	2	2	100.00%
Mar-01	5	5	100.00%
Apr-01			
May-01			
Jun-01			



Quote Commitments Met (Percent) (CP-6 B-1)

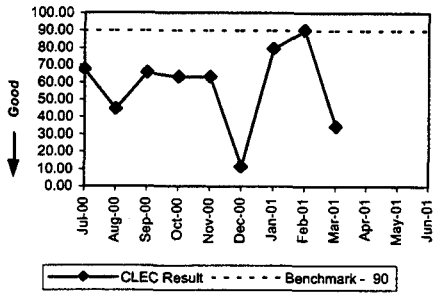
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1	2	50.00%
Aug-00	7	7	100.00%
Sep-00	7	7	100.00%
Oct-00	2	2	100.00%
Nov-00	27	27	100.00%
Dec-00	5	5	100.00%
Jan-01	14	14	100.00%
Feb-01	2	2	100.00%
Mar-01	1	1	100.00%
Apr-01			
May-01			
Jun-01			



Checklist #1 - Collocation - Cageless (Augment) (Pre-Process Change)

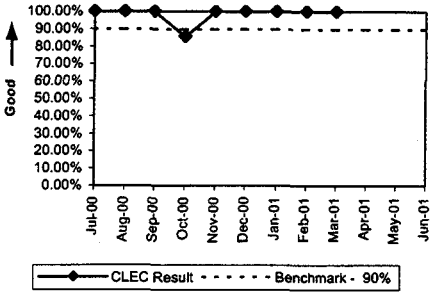
Installation Interval (Average Days) (CP-1 B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	406	6	67.67
Aug-00	1427	32	44.59
Sep-00	394	6	65.67
Oct-00	315	5	63.00
Nov-00	126	2	63.00
Dec-00	34	3	11.33
Jan-01	2861	36	79.47
Feb-01	180	2	90.00
Mar-01	69	2	34.50
Apr-01			
May-01			
Jun-01			



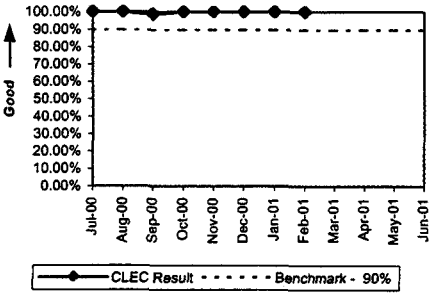
Installation Commitments Met (Percent) (CP-2 B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	6	6	100.00%
Aug-00	33	33	100.00%
Sep-00	6	6	100.00%
Oct-00	6	7	85.71%
Nov-00	8	8	100.00%
Dec-00	6	6	100.00%
Jan-01	37	37	100.00%
Feb-01	2	2	100.00%
Mar-01	2	2	100.00%
Apr-01			
May-01			
Jun-01			



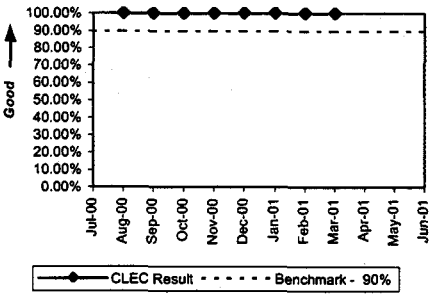
Feasibility Study Commitments Met (Percent) (CP-4 B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1	1	100.00%
Aug-00	2	2	100.00%
Sep-00	68	69	98.55%
Oct-00	6	6	100.00%
Nov-00	6	6	100.00%
Dec-00	9	9	100.00%
Jan-01	3	3	100.00%
Feb-01	1	1	100.00%
Mar-01			
Apr-01			
May-01			
Jun-01			



Quote Commitments Met (Percent) (CP-6 B-2)

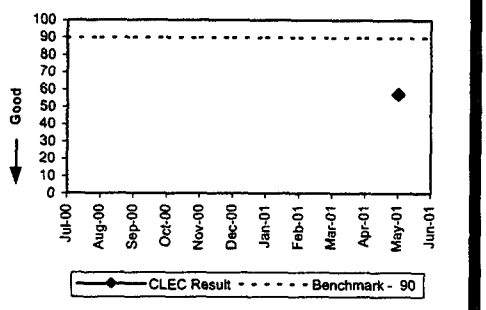
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00	1	1	100.00%
Sep-00	2	2	100.00%
Oct-00	72	72	100.00%
Nov-00	4	4	100.00%
Dec-00	5	5	100.00%
Jan-01	11	11	100.00%
Feb-01	2	2	100.00%
Mar-01	1	1	100.00%
Apr-01			
May-01			
Jun-01			



Checklist #1 - Collocation

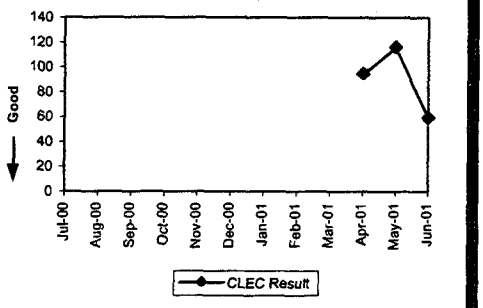
Scheduled Interval 90 Calender Days or Less (Average Days) (CP-1A)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01	57	1	57.00	
Jun-01				



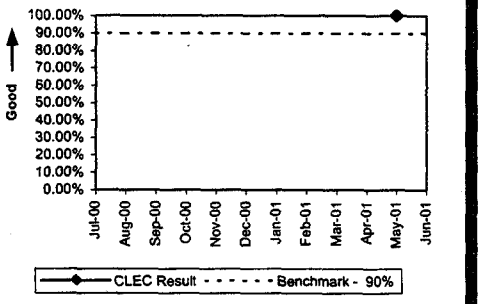
Scheduled Interval 121 to 150 Calendar Days (Average Days) (CP-1C)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	474	5	94.80	15.30
May-01	116	1	116.00	
Jun-01	178	3	59.33	14.57



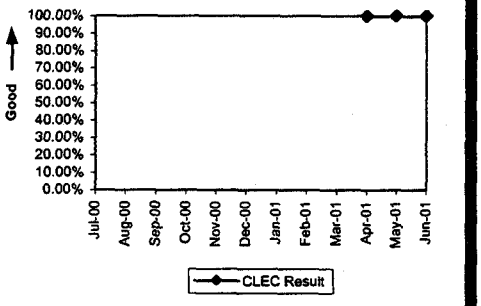
Non-Forcasted & Late Collocations (Percent) (CP-2B)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01	1	1	100.00%	0.00%
Jun-01				



Collocations with Intervals Longer than 120 Days (Percent) (CP-2C)

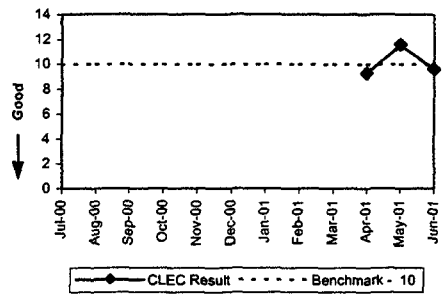
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	18	18	100.00%	0.00%
May-01	8	8	100.00%	0.00%
Jun-01	4	4	100.00%	0.00%



Checklist #1 - Collocation

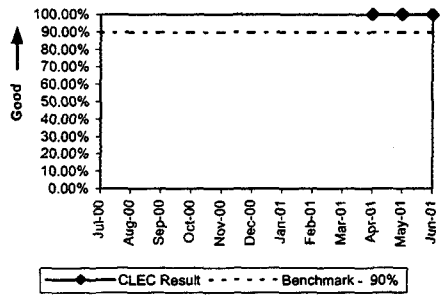
Collocation Feasibility Study Interval (Average Days) (CP-3)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	37	4	9.25	0.96
May-01	104	9	11.56	1.88
Jun-01	77	8	9.62	0.74



Collocation Feasibility Study Commitments Met (Percent) (CP-4)

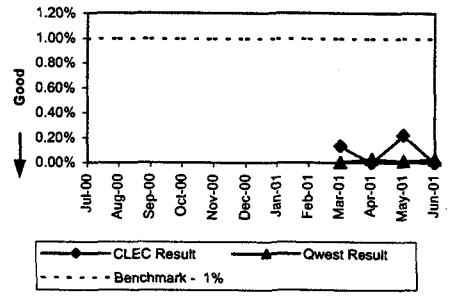
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	4	4	100.00%	0.00%
May-01	4	9	100.00%	0.00%
Jun-01	7	8	100.00%	0.00%



Checklist #1 - Trunk Blocking

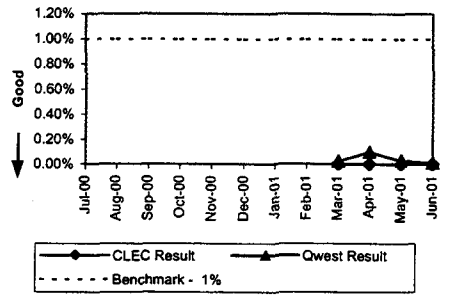
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1A)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	24.85	18504	0.13%	0.36%	1.73	31717	0.01%	444.84	269.44
Apr-01	0	18072	0.00%	0.00%	9.81	31981	0.03%	-11.06	-7.73
May-01	43.22	19680	0.22%	1.57%	4.93	32101	0.02%	192.37	115.95
Jun-01	0.23	21624	0.00%	0.03%	9.29	32605	0.03%	-15.94	-10.69



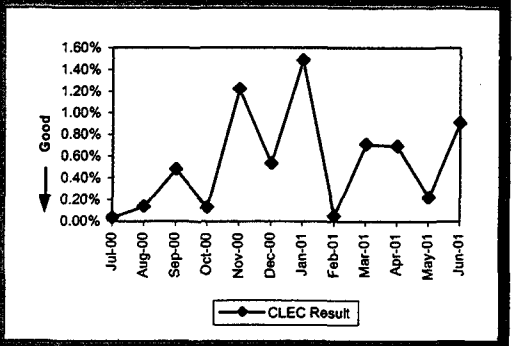
Trunk Blockage to Qwest End Offices (Percent) (NI-1B)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	0	5352	0.00%	0.00%	14.07	59324	0.02%	-9.5	-6.78
Apr-01	0	5136	0.00%	0.00%	58.52	59900	0.10%	-11.22	-7.82
May-01	0	5256	0.00%	0.00%	16.9	60260	0.03%	-6.04	-4.67
Jun-01	0	6192	0.00%	0.00%	5.93	63092	0.01%	-6.96	-5.23

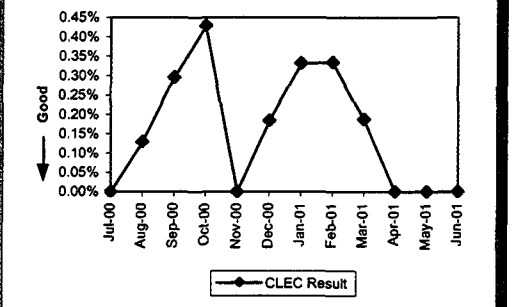


Checklist #1 - Trunk Blocking

Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C)				
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	5.14	15384	0.03%	0.50%
Aug-00	22.07	16128	0.14%	0.62%
Sep-00	80.35	16752	0.48%	3.29%
Oct-00	21.84	17160	0.13%	0.41%
Nov-00	208.93	17136	1.22%	4.61%
Dec-00	103.49	19392	0.53%	2.42%
Jan-01	291.74	19656	1.48%	6.49%
Feb-01	9.78	19128	0.05%	0.31%
Mar-01	133.02	18696	0.71%	5.68%
Apr-01	126.03	18264	0.69%	6.69%
May-01	43.22	19680	0.22%	1.57%
Jun-01	199.95	21984	0.91%	7.96%



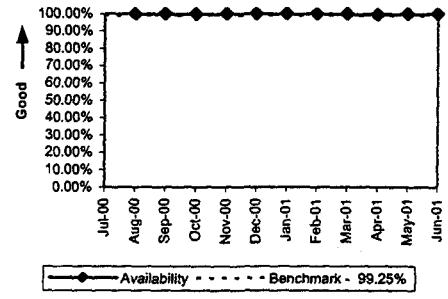
Trunk Blockage to Qwest End Offices (Percent) (NI-1D)				
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	0	1872	0.00%	0.00%
Aug-00	2.45	1896	0.13%	0.42%
Sep-00	8.08	2736	0.30%	1.15%
Oct-00	14.58	3408	0.43%	1.88%
Nov-00	0	3816	0.00%	0.00%
Dec-00	7.09	3864	0.18%	0.76%
Jan-01	16.97	5112	0.33%	3.10%
Feb-01	17.72	5304	0.33%	3.14%
Mar-01	10.14	5400	0.19%	1.98%
Apr-01	0	5136	0.00%	0.00%
May-01	0	5256	0.00%	0.00%
Jun-01	0	6192	0.00%	0.00%



Checklist #2 - Gateway Availability

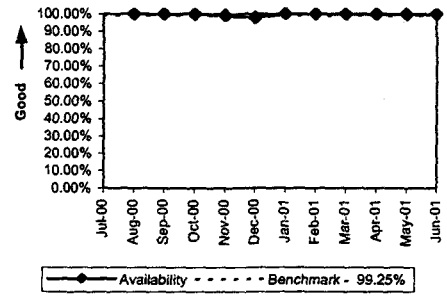
Gateway Availability - IMA-GUI (Percent) All (GA-1 A)

Date	Availability
Jul-00	
Aug-00	99.67%
Sep-00	99.93%
Oct-00	99.81%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.98%
Apr-01	99.49%
May-01	100.00%
Jun-01	100.00%



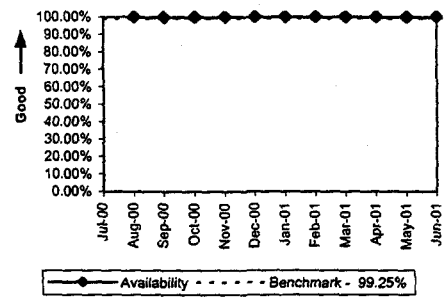
Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1 B)

Date	Availability
Jul-00	
Aug-00	100.00%
Sep-00	100.00%
Oct-00	100.00%
Nov-00	99.16%
Dec-00	97.83%
Jan-01	99.94%
Feb-01	100.00%
Mar-01	100.00%
Apr-01	100.00%
May-01	99.78%
Jun-01	100.00%



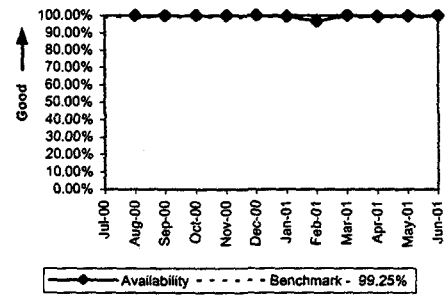
Gateway Availability - IMA-GUI (Percent) Data Arbiter (GA-1 C)

Date	Availability
Jul-00	
Aug-00	99.96%
Sep-00	99.67%
Oct-00	99.91%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.98%
Apr-01	100.00%
May-01	99.91%
Jun-01	100.00%



Gateway Availability - IMA-EDI (Percent) Default (GA-2)

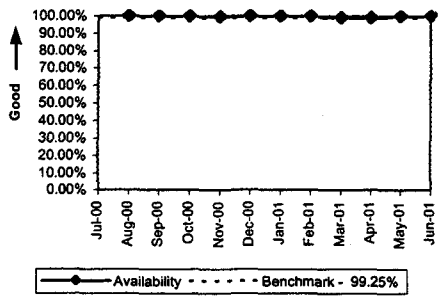
Date	Availability
Jul-00	
Aug-00	99.79%
Sep-00	100.00%
Oct-00	100.00%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	99.25%
Feb-01	96.54%
Mar-01	100.00%
Apr-01	99.30%
May-01	99.69%
Jun-01	100.00%



Checklist #2 - Gateway Availability

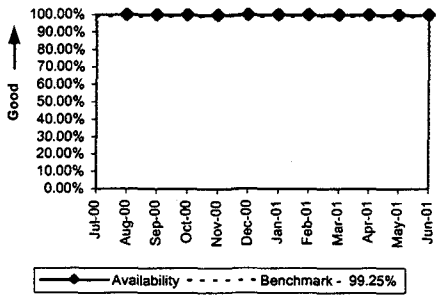
Gateway Availability - EB-TA (Percent) Default (GA-3)

Date	Availability
Jul-00	
Aug-00	100.00%
Sep-00	100.00%
Oct-00	100.00%
Nov-00	99.72%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.17%
Apr-01	99.20%
May-01	100.00%
Jun-01	100.00%



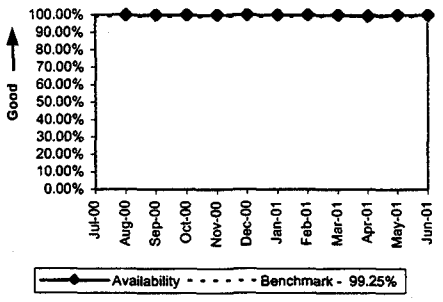
Gateway Availability - EXACT (Percent) Default (GA-4)

Date	Availability
Jul-00	
Aug-00	100.00%
Sep-00	100.00%
Oct-00	100.00%
Nov-00	99.77%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	99.96%
Mar-01	100.00%
Apr-01	100.00%
May-01	100.00%
Jun-01	100.00%



Gateway Availability - GUI - Repair (Percent) Default (GA-6)

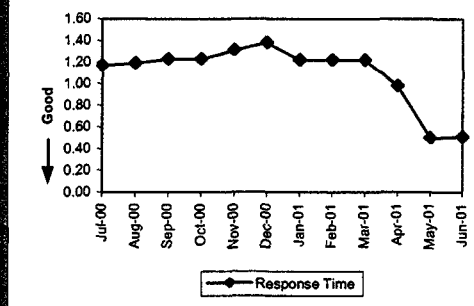
Date	Availability
Jul-00	
Aug-00	99.78%
Sep-00	100.00%
Oct-00	99.95%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.99%
Apr-01	99.24%
May-01	100.00%
Jun-01	99.92%



Checklist #2 - Preorder Response Times - IMA

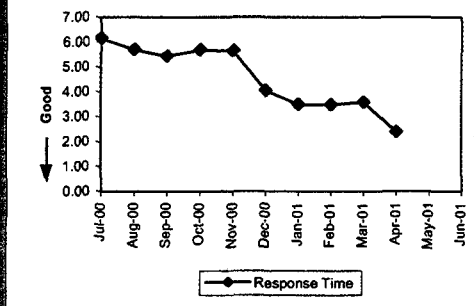
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1 A-1(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	788.58	674	1.17	0.01
Aug-00	906.78	762	1.19	0.05
Sep-00	784.74	638	1.23	0.01
Oct-00	1073.79	873	1.23	0.01
Nov-00	1101.71	841	1.31	0.33
Dec-00	1512.48	1096	1.38	0.37
Jan-01	2176.48	1784	1.22	0.01
Feb-01	1939.8	1590	1.22	0.01
Mar-01	2069.12	1696	1.22	0.01
Apr-01	1538.6	1570	0.98	0.35
May-01	1007.5	2015	0.50	0.09
Jun-01	964.92	1892	0.51	0.14



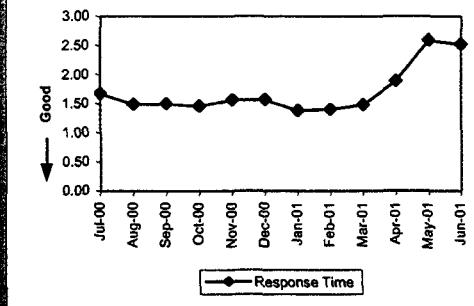
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response (PO-1 A-1(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	4145.1	674	6.15	2.36
Aug-00	4343.4	762	5.70	3.26
Sep-00	3470.72	638	5.44	2.52
Oct-00	4967.37	873	5.69	4.24
Nov-00	4760.06	841	5.66	3.03
Dec-00	4449.76	1096	4.06	2.04
Jan-01	6244	1784	3.50	1.36
Feb-01	5549.1	1590	3.49	1.03
Mar-01	6071.68	1696	3.58	1.54
Apr-01	3768	1570	2.40	2.00
May-01				
Jun-01				



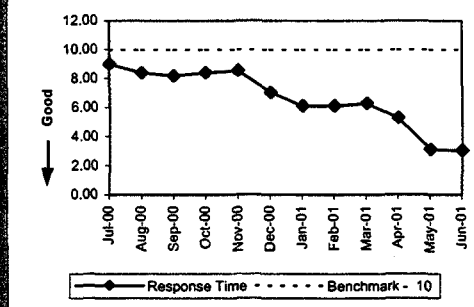
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Accept (PO-1 A-1(c))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	1125.58	674	1.67	1.35
Aug-00	1135.38	762	1.49	0.65
Sep-00	957	638	1.50	1.04
Oct-00	1274.58	873	1.46	0.75
Nov-00	1311.96	841	1.56	1.08
Dec-00	1720.72	1096	1.57	1.23
Jan-01	2461.92	1784	1.38	0.57
Feb-01	2226	1590	1.40	0.74
Mar-01	2510.08	1696	1.48	1.41
Apr-01	2967.3	1570	1.89	1.45
May-01	5218.85	2015	2.59	2.18
Jun-01	4767.84	1892	2.52	0.96



Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1 A-1 Total)

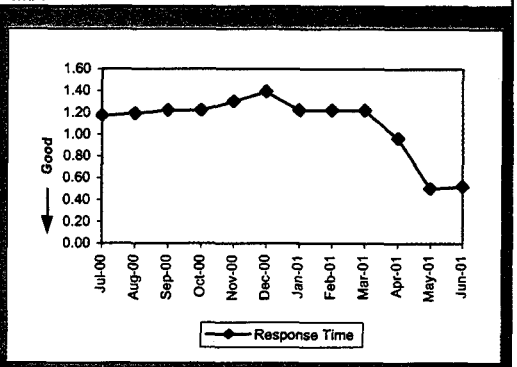
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	6059.26	674	8.99	
Aug-00	6385.56	762	8.38	
Sep-00	5212.46	638	8.17	
Oct-00	7315.74	873	8.38	
Nov-00	7173.73	841	8.53	
Dec-00	7682.96	1096	7.01	
Jan-01	10882.4	1784	6.10	
Feb-01	9714.9	1590	6.11	
Mar-01	10650.88	1696	6.28	
Apr-01	8273.9	1570	5.27	
May-01	6226.35	2015	3.09	
Jun-01	5732.76	1892	3.03	



Checklist #2 - Preorder Response Times - IMA

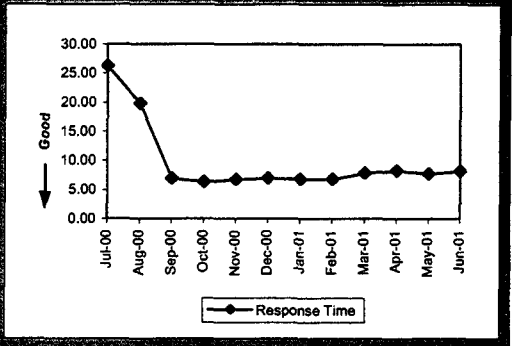
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Request (PO-1 A-2(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	857.61	733	1.17	0.01
Aug-00	1010.31	849	1.19	0.04
Sep-00	980.88	804	1.22	0.03
Oct-00	1313.94	1077	1.22	0.01
Nov-00	1328.6	1022	1.30	0.32
Dec-00	1758.35	1265	1.39	0.37
Jan-01	2780.38	2279	1.22	0.01
Feb-01	2455.86	2013	1.22	0.01
Mar-01	2605.92	2136	1.22	0.01
Apr-01	1923.84	2004	0.96	0.37
May-01	1436.5	2873	0.50	0.08
Jun-01	1469	2825	0.52	0.19



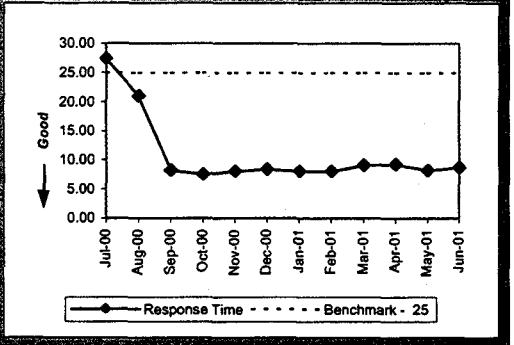
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1 A-2(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	19233.92	733	26.24	4.67
Aug-00	16793.22	849	19.78	9.41
Sep-00	5595.84	804	6.96	2.40
Oct-00	6817.41	1077	6.33	1.62
Nov-00	6898.5	1022	6.75	2.00
Dec-00	8829.7	1265	6.98	4.00
Jan-01	15542.78	2279	6.82	1.72
Feb-01	13688.4	2013	6.80	2.48
Mar-01	16767.6	2136	7.85	3.17
Apr-01	16573.08	2004	8.27	3.18
May-01	22150.83	2873	7.71	1.82
Jun-01	23052	2825	8.16	2.59



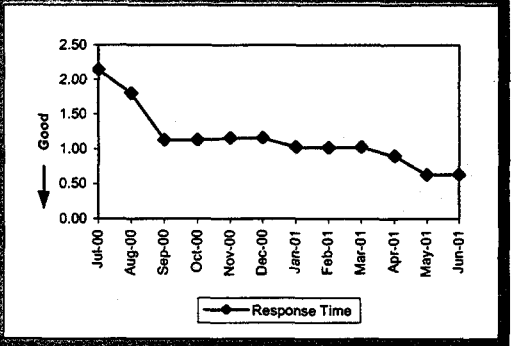
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Aggregate (PO-1 A-2 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	20091.53	733	27.41	
Aug-00	17803.53	849	20.97	
Sep-00	6576.72	804	8.18	
Oct-00	8131.35	1077	7.55	
Nov-00	8227.1	1022	8.05	
Dec-00	10588.05	1265	8.37	
Jan-01	18323.16	2279	8.04	
Feb-01	16144.26	2013	8.02	
Mar-01	19373.52	2136	9.07	
Apr-01	18496.92	2004	9.23	
May-01	23587.33	2873	8.21	
Jun-01	24521	2825	8.68	



Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1 A-3(a))

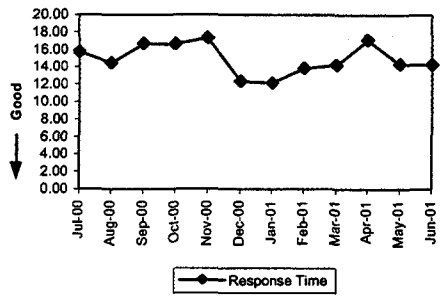
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	348.82	163	2.14	0.01
Aug-00	345.6	192	1.80	0.48
Sep-00	183.06	162	1.13	0.02
Oct-00	268.94	238	1.13	0.01
Nov-00	283.04	244	1.16	0.25
Dec-00	445.44	384	1.16	0.34
Jan-01	451.14	438	1.03	0.05
Feb-01	409.02	401	1.02	0.01
Mar-01	473.8	460	1.03	0.05
Apr-01	378	420	0.90	0.22
May-01	298.62	474	0.63	0.44
Jun-01	272.16	432	0.63	0.13



Checklist #2 - Preorder Response Times - IMA

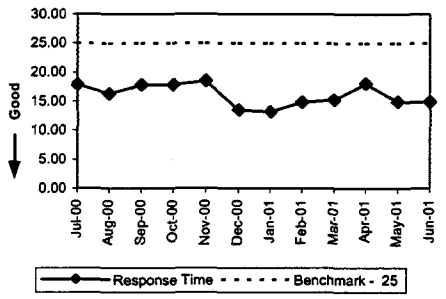
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Response (PO-1 A-3(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	2560.73	163	15.71	8.11
Aug-00	2778.24	192	14.47	3.19
Sep-00	2703.78	162	16.69	8.73
Oct-00	3962.7	238	16.65	4.94
Nov-00	4230.96	244	17.34	4.58
Dec-00	4738.56	384	12.34	3.73
Jan-01	5326.08	438	12.16	5.38
Feb-01	5545.83	401	13.83	2.75
Mar-01	6545.8	460	14.23	10.50
Apr-01	7198.8	420	17.14	10.11
May-01	6797.16	474	14.34	2.95
Jun-01	6156	432	14.25	5.95



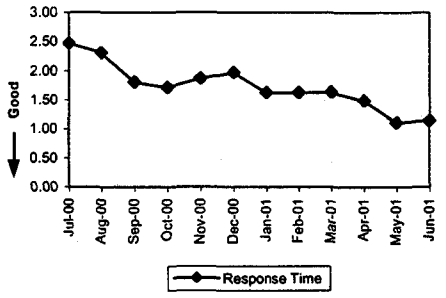
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1 A-3 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	2909.55	163	17.85	
Aug-00	3123.84	192	16.27	
Sep-00	2886.84	162	17.82	
Oct-00	4231.64	238	17.78	
Nov-00	4514	244	18.50	
Dec-00	5184	384	13.50	
Jan-01	5777.22	438	13.19	
Feb-01	5954.85	401	14.85	
Mar-01	7019.6	460	15.26	
Apr-01	7576.8	420	18.04	
May-01	7095.78	474	14.97	
Jun-01	6428.16	432	14.88	



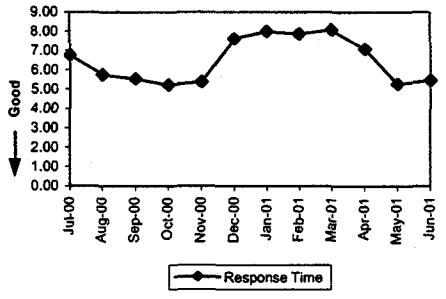
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Request (PO-1 A-4(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	3307.33	1339	2.47	0.13
Aug-00	3550.47	1537	2.31	0.40
Sep-00	2302.32	1272	1.81	0.50
Oct-00	3030.64	1762	1.72	0.46
Nov-00	3182.74	1702	1.87	0.69
Dec-00	4456.14	2262	1.97	0.73
Jan-01	5763.68	3536	1.63	0.28
Feb-01	5157.32	3164	1.63	0.28
Mar-01	5971.24	3641	1.64	0.30
Apr-01	5058.55	3395	1.49	0.39
May-01	4642.02	4182	1.11	0.17
Jun-01	4594.2	4030	1.14	0.25



Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1 A-4(b))

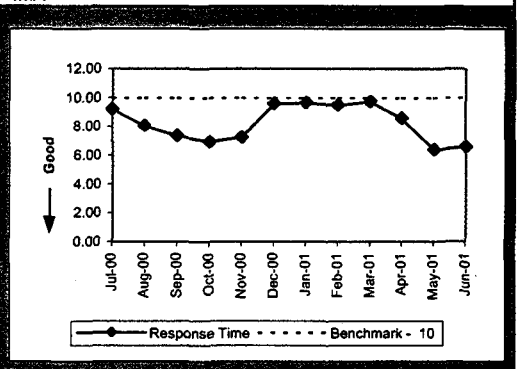
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	9018	1336	6.75	5.06
Aug-00	8822.38	1537	5.74	1.64
Sep-00	7059.6	1272	5.55	6.36
Oct-00	9180.02	1762	5.21	2.17
Nov-00	9139.74	1702	5.37	6.46
Dec-00	17213.82	2262	7.61	2.75
Jan-01	28323.36	3536	8.01	2.77
Feb-01	24900.68	3164	7.87	2.62
Mar-01	29419.28	3641	8.08	3.54
Apr-01	24070.55	3395	7.09	4.52
May-01	22039.14	4182	5.27	2.90
Jun-01	21963.5	4030	5.45	3.19



Checklist #2 - Preorder Response Times - IMA

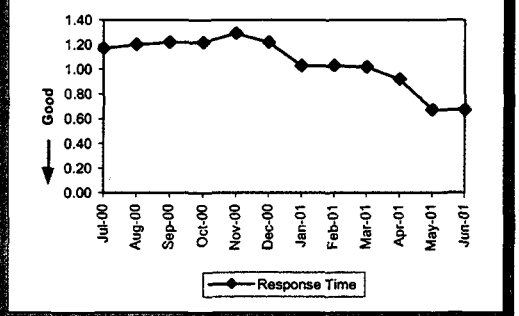
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Aggregate (PO-1 A-4 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	12325.33	1339	9.20	
Aug-00	12372.85	1537	8.05	
Sep-00	9361.92	1272	7.36	
Oct-00	12210.66	1762	6.93	
Nov-00	12322.48	1702	7.24	
Dec-00	21669.96	2262	9.58	
Jan-01	34087.04	3536	9.64	
Feb-01	30058	3164	9.50	
Mar-01	35390.52	3641	9.72	
Apr-01	29129.1	3395	8.58	
May-01	26681.16	4182	6.38	
Jun-01	26557.7	4030	6.59	



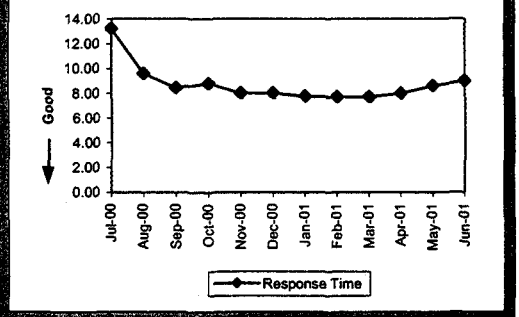
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1 A-5(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	190.71	163	1.17	0.01
Aug-00	229.2	191	1.20	0.15
Sep-00	190.32	156	1.22	0.01
Oct-00	257.42	211	1.22	0.01
Nov-00	308.31	239	1.29	0.27
Dec-00	433.1	355	1.22	0.43
Jan-01	379.04	368	1.03	0.15
Feb-01	381.1	370	1.03	0.12
Mar-01	467.16	458	1.02	0.07
Apr-01	385.48	419	0.92	0.26
May-01	298.82	446	0.67	0.08
Jun-01	284.75	425	0.67	0.12



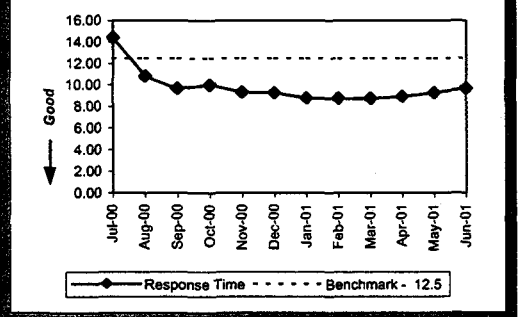
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1 A-5(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	2159.75	163	13.25	9.82
Aug-00	1835.51	191	9.61	6.68
Sep-00	1319.76	156	8.46	6.82
Oct-00	1856.8	211	8.80	5.22
Nov-00	1916.78	239	8.02	3.65
Dec-00	2850.65	355	8.03	2.51
Jan-01	2852	368	7.75	2.44
Feb-01	2852.7	370	7.71	2.29
Mar-01	3526.6	458	7.70	1.92
Apr-01	3356.19	419	8.01	3.05
May-01	3826.68	446	8.58	2.78
Jun-01	3812.25	425	8.97	2.39



Pre-Order Response Times (Get CSR) (Avg Sec) IMA Aggregate (PO-1 A-5 Total)

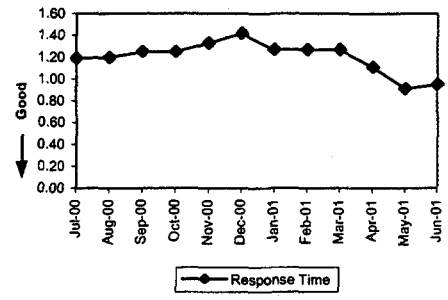
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	2350.46	163	14.42	
Aug-00	2064.71	191	10.81	
Sep-00	1510.08	156	9.68	
Oct-00	2114.22	211	10.02	
Nov-00	2225.09	239	9.31	
Dec-00	3283.75	355	9.25	
Jan-01	3231.04	368	8.78	
Feb-01	3233.8	370	8.74	
Mar-01	3993.76	458	8.72	
Apr-01	3741.67	419	8.93	
May-01	4125.5	446	9.25	
Jun-01	4097	425	9.64	



Checklist #2 - Preorder Response Times - IMA

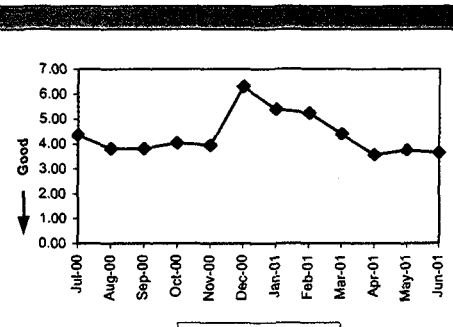
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Request (PO-1 A-6(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	589.05	495	1.19	0.11
Aug-00	679.2	566	1.20	0.06
Sep-00	592.5	474	1.25	0.01
Oct-00	820	656	1.25	0.01
Nov-00	829.92	624	1.33	0.35
Dec-00	1208.42	851	1.42	0.36
Jan-01	1722.12	1356	1.27	0.01
Feb-01	1487.17	1171	1.27	0.01
Mar-01	1744.98	1374	1.27	0.01
Apr-01	2738.37	2467	1.11	0.28
May-01	5862.22	6442	0.91	0.18
Jun-01	6193.05	6519	0.95	0.18



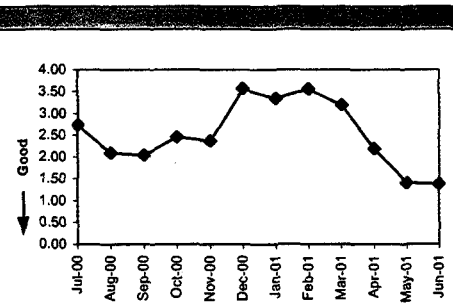
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1 A-6(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	2163.15	495	4.37	4.60
Aug-00	2162.12	566	3.82	1.89
Sep-00	1805.94	474	3.81	1.62
Oct-00	2650.24	656	4.04	1.69
Nov-00	2464.8	624	3.95	1.40
Dec-00	5369.81	851	6.31	3.92
Jan-01	7308.84	1356	5.39	2.16
Feb-01	6136.04	1171	5.24	2.23
Mar-01	6045.6	1374	4.40	2.52
Apr-01	8807.19	2467	3.57	2.44
May-01	24157.5	6442	3.75	2.10
Jun-01	23729.16	6519	3.64	1.95



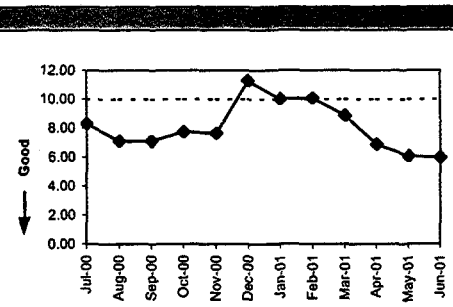
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1 A-6(c))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	1356.3	495	2.74	3.64
Aug-00	1182.94	566	2.09	0.62
Sep-00	966.96	474	2.04	1.92
Oct-00	1613.76	656	2.46	1.26
Nov-00	1478.88	624	2.37	0.87
Dec-00	3038.07	851	3.57	3.52
Jan-01	4529.04	1356	3.34	2.20
Feb-01	4168.76	1171	3.56	0.89
Mar-01	4383.06	1374	3.19	1.55
Apr-01	5402.73	2467	2.19	1.81
May-01	9018.8	6442	1.40	1.35
Jun-01	8931.03	6519	1.37	1.79



Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1 A-6 Total)

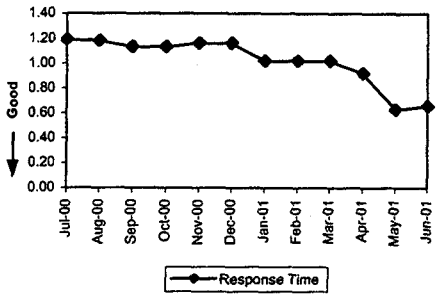
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	4108.5	495	8.30	
Aug-00	4024.26	566	7.11	
Sep-00	3365.4	474	7.10	
Oct-00	5084	656	7.75	
Nov-00	4773.6	624	7.65	
Dec-00	9616.3	851	11.30	
Jan-01	13560	1356	10.00	
Feb-01	11791.97	1171	10.07	
Mar-01	12173.64	1374	8.86	
Apr-01	16948.29	2467	6.87	
May-01	39038.52	6442	6.06	
Jun-01	38853.24	6519	5.96	



Checklist #2 - Preorder Response Times - IMA

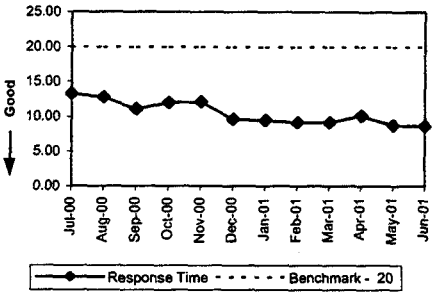
Pre-Order Response Times (ADSL Loop Qualification) (Avg Sec) IMA Request (PO-1 A-7(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	389.13	327	1.19	0.19
Aug-00	442.5	375	1.18	0.20
Sep-00	163.85	145	1.13	0.02
Oct-00	272.33	241	1.13	0.01
Nov-00	287.68	248	1.16	0.26
Dec-00	393.24	339	1.16	0.36
Jan-01	415.14	407	1.02	0.01
Feb-01	365.16	358	1.02	0.01
Mar-01	440.64	432	1.02	0.01
Apr-01	356.96	388	0.92	0.21
May-01	253.26	402	0.63	0.07
Jun-01	246.18	373	0.66	0.26



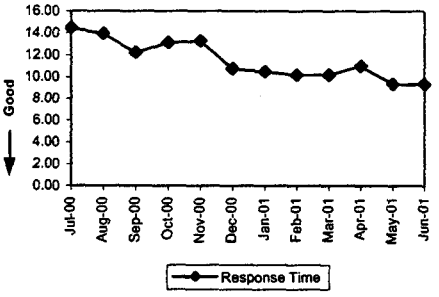
Pre-Order Response Times (ADSL Loop Qualification) (Avg Sec) IMA Response (PO-1 A-7(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	4349.1	327	13.30	7.17
Aug-00	4785	375	12.76	4.80
Sep-00	1606.6	145	11.08	8.27
Oct-00	2889.59	241	11.99	8.68
Nov-00	3005.76	248	12.12	3.34
Dec-00	3251.01	339	9.59	2.84
Jan-01	3854.29	407	9.47	3.82
Feb-01	3286.44	358	9.18	2.57
Mar-01	3965.76	432	9.18	3.93
Apr-01	3918.8	388	10.10	6.25
May-01	3509.46	402	8.73	1.60
Jun-01	3230.18	373	8.66	2.13



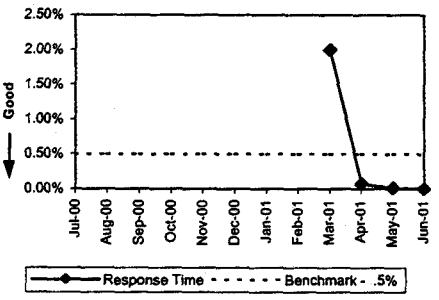
e-Order Response Times (ADSL Loop Qualification) (Avg Sec) IMA Aggregate (PO-1 A-7 Total

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	4738.23	327	14.49	
Aug-00	5227.5	375	13.94	
Sep-00	1770.45	145	12.21	
Oct-00	3161.92	241	13.12	
Nov-00	3293.44	248	13.28	
Dec-00	3644.25	339	10.75	
Jan-01	4269.43	407	10.49	
Feb-01	3651.6	358	10.20	
Mar-01	4406.4	432	10.20	
Apr-01	4275.76	388	11.02	
May-01	3762.72	402	9.36	
Jun-01	3476.36	373	9.32	



Pre-Order Response Times (Timeout) (Percent) IMA Total (PO-1C -1)

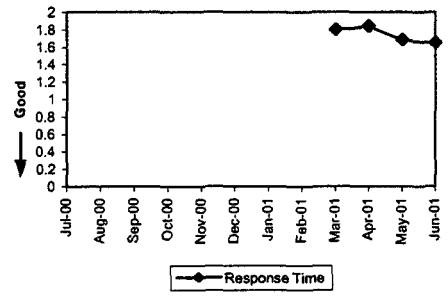
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	2	10199	2.00%	
Apr-01	8	10671	0.08%	
May-01	2	16836	0.01%	
Jun-01	0	16496	0.00%	



Checklist #2 - Preorder Response Times - IMA

Pre-Order Response Times (Rejected Query) (Avg Sec) IMA Total (PO-1D -1)

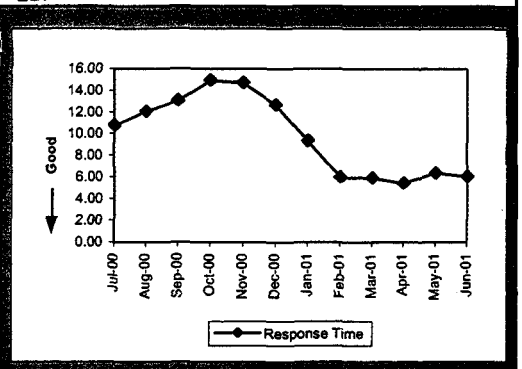
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	7252.2	4029	1.80	2.15
Apr-01	5945.04	3231	1.84	2.84
May-01	5614.56	3342	1.68	2.33
Jun-01	5515.95	3343	1.65	1.91



Checklist #2 - Preorder Response Times - EDI

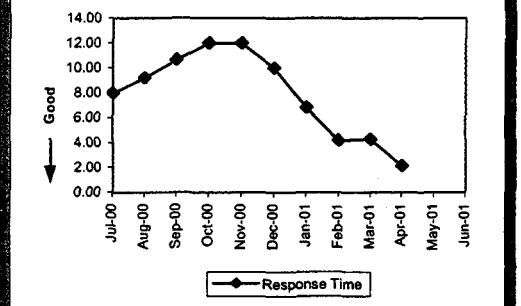
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1 B-1(a,b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	14742	1365	10.80	2.87
Aug-00	17938.8	1485	12.08	2.52
Sep-00	15017.43	1149	13.07	3.43
Oct-00	23740.6	1588	14.95	4.12
Nov-00	16515.84	1122	14.72	13.02
Dec-00	20968.85	1655	12.67	3.07
Jan-01	12963.6	1385	9.36	3.84
Feb-01	5978.02	998	5.99	2.97
Mar-01	8383.55	1409	5.95	1.69
Apr-01	13303.04	2432	5.47	2.57
May-01	23067.9	3610	6.39	8.55
Jun-01	18245.64	2996	6.09	9.64



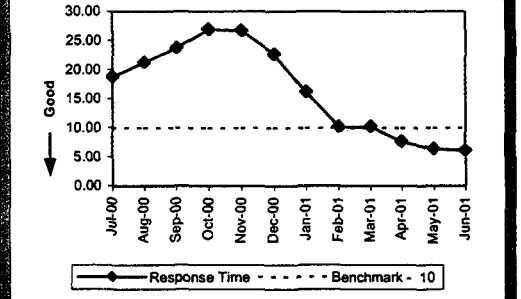
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Accept (PO-1 B-1(c))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	10879.05	1365	7.97	7.03
Aug-00	13676.85	1485	9.21	4.65
Sep-00	12236.85	1149	10.65	6.60
Oct-00	19056	1588	12.00	5.46
Nov-00	13464	1122	12.00	13.74
Dec-00	16566.55	1655	10.01	3.61
Jan-01	9459.55	1385	6.83	3.30
Feb-01	4181.62	998	4.19	1.97
Mar-01	6044.61	1409	4.29	1.62
Apr-01	5253.12	2432	2.16	2.34
May-01				
Jun-01				



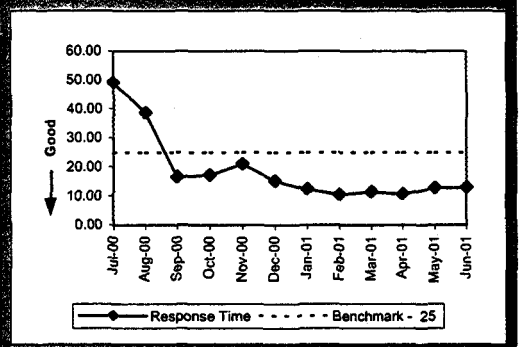
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Aggregate (PO-1 B-1 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	25621.05	1365	18.77	
Aug-00	31615.65	1485	21.29	
Sep-00	27254.28	1149	23.72	
Oct-00	42796.6	1588	26.95	
Nov-00	29979.84	1122	26.72	
Dec-00	37535.4	1655	22.68	
Jan-01	22423.15	1385	16.19	
Feb-01	10159.64	998	10.18	
Mar-01	14428.16	1409	10.24	
Apr-01	18556.16	2432	7.63	
May-01	23067.9	3610	6.39	
Jun-01	18245.64	2996	6.09	



Pre-Order Response Times (Service Availability) (Avg Sec) EDI Request/Response (PO-1 B-2)

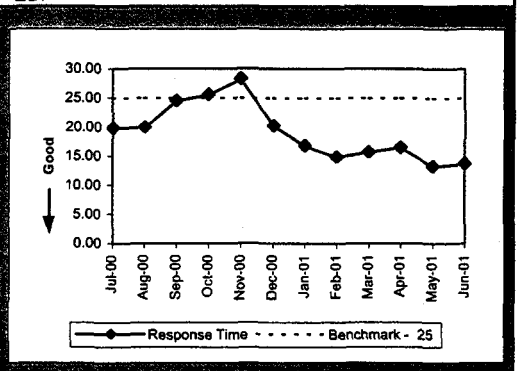
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	88359.92	1804	48.98	8.17
Aug-00	74671.65	1935	38.59	18.30
Sep-00	28081.92	1704	16.48	7.44
Oct-00	29787.87	1743	17.09	12.55
Nov-00	34190.4	1632	20.95	117.94
Dec-00	28361.47	1877	15.11	5.49
Jan-01	27676.35	2241	12.35	4.42
Feb-01	23098.4	2221	10.40	3.06
Mar-01	27222.1	2390	11.39	3.29
Apr-01	38209.53	3561	10.73	4.55
May-01	65686.08	5164	12.72	9.51
Jun-01	51713.2	4015	12.88	9.77



Checklist #2 - Preorder Response Times - EDI

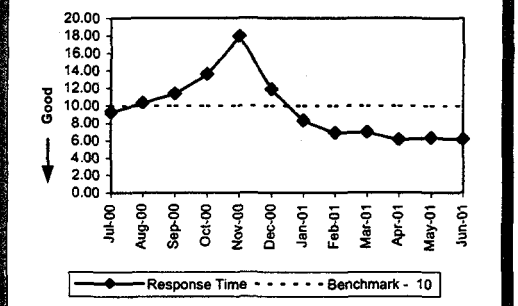
Pre-Order Response Times (Facility Check) (Avg Sec) EDI Request/Response (PO-1 B-3)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	4858.5	246	19.75	7.56
Aug-00	5284.1	265	19.94	4.37
Sep-00	6506.36	266	24.46	16.52
Oct-00	10526.6	412	25.55	8.81
Nov-00	10719.8	380	28.21	75.37
Dec-00	8771.14	434	20.21	8.28
Jan-01	7215.4	430	16.78	5.93
Feb-01	5940	400	14.85	4.46
Mar-01	6698.2	428	15.65	5.62
Apr-01	7238	440	16.45	13.57
May-01	7499.5	566	13.25	8.92
Jun-01	6530.72	476	13.72	11.39



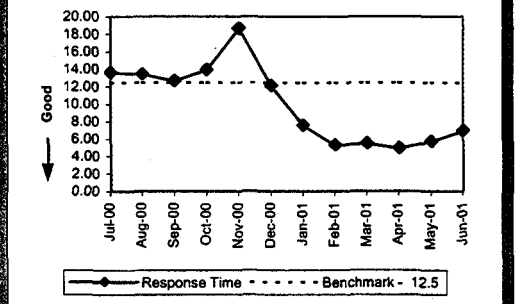
Pre-Order Response Times (Address Validation) (Avg Sec) EDI Request/Response (PO-1 B-4)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	17140.2	1855	9.24	4.95
Aug-00	20836.9	2023	10.30	2.23
Sep-00	23562.6	2076	11.35	7.68
Oct-00	42926.38	3161	13.58	6.10
Nov-00	52196.4	2916	17.90	78.21
Dec-00	39334.75	3325	11.83	6.16
Jan-01	33086.88	3996	8.28	3.38
Feb-01	27141.6	3945	6.88	3.79
Mar-01	29800.36	4294	6.94	3.55
Apr-01	32515.84	5348	6.08	4.76
May-01	49240.8	7816	6.30	8.72
Jun-01	39330.08	6416	6.13	8.97



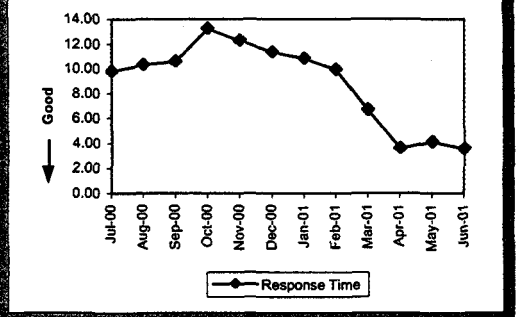
Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1 B-5)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	3187.08	234	13.62	8.33
Aug-00	3306.24	246	13.44	5.71
Sep-00	3380.22	267	12.66	5.77
Oct-00	5373.12	386	13.92	6.30
Nov-00	5449.8	293	18.60	151.52
Dec-00	4977.21	411	12.11	7.12
Jan-01	3379.32	447	7.56	3.63
Feb-01	2125.3	401	5.30	2.86
Mar-01	2338.05	429	5.45	1.89
Apr-01	1913.88	389	4.92	2.29
May-01	2709.36	477	5.68	6.55
Jun-01	2841.44	413	6.88	7.63



Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Request/Response (PO-1 B-6(a,b))

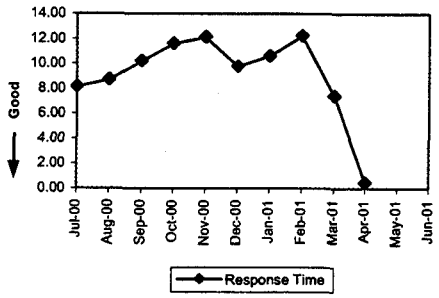
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	5433.45	555	9.79	3.38
Aug-00	7265.28	704	10.32	4.38
Sep-00	7497.72	708	10.59	3.88
Oct-00	12468.25	941	13.25	5.53
Nov-00	9345.08	761	12.28	9.81
Dec-00	11237.94	991	11.34	4.67
Jan-01	9205.5	850	10.83	4.09
Feb-01	5704	575	9.92	5.38
Mar-01	6235.08	932	6.69	3.80
Apr-01	34020.64	9424	3.61	4.72
May-01	111322.4	27020	4.12	7.37
Jun-01	81192.05	22871	3.55	6.70



Checklist #2 - Preorder Response Times - EDI

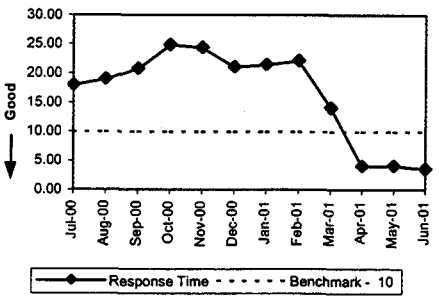
Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Accept (PO-1 B-6(c))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	4523.25	555	8.15	5.39
Aug-00	6117.76	704	8.69	1.80
Sep-00	7214.52	708	10.19	10.58
Oct-00	10915.6	941	11.60	5.23
Nov-00	9215.71	761	12.11	15.56
Dec-00	9662.25	991	9.75	3.57
Jan-01	9001.5	850	10.59	3.80
Feb-01	7015	575	12.20	4.74
Mar-01	6878.16	932	7.38	5.17
Apr-01	4335.04	9424	0.46	1.75
May-01				
Jun-01				



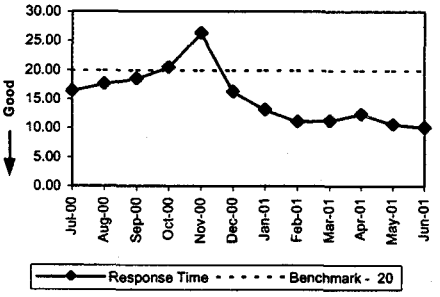
Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Aggregate (PO-1 B-6 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	9956.7	555	17.94	
Aug-00	13383.04	704	19.01	
Sep-00	14712.24	708	20.78	
Oct-00	23383.85	941	24.85	
Nov-00	18560.79	761	24.39	
Dec-00	20900.19	991	21.09	
Jan-01	18207	850	21.42	
Feb-01	12719	575	22.12	
Mar-01	13113.24	932	14.07	
Apr-01	38355.68	9424	4.07	
May-01	111322.4	27020	4.12	
Jun-01	81192.05	22871	3.55	



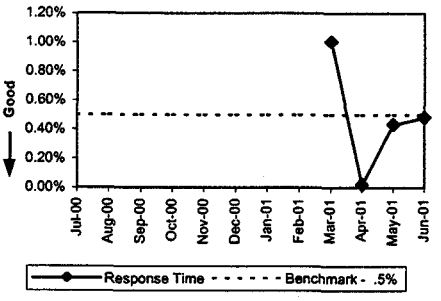
Order Response Times (ADSL Loop Qualification) (Avg Sec) EDI Request/Response (PO-1 B-

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00	5878.36	358	16.42	5.47
Aug-00	6834.73	389	17.57	5.04
Sep-00	4395.86	238	18.47	13.35
Oct-00	7655.78	374	20.47	7.98
Nov-00	9189.17	349	26.33	91.99
Dec-00	6397.44	392	16.32	4.26
Jan-01	5086.68	388	13.11	6.23
Feb-01	4077.37	367	11.11	2.88
Mar-01	4391.4	390	11.26	5.41
Apr-01	5208.17	419	12.43	10.69
May-01	5575.18	523	10.66	7.49
Jun-01	4145.1	410	10.11	13.92



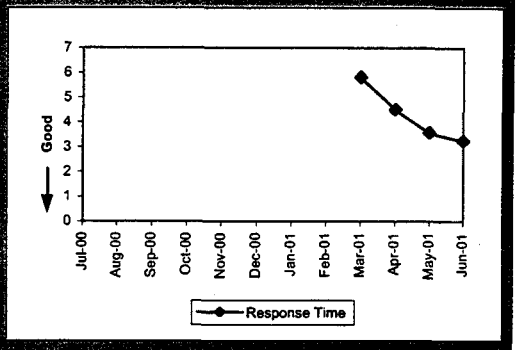
Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C -2)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	1	10273	1.00%	
Apr-01	4	22017	0.02%	
May-01	196	45372	0.43%	
Jun-01	181	37778	0.48%	



Checklist #2 - Preorder Response Times - EDI

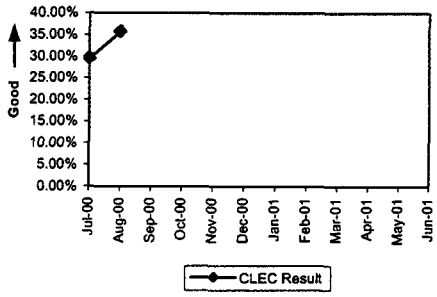
Pre-Order Response Times (Rejected Query) (Avg Sec) EDI Total (PO-1D -2)				
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	13100.82	2251	5.82	4.98
Apr-01	16069.5	3571	4.50	7.83
May-01	24450.93	6849	3.57	7.83
Jun-01	17631.25	5425	3.25	7.27



Checklist #2 - Electronic Flow-through - Resale

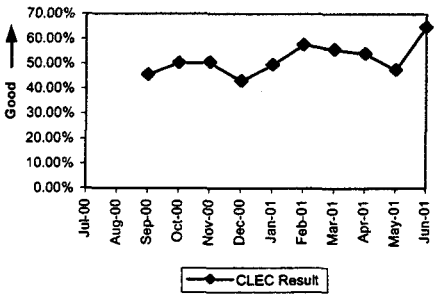
ow-through for LSRs received via IMA (Pre-Split) Resale Aggregate W/O UNE-P-POTS (Percen

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00	1663	5626	29.56%	45.63%
Aug-00	2364	6623	35.69%	47.91%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



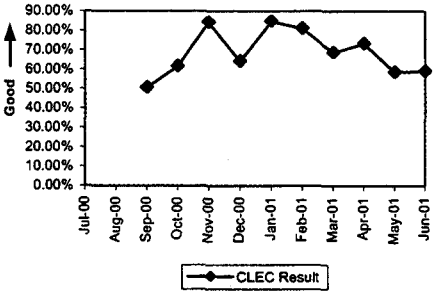
c Flow-through for LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS (Percent) (PC

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00	1825	4013	45.48%	49.80%
Oct-00	2420	4817	50.24%	50.00%
Nov-00	2456	4861	50.52%	50.00%
Dec-00	1873	4356	43.00%	49.51%
Jan-01	2665	5380	49.54%	50.00%
Feb-01	2789	4838	57.65%	49.41%
Mar-01	3358	6022	55.76%	49.67%
Apr-01	2833	5240	54.06%	49.83%
May-01	2285	4798	47.62%	49.94%
Jun-01	3254	5020	64.82%	47.75%



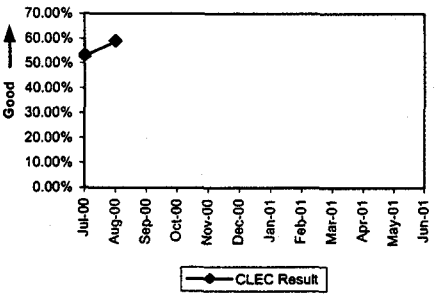
c Flow-through for LSRs Received via EDI Resale Aggregate W/O UNE-P-POTS (Percent) (PC

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00	758	1491	50.84%	49.99%
Oct-00	653	1058	61.72%	48.61%
Nov-00	734	872	84.17%	36.50%
Dec-00	629	978	64.31%	47.91%
Jan-01	868	1023	84.85%	35.86%
Feb-01	647	798	81.08%	39.17%
Mar-01	746	1085	68.76%	46.35%
Apr-01	808	1102	73.32%	44.23%
May-01	1198	2040	58.73%	49.23%
Jun-01	664	1121	59.23%	49.14%



nic Flow-through for all eligible LSRs Received via IMA (Pre-Split) POTS Resale (Percent) (PC

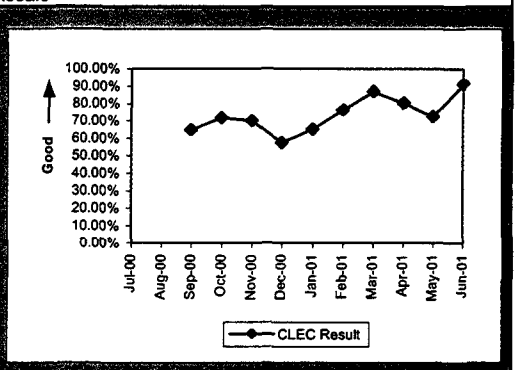
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00	1663	3145	52.88%	49.92%
Aug-00	2364	4018	58.84%	49.21%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



Checklist #2 - Electronic Flow-through - Resale

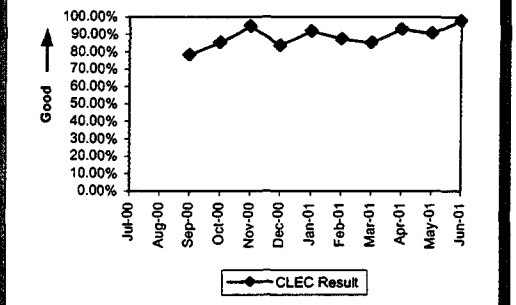
ectronic Flow-through for All Eligible LSRs Received via IMA POTS Resale (Percent) (PO-2B-1

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00	1825	2807	65.02%	47.69%
Oct-00	2420	3363	71.96%	44.92%
Nov-00	2456	3500	70.17%	45.75%
Dec-00	1873	3254	57.56%	49.43%
Jan-01	2665	4073	65.43%	47.56%
Feb-01	2789	3648	76.45%	42.43%
Mar-01	3358	3859	87.02%	33.61%
Apr-01	2833	3524	80.39%	39.70%
May-01	2285	3142	72.72%	44.54%
Jun-01	3254	3569	91.17%	28.37%



ectronic Flow-through for All Eligible LSRs Received via EDI POTS Resale (Percent) (PO-2B-2

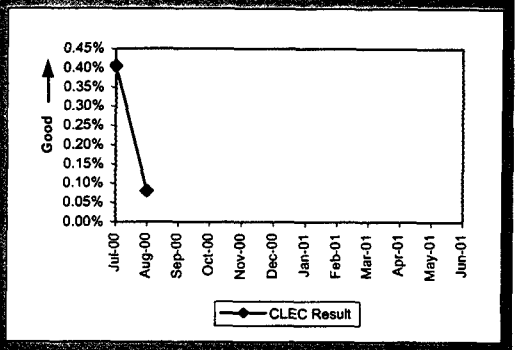
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00	758	970	78.14%	41.33%
Oct-00	653	766	85.25%	35.46%
Nov-00	734	775	94.71%	22.38%
Dec-00	629	752	83.64%	36.99%
Jan-01	868	944	91.95%	27.21%
Feb-01	647	741	87.31%	33.28%
Mar-01	746	875	85.26%	35.45%
Apr-01	808	869	92.98%	25.55%
May-01	1198	1322	90.62%	29.15%
Jun-01	664	679	97.79%	14.70%



Checklist #2 - Electronic Flow-through - Unbundled Loops

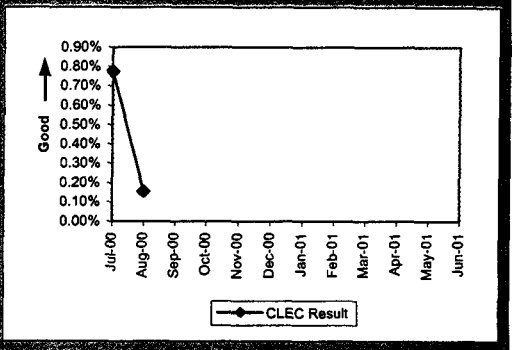
Electronic Flow-through for LSRs received via IMA (Pre-Split) (Percent) (PO-2A)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	8	1981	0.40%	6.34%
Aug-00	2	2496	0.08%	2.83%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



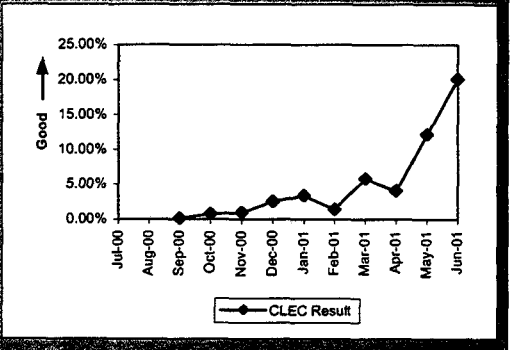
Electronic Flow-through for all eligible LSRs Received via IMA (Pre-Split) (Percent) (PO-2B)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	8	1033	0.77%	8.77%
Aug-00	2	1296	0.15%	3.93%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



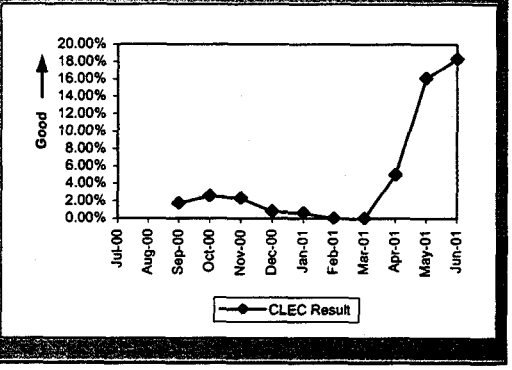
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	2	1495	0.13%	3.66%
Oct-00	12	1512	0.79%	8.87%
Nov-00	10	1036	0.97%	9.78%
Dec-00	26	1029	2.53%	15.69%
Jan-01	42	1240	3.39%	18.09%
Feb-01	13	929	1.40%	11.75%
Mar-01	76	1310	5.80%	23.38%
Apr-01	45	1101	4.09%	19.80%
May-01	128	1055	12.13%	32.65%
Jun-01	166	827	20.07%	40.05%



Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2)

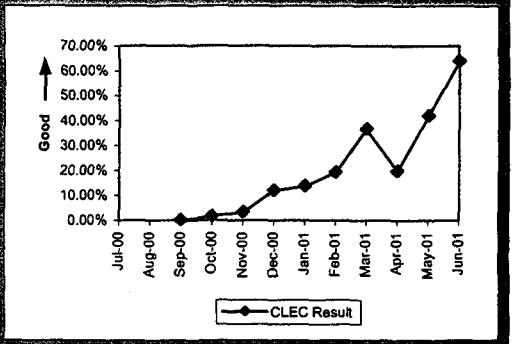
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	10	580	1.72%	13.02%
Oct-00	16	629	2.54%	15.74%
Nov-00	19	819	2.32%	15.05%
Dec-00	8	1005	0.80%	8.89%
Jan-01	6	982	0.61%	7.79%
Feb-01	0	841	0.00%	0.00%
Mar-01	0	744	0.00%	0.00%
Apr-01	38	762	4.99%	21.77%
May-01	119	739	16.10%	36.76%
Jun-01	99	541	18.30%	38.67%



Checklist #2 - Electronic Flow-through - Unbundled Loops

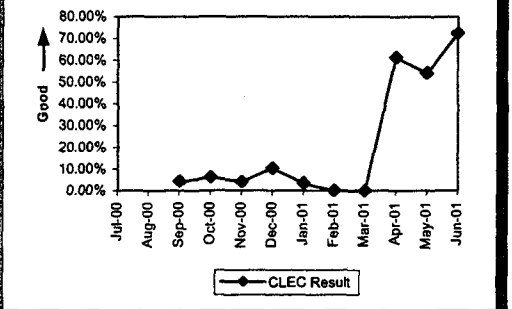
Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	2	914	0.22%	4.67%
Oct-00	12	704	1.70%	12.94%
Nov-00	10	292	3.42%	18.19%
Dec-00	26	216	12.04%	32.54%
Jan-01	42	305	13.77%	34.46%
Feb-01	13	67	19.40%	39.55%
Mar-01	76	207	36.72%	48.20%
Apr-01	45	227	19.82%	39.87%
May-01	128	305	41.97%	49.35%
Jun-01	166	259	64.09%	47.97%



Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2)

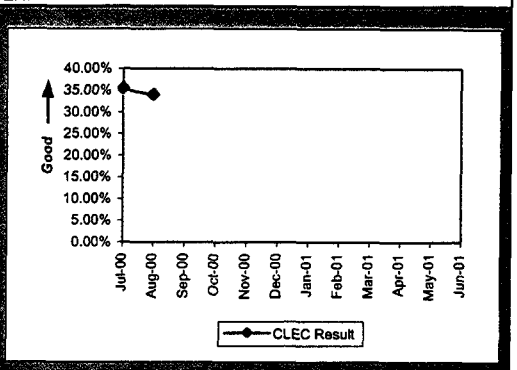
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	10	234	4.27%	20.23%
Oct-00	16	260	6.15%	24.03%
Nov-00	19	474	4.01%	19.62%
Dec-00	8	78	10.26%	30.34%
Jan-01	6	181	3.31%	17.90%
Feb-01	0	116	0.00%	0.00%
Mar-01	0	79	0.00%	0.00%
Apr-01	38	62	61.29%	48.71%
May-01	119	220	54.09%	49.83%
Jun-01	99	137	72.26%	44.77%



Checklist #2 - Electronic Flow-through - LNP

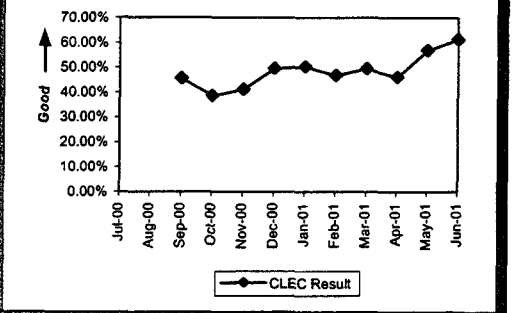
Electronic Flow-through for LSRs received via IMA (Pre-Split) LNP (Percent) (PO-2A)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	692	1956	35.38%	47.81%
Aug-00	641	1889	33.93%	47.35%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



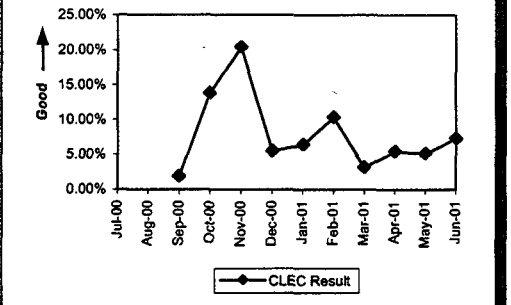
Electronic Flow-through for LSRs Received via IMA LNP (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	1183	2589	45.69%	49.81%
Oct-00	639	1654	38.63%	48.69%
Nov-00	670	1625	41.23%	49.23%
Dec-00	929	1876	49.52%	50.00%
Jan-01	1519	3023	50.25%	50.00%
Feb-01	1552	3310	46.89%	49.90%
Mar-01	2371	4792	49.48%	50.00%
Apr-01	1904	4122	46.19%	49.85%
May-01	2106	3696	56.98%	49.51%
Jun-01	2222	3628	61.25%	48.72%



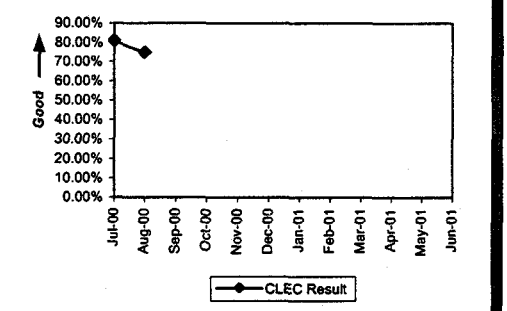
Electronic Flow-through for LSRs Received via EDI LNP (Percent) (PO-2A-2)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	1	54	1.85%	13.48%
Oct-00	4	29	13.79%	34.48%
Nov-00	10	49	20.41%	40.30%
Dec-00	7	127	5.51%	22.82%
Jan-01	12	188	6.38%	24.44%
Feb-01	16	155	10.32%	30.43%
Mar-01	4	127	3.15%	17.47%
Apr-01	7	128	5.47%	22.74%
May-01	10	195	5.13%	22.06%
Jun-01	12	164	7.32%	26.04%



ectronic Flow-through for all eligible LSRs Received via IMA (Pre-Split) LNP (Percent) (PO-2B

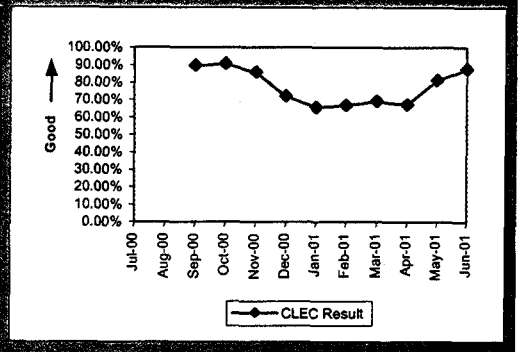
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	692	857	80.75%	39.43%
Aug-00	641	857	74.80%	43.42%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



Checklist #2 - Electronic Flow-through - LNP

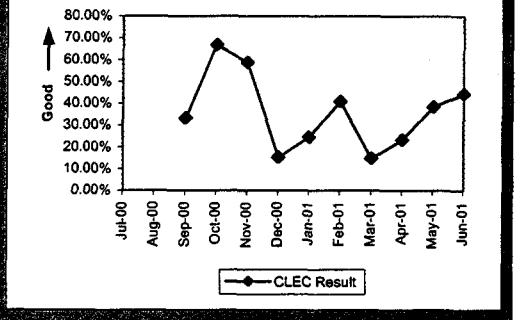
Electronic Flow-through for All Eligible LSRs Received via IMA LNP (Percent) (PO-2B-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	1183	1319	89.69%	30.41%
Oct-00	639	705	90.64%	29.13%
Nov-00	670	780	85.90%	34.80%
Dec-00	929	1287	72.18%	44.81%
Jan-01	1519	2309	65.79%	47.44%
Feb-01	1552	2326	66.72%	47.12%
Mar-01	2371	3423	69.27%	46.14%
Apr-01	1904	2828	67.33%	46.90%
May-01	2106	2588	81.38%	38.93%
Jun-01	2222	2535	87.65%	32.90%



Electronic Flow-through for All Eligible LSRs Received via EDI LNP (Percent) (PO-2B-2)

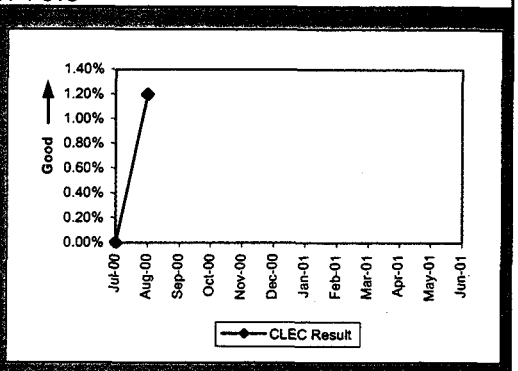
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	1	3	33.33%	47.14%
Oct-00	4	6	66.67%	47.14%
Nov-00	10	17	58.82%	49.22%
Dec-00	7	46	15.22%	35.92%
Jan-01	12	49	24.49%	43.00%
Feb-01	16	39	41.03%	49.19%
Mar-01	4	27	14.81%	35.52%
Apr-01	7	30	23.33%	42.30%
May-01	10	26	38.46%	48.65%
Jun-01	12	27	44.44%	49.69%



Checklist #2 - Electronic Flow-through - UNE-P-POTS

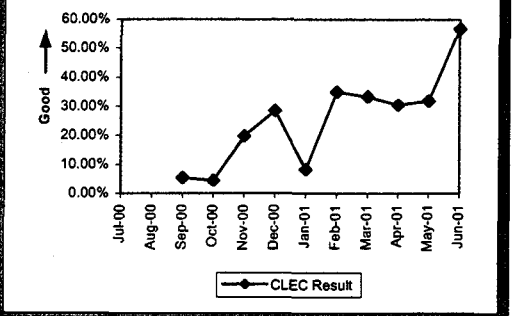
Electronic Flow-through for LSRs received via IMA (Pre-Split) (Percent) (PO-2A)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	0	129	0.00%	0.00%
Aug-00	2	167	1.20%	10.88%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



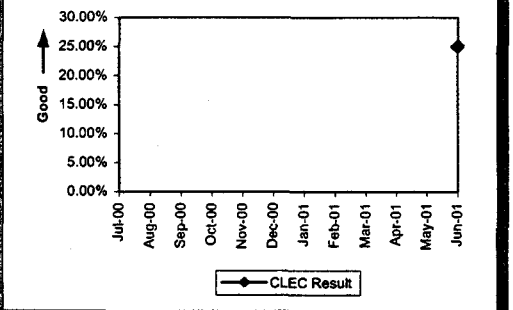
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	3	56	5.36%	22.52%
Oct-00	3	68	4.41%	20.54%
Nov-00	19	96	19.79%	39.84%
Dec-00	6	21	28.57%	45.18%
Jan-01	3	36	8.33%	27.64%
Feb-01	7	20	35.00%	47.70%
Mar-01	3	9	33.33%	47.14%
Apr-01	50	164	30.49%	46.04%
May-01	7	22	31.82%	46.58%
Jun-01	17	30	56.67%	49.55%



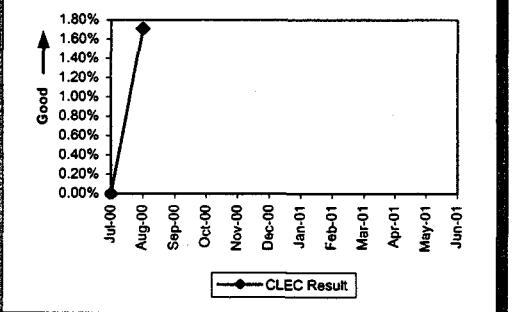
Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01	1	4	25.00%	43.30%



Electronic Flow-through for all eligible LSRs Received via IMA (Pre-Split) (Percent) (PO-2B)

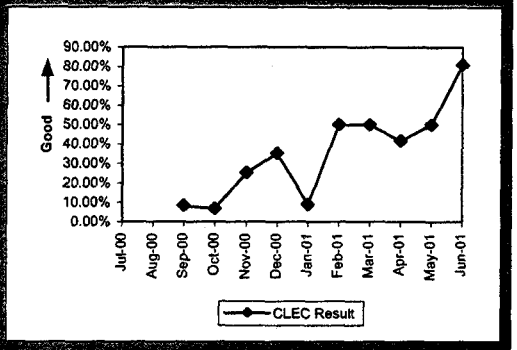
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	0	80	0.00%	0.00%
Aug-00	2	117	1.71%	12.96%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



Checklist #2 - Electronic Flow-through - UNE-P-POTS

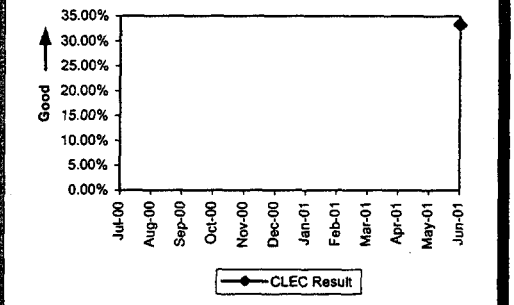
Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	3	35	8.57%	27.99%
Oct-00	3	44	6.82%	25.21%
Nov-00	19	75	25.33%	43.49%
Dec-00	6	17	35.29%	47.79%
Jan-01	3	33	9.09%	28.75%
Feb-01	7	14	50.00%	50.00%
Mar-01	3	6	50.00%	50.00%
Apr-01	50	120	41.67%	49.30%
May-01	7	14	50.00%	50.00%
Jun-01	17	21	80.95%	39.27%



Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2)

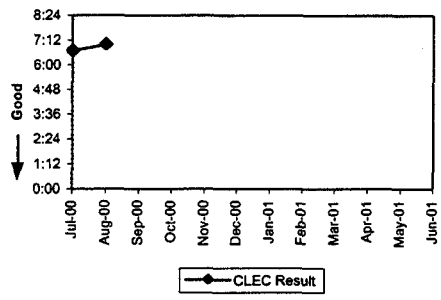
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01	1	3	33.33%	47.14%



Checklist #2 - LSR Rejections

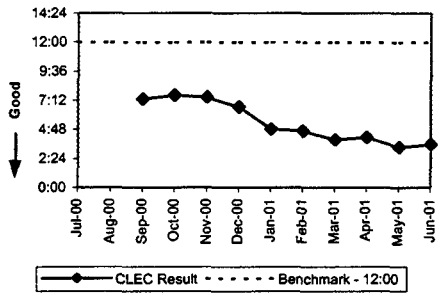
LSR Rejection Notice Interval for IMA (pre-split) (Hours:Minutes) (PO-3)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	6434:29	962	6:41
Aug-00	8103:34	1158	7:00
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



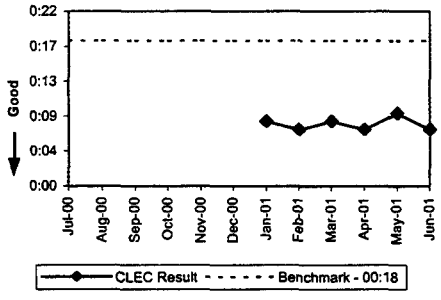
LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	5476:48	750	7:18
Oct-00	5348:03	700	7:38
Nov-00	5825:57	779	7:29
Dec-00	4895:42	733	6:41
Jan-01	3051:02	631	4:50
Feb-01	2638:28	563	4:41
Mar-01	3065:48	773	3:58
Apr-01	2920:18	703	4:09
May-01	2318:46	694	3:20
Jun-01	2063:16	574	3:36



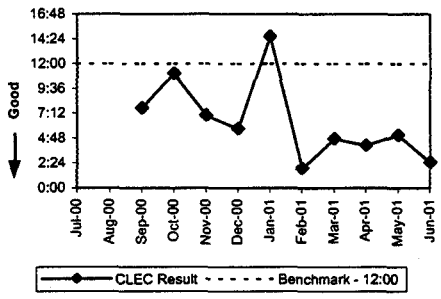
LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01	2378:48	17747	0:08
Feb-01	2148:13	18155	0:07
Mar-01	2440:50	19022	0:08
Apr-01	2602:06	21013	0:07
May-01	3476:22	24033	0:09
Jun-01	2646:25	22269	0:07



LSR Rejection Notice Interval for EDI - Rejected Manually (Hours:Minutes) (PO-3B-1)

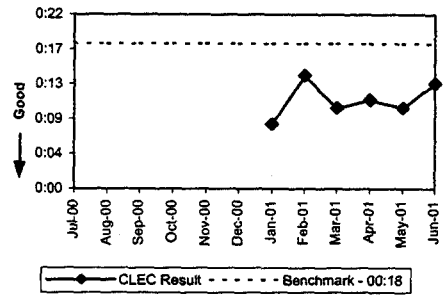
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	2794:24	362	7:43
Oct-00	2460:17	223	11:02
Nov-00	1122:30	160	7:01
Dec-00	1367:57	240	5:42
Jan-01	2927:06	200	14:38
Feb-01	323:06	171	1:53
Mar-01	631:57	133	4:45
Apr-01	1105:35	270	4:06
May-01	1365:45	269	5:05
Jun-01	574:29	232	2:29



Checklist #2 - LSR Rejections

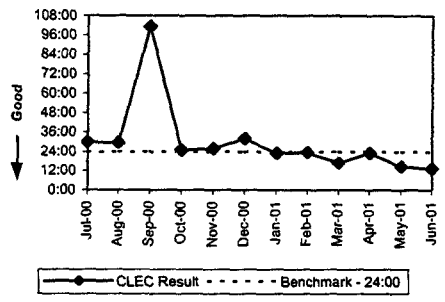
LSR Rejection Notice Interval for EDI - Auto-Rejected (Minutes:Seconds) (PO-3B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01	943:21	7432	0:08
Feb-01	1747:16	7520	0:14
Mar-01	1188:33	7327	0:10
Apr-01	1493:35	8414	0:11
May-01	1564:42	9845	0:10
Jun-01	1628:21	7734	0:13



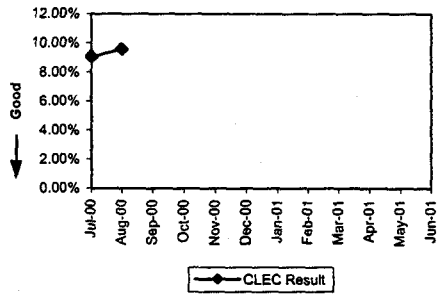
LSR Rejection Notice Interval for Manual and IIS (Hours:Minutes) (PO-3C)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	8857:57	297	29:49
Aug-00	14434:55	491	29:24
Sep-00	44595:56	441	101:07
Oct-00	11930:08	479	24:54
Nov-00	10161:51	394	25:47
Dec-00	9410:42	294	32:01
Jan-01	5040:44	221	22:49
Feb-01	8096:45	347	23:20
Mar-01	3657:26	218	16:47
Apr-01	5312:35	232	22:54
May-01	6309:18	432	14:36
Jun-01	2814:19	212	13:17



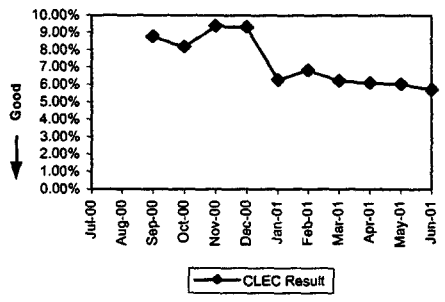
LSRs Rejected for IMA (pre-split) (Percent) (PO-4)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	962	10618	9.06%
Aug-00	1158	12097	9.57%
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



LSRs Rejected for IMA - Rejected Manually (Percent) (PO-4A-1)

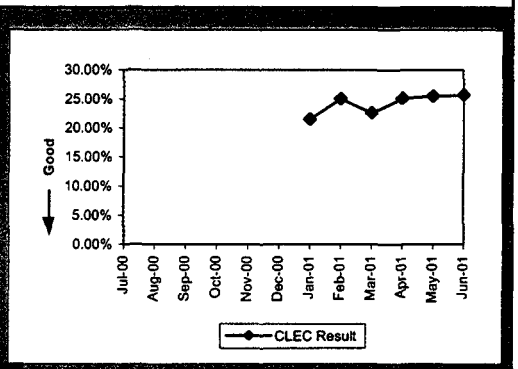
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	750	8535	8.79%
Oct-00	700	8559	8.18%
Nov-00	779	8297	9.39%
Dec-00	733	7857	9.33%
Jan-01	5176	82402	6.28%
Feb-01	4942	72394	6.83%
Mar-01	5239	84076	6.23%
Apr-01	5094	83423	6.11%
May-01	5684	94055	6.04%
Jun-01	4947	86450	5.72%



Checklist #2 - LSR Rejections

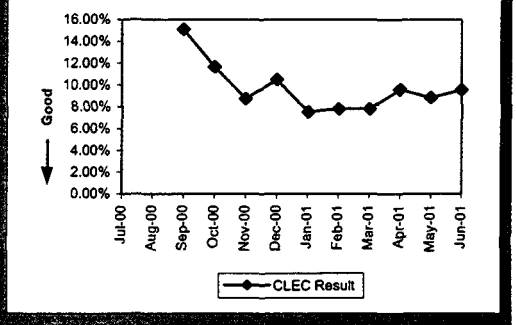
LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01	17747	82402	21.54%
Feb-01	18155	72394	25.08%
Mar-01	19022	84076	22.62%
Apr-01	21013	83423	25.19%
May-01	24033	94055	25.55%
Jun-01	22269	86450	25.76%



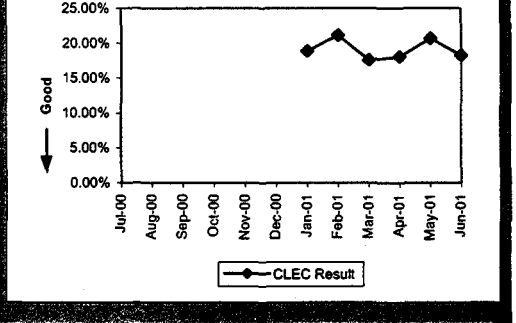
LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	362	2393	15.13%
Oct-00	223	1913	11.66%
Nov-00	160	1832	8.73%
Dec-00	240	2287	10.49%
Jan-01	2965	39336	7.54%
Feb-01	2779	35580	7.81%
Mar-01	3242	41598	7.79%
Apr-01	4462	46545	9.59%
May-01	4212	47633	8.84%
Jun-01	4046	42364	9.55%



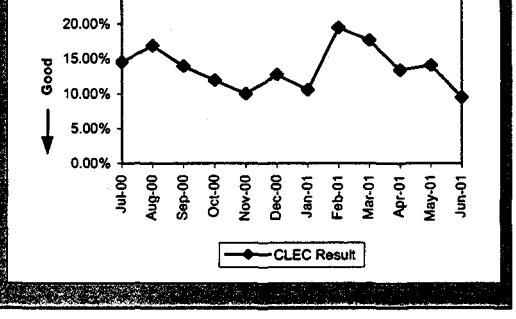
LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01	7432	39336	18.89%
Feb-01	7520	35580	21.14%
Mar-01	7327	41598	17.61%
Apr-01	8414	46545	18.08%
May-01	9845	47633	20.67%
Jun-01	7734	42364	18.26%



LSRs Rejected for Manual and IIS (Percent) (PO-4C)

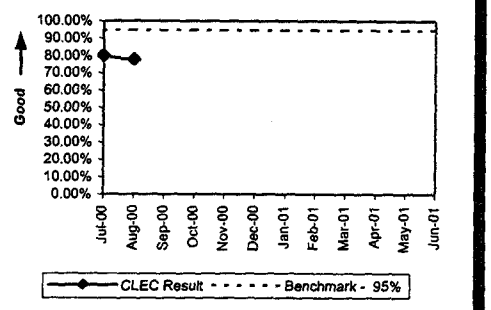
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	297	2045	14.52%
Aug-00	491	2903	16.91%
Sep-00	441	3160	13.96%
Oct-00	479	4000	11.98%
Nov-00	394	3931	10.02%
Dec-00	294	2301	12.78%
Jan-01	221	2086	10.59%
Feb-01	347	1780	19.49%
Mar-01	218	1232	17.69%
Apr-01	232	1722	13.47%
May-01	432	3061	14.11%
Jun-01	212	2224	9.53%



Checklist #2 - Firm Order Confirmations - Resale

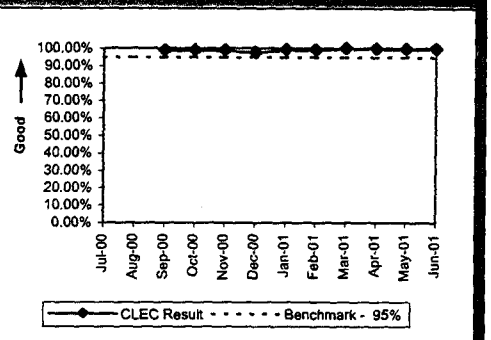
FOCs on Time for Fully Electronic LSRs Received Via IMA (Pre-Split) (Percent) (PO-5A -(a))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1326	1663	79.74%
Aug-00	1833	2366	77.47%
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



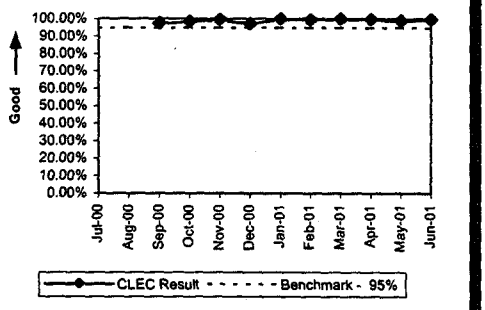
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1 (a))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	1805	1828	98.74%
Oct-00	2392	2423	98.72%
Nov-00	2447	2475	98.87%
Dec-00	1829	1879	97.34%
Jan-01	2646	2668	99.18%
Feb-01	2767	2796	98.96%
Mar-01	3354	3361	99.79%
Apr-01	2873	2883	99.65%
May-01	2281	2292	99.52%
Jun-01	3259	3271	99.63%



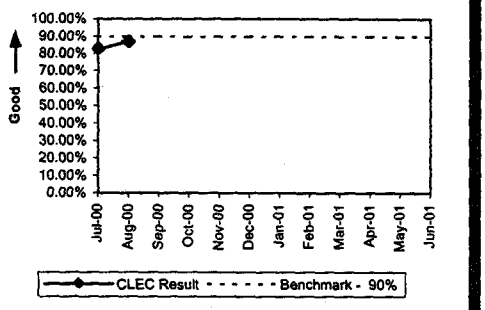
FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2 (a))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	738	758	97.36%
Oct-00	642	653	98.32%
Nov-00	729	734	99.32%
Dec-00	610	629	96.98%
Jan-01	865	868	99.65%
Feb-01	642	647	99.23%
Mar-01	743	746	99.60%
Apr-01	804	808	99.51%
May-01	1181	1198	98.58%
Jun-01	661	665	99.40%



OCs on Time for Electronic/Manual LSRs Received VIA IMA (Pre-Split) (Percent) (PO-5B -(a))

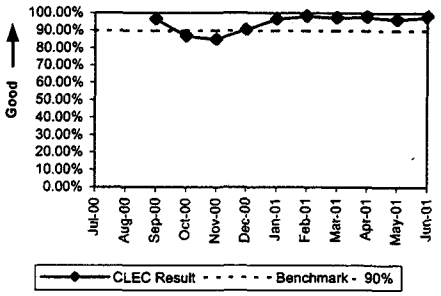
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	3383	4092	82.67%
Aug-00	3704	4266	86.83%
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



Checklist #2 - Firm Order Confirmations - Resale

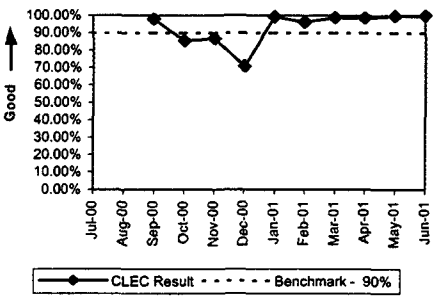
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1 (a))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	1992	2064	96.51%
Oct-00	1950	2250	86.67%
Nov-00	1987	2343	84.81%
Dec-00	2097	2324	90.23%
Jan-01	2486	2576	96.51%
Feb-01	1979	2018	98.07%
Mar-01	2502	2573	97.24%
Apr-01	2386	2440	97.79%
May-01	2321	2411	96.27%
Jun-01	1671	1712	97.61%



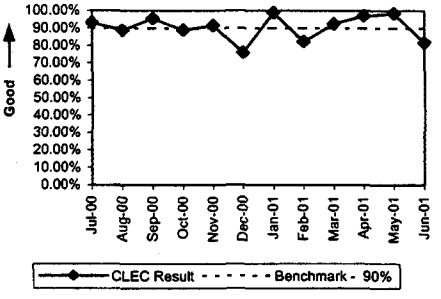
FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2 (a))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	672	686	97.96%
Oct-00	353	413	85.47%
Nov-00	123	142	86.62%
Dec-00	244	345	70.72%
Jan-01	145	146	99.32%
Feb-01	154	160	96.25%
Mar-01	335	339	98.82%
Apr-01	288	292	98.63%
May-01	836	839	99.64%
Jun-01	458	459	99.78%



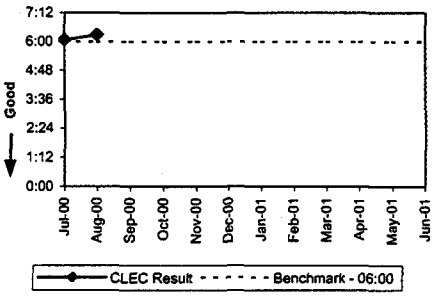
FOCs on Time for Manual (Percent) (PO-5C -(a))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1524	1638	93.04%
Aug-00	2040	2300	88.70%
Sep-00	2540	2661	95.45%
Oct-00	3085	3470	88.90%
Nov-00	3184	3482	91.44%
Dec-00	1470	1936	75.93%
Jan-01	1784	1806	98.78%
Feb-01	1153	1400	82.36%
Mar-01	907	981	92.46%
Apr-01	1416	1459	97.05%
May-01	2545	2583	98.53%
Jun-01	31	38	81.58%



FOCs Time for Failed Flowthrough LSRs for IMA (Pre-Split) (Hours:Minutes) (PO-5E -(a))

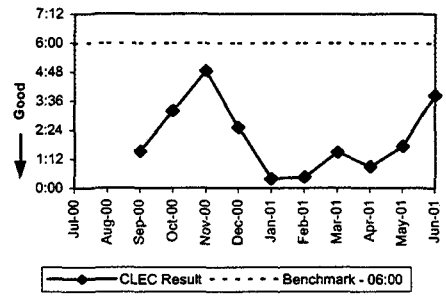
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	9204:12	1518	6:04
Aug-00	10915:59	1737	6:17
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



Checklist #2 - Firm Order Confirmations - Resale

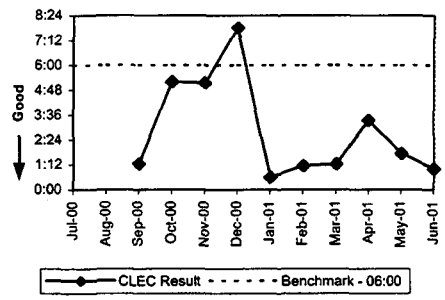
FOCs Time for Failed Flowthrough LSRs for IMA (Hours:Minutes) (PO-5E-1 (a))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	1579:16	1031	1:32
Oct-00	2953:17	921	3:12
Nov-00	5315:38	1096	4:51
Dec-00	3398:25	1349	2:31
Jan-01	550:02	1415	0:23
Feb-01	400:43	857	0:28
Mar-01	736:58	497	1:29
Apr-01	667:34	741	0:54
May-01	1442:12	829	1:44
Jun-01	1154:15	300	3:51



FOCs Time for Failed Flowthrough LSRs for EDI (Hours:Minutes) (PO-5E-2 (a))

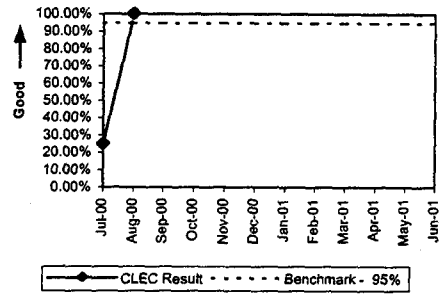
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	262:50	209	1:15
Oct-00	583:18	112	5:12
Nov-00	210:57	41	5:09
Dec-00	944:13	121	7:48
Jan-01	44:10	74	0:36
Feb-01	107:42	93	1:09
Mar-01	159:31	130	1:14
Apr-01	203:51	61	3:21
May-01	217:19	124	1:45
Jun-01	17:08	17	1:00



Checklist #2 - Firm Order Confirmations - Unbundled Loops

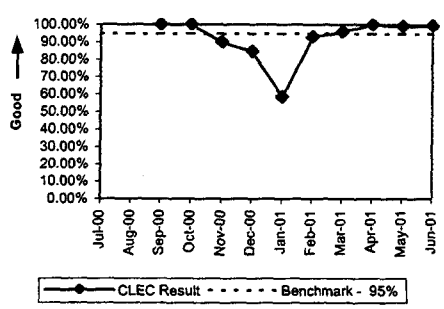
FOCs on Time for Fully Electronic LSRs Received Via IMA (Pre-Split) (Percent) (PO-5A -(b))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1	4	25.00%
Aug-00	2	2	100.00%
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



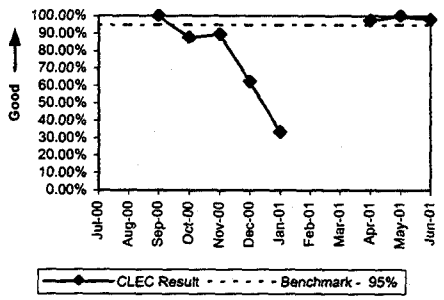
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1 (b))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	2	2	100.00%
Oct-00	12	12	100.00%
Nov-00	9	10	90.00%
Dec-00	22	26	84.62%
Jan-01	24	41	58.54%
Feb-01	13	14	92.86%
Mar-01	73	76	96.05%
Apr-01	45	45	100.00%
May-01	127	128	99.22%
Jun-01	165	166	99.40%



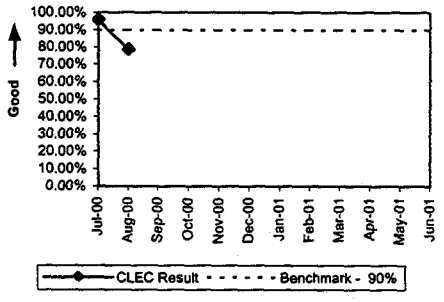
FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2 (b))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	10	10	100.00%
Oct-00	14	16	87.50%
Nov-00	17	19	89.47%
Dec-00	5	8	62.50%
Jan-01	2	6	33.33%
Feb-01			
Mar-01			
Apr-01	37	38	97.37%
May-01	119	119	100.00%
Jun-01	97	99	97.98%



FOCs on Time for Electronic/Manual LSRs Received VIA IMA (Pre-Split) (Percent) (PO-5B -(b))

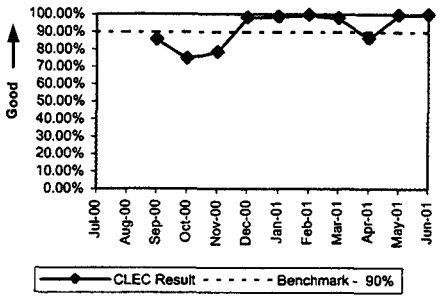
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	480	502	95.62%
Aug-00	528	673	78.45%
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



Checklist #2 - Firm Order Confirmations - Unbundled Loops

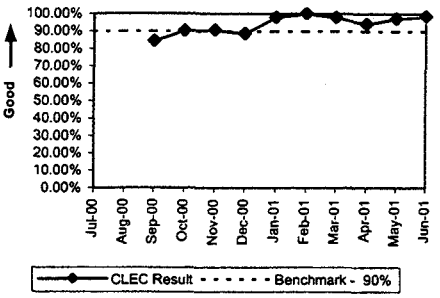
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1 (b))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	340	398	85.43%
Oct-00	392	526	74.52%
Nov-00	335	428	78.27%
Dec-00	362	370	97.84%
Jan-01	491	499	98.40%
Feb-01	521	524	99.43%
Mar-01	721	737	97.83%
Apr-01	788	913	86.31%
May-01	787	791	99.49%
Jun-01	580	581	99.83%



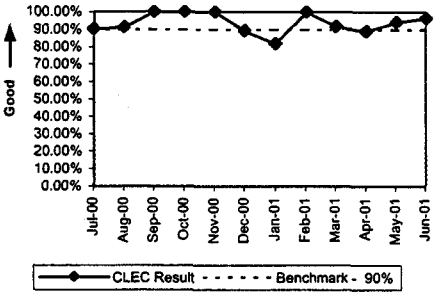
FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2 (b))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	236	280	84.29%
Oct-00	164	182	90.11%
Nov-00	172	190	90.53%
Dec-00	169	191	88.48%
Jan-01	303	310	97.74%
Feb-01	284	284	100.00%
Mar-01	176	180	97.78%
Apr-01	326	347	93.95%
May-01	364	375	97.07%
Jun-01	198	201	98.51%



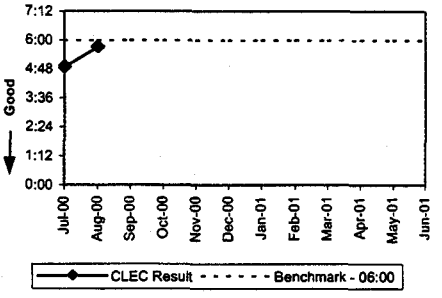
FOCs on Time for Manual (Percent) (PO-5C -(b))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	46	51	90.20%
Aug-00	31	34	91.18%
Sep-00	9	9	100.00%
Oct-00	9	9	100.00%
Nov-00	13	13	100.00%
Dec-00	33	37	89.19%
Jan-01	18	22	81.82%
Feb-01	6	6	100.00%
Mar-01	11	12	91.67%
Apr-01	8	9	88.89%
May-01	16	17	94.12%
Jun-01	27	28	96.43%



FOCs Time for Failed Flowthrough LSRs for IMA (Pre-Split) (Hours:Minutes) (PO-5E -(b))

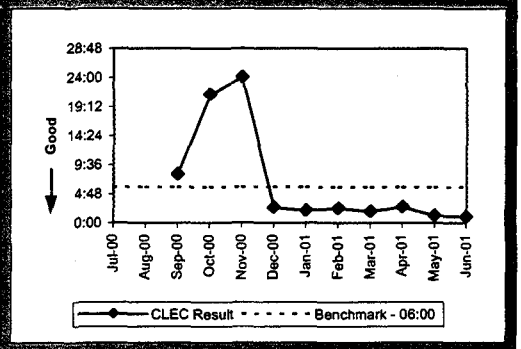
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	751:38	154	4:53
Aug-00	869:00	152	5:43
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



Checklist #2 - Firm Order Confirmations - Unbundled Loops

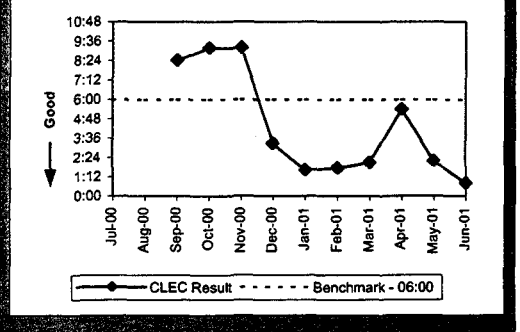
FOCs Time for Failed Flowthrough LSRs for IMA (Hours:Minutes) (PO-5E-1 (b))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	1328:28	165	8:03
Oct-00	5122:37	241	21:15
Nov-00	4355:59	181	24:04
Dec-00	283:39	110	2:35
Jan-01	414:03	199	2:05
Feb-01	130:14	54	2:25
Mar-01	210:30	107	1:58
Apr-01	459:45	172	2:40
May-01	220:38	175	1:16
Jun-01	81:51	78	1:03



FOCs Time for Failed Flowthrough LSRs for EDI (Hours:Minutes) (PO-5E-2 (b))

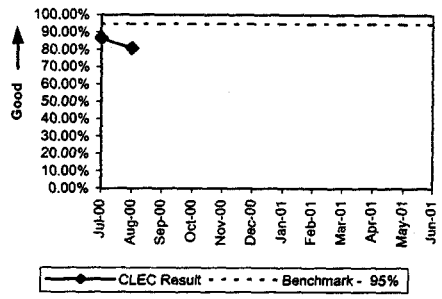
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	933:47	111	8:25
Oct-00	485:32	53	9:10
Nov-00	992:49	108	9:12
Dec-00	219:16	67	3:16
Jan-01	258:48	162	1:36
Feb-01	180:36	104	1:44
Mar-01	143:03	69	2:04
Apr-01	118:44	22	5:24
May-01	216:13	99	2:11
Jun-01	17:03	22	0:47



Checklist #2 - Firm Order Confirmations - LNP

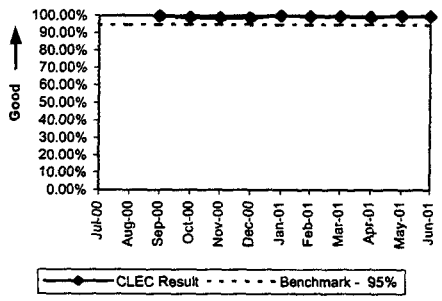
FOCs on Time for Fully Electronic LSRs Received Via IMA (Pre-Split) (Percent) (PO-5A -(c))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	599	692	86.56%
Aug-00	517	641	80.66%
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



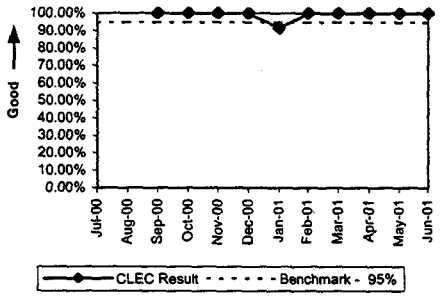
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	1178	1183	99.58%
Oct-00	631	639	98.75%
Nov-00	661	670	98.66%
Dec-00	917	930	98.60%
Jan-01	1519	1519	100.00%
Feb-01	1544	1552	99.48%
Mar-01	2358	2371	99.45%
Apr-01	1889	1904	99.21%
May-01	2102	2106	99.81%
Jun-01	2216	2222	99.73%



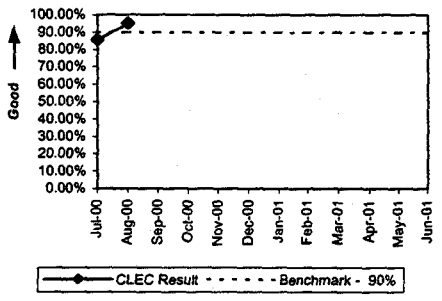
FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	1	1	100.00%
Oct-00	4	4	100.00%
Nov-00	10	10	100.00%
Dec-00	7	7	100.00%
Jan-01	11	12	91.67%
Feb-01	16	16	100.00%
Mar-01	4	4	100.00%
Apr-01	7	7	100.00%
May-01	10	10	100.00%
Jun-01	12	12	100.00%



OCs on Time for Electronic/Manual LSRs Received VIA IMA (Pre-Split) (Percent) (PO-5B -(c))

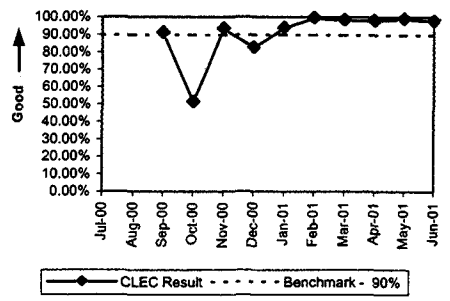
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	1035	1210	85.54%
Aug-00	1112	1170	95.04%
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



Checklist #2 - Firm Order Confirmations - LNP

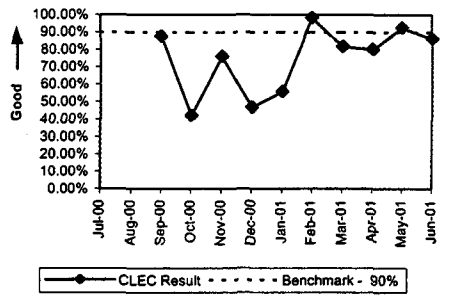
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	1119	1227	91.20%
Oct-00	499	971	51.39%
Nov-00	839	898	93.43%
Dec-00	739	895	82.57%
Jan-01	1341	1431	93.71%
Feb-01	1606	1615	99.44%
Mar-01	2233	2274	98.20%
Apr-01	2075	2119	97.92%
May-01	1510	1525	99.02%
Jun-01	1311	1341	97.76%



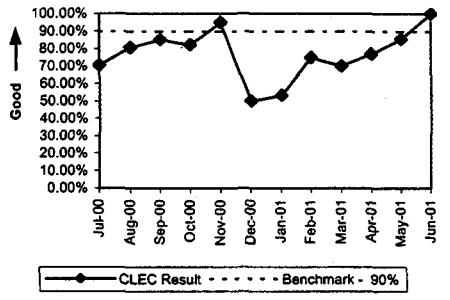
FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	35	40	87.50%
Oct-00	8	19	42.11%
Nov-00	19	25	76.00%
Dec-00	43	92	46.74%
Jan-01	87	156	55.77%
Feb-01	107	109	98.17%
Mar-01	80	98	81.63%
Apr-01	88	110	80.00%
May-01	159	172	92.44%
Jun-01	118	137	86.13%



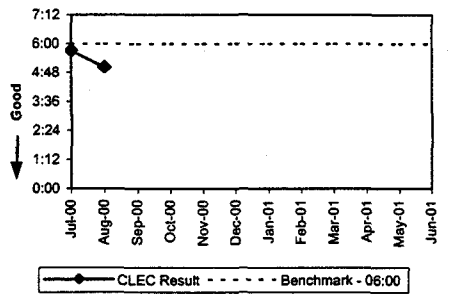
FOCs on Time for Manual (Percent) (PO-5C -(c))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	38	54	70.37%
Aug-00	54	67	80.60%
Sep-00	29	34	85.29%
Oct-00	28	34	82.35%
Nov-00	38	40	95.00%
Dec-00	15	30	50.00%
Jan-01	16	30	53.33%
Feb-01	9	12	75.00%
Mar-01	7	10	70.00%
Apr-01	10	13	76.92%
May-01	18	21	85.71%
Jun-01	17	17	100.00%



FOCs Time for Failed Flowthrough LSRs for IMA (Pre-Split) (Hours:Minutes) (PO-5E -(c))

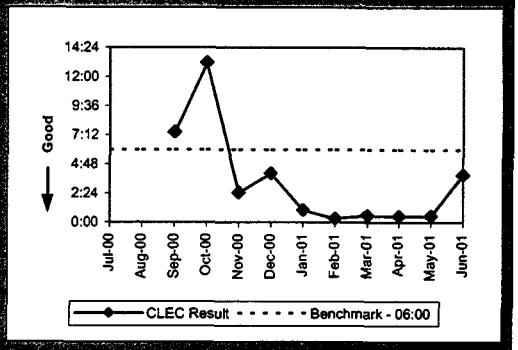
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	869:07	152	5:43
Aug-00	983:43	196	5:01
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			



Checklist #2 - Firm Order Confirmations - LNP

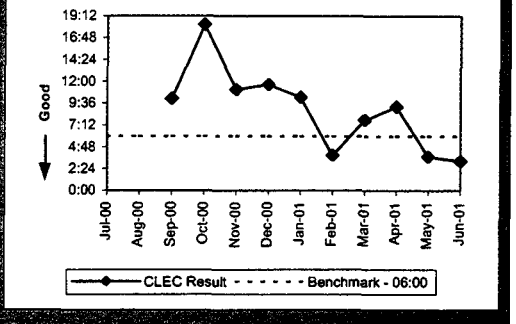
FOCs Time for Failed Flowthrough LSRs for IMA (Hours:Minutes) (PO-5E-1 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	876:52	118	7:26
Oct-00	777:07	59	13:10
Nov-00	259:15	106	2:27
Dec-00	1385:20	344	4:02
Jan-01	781:42	774	1:01
Feb-01	242:52	749	0:19
Mar-01	600:10	1023	0:35
Apr-01	486:23	900	0:32
May-01	251:46	457	0:33
Jun-01	1191:45	304	3:55



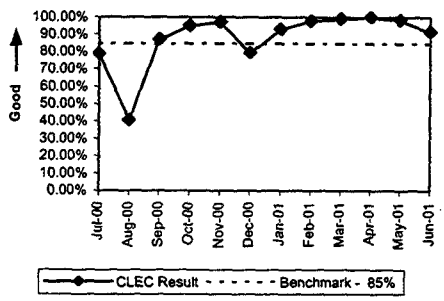
FOCs Time for Failed Flowthrough LSRs for EDI (Hours:Minutes) (PO-5E-2 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	20:17	2	10:08
Oct-00	36:29	2	18:14
Nov-00	55:25	5	11:05
Dec-00	338:21	29	11:40
Jan-01	328:43	32	10:16
Feb-01	62:10	16	3:53
Mar-01	155:29	20	7:46
Apr-01	184:34	20	9:14
May-01	59:35	16	3:43
Jun-01	45:12	14	3:14



Checklist #2 - Firm Order Confirmations - LIS

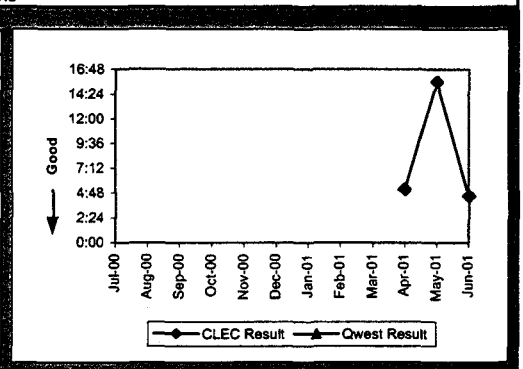
FOCs On Time (Percent) (PO-5 D)			
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	37	47	78.72%
Aug-00	15	37	40.54%
Sep-00	47	54	87.04%
Oct-00	98	103	95.15%
Nov-00	72	74	97.30%
Dec-00	62	78	79.49%
Jan-01	108	116	93.10%
Feb-01	97	99	97.98%
Mar-01	118	119	99.16%
Apr-01	70	70	100.00%
May-01	66	67	98.51%
Jun-01	22	24	91.67%



Checklist #2 - Completion Notifications

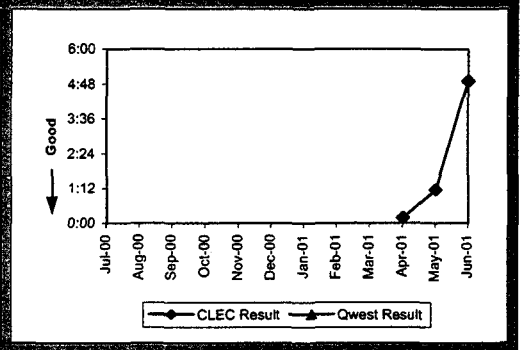
Work Completion Notification Timeliness (Hours:Minutes) (PO-6A)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	9110:28	1767	5:09	12:17					
May-01	129152:01	8295	15:34	69:52					
Jun-01	29886:06	6596	4:32	11:29					



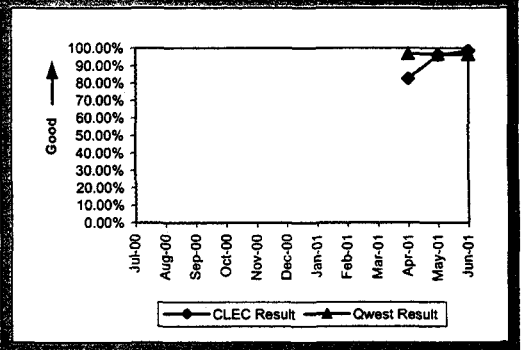
Work Completion Notification Timeliness (Hours:Minutes) (PO-6B)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	2:49	15	0:11	0:12					
May-01	385:27	336	1:09	3:45					
Jun-01	5175:43	1057	4:54	10:05					



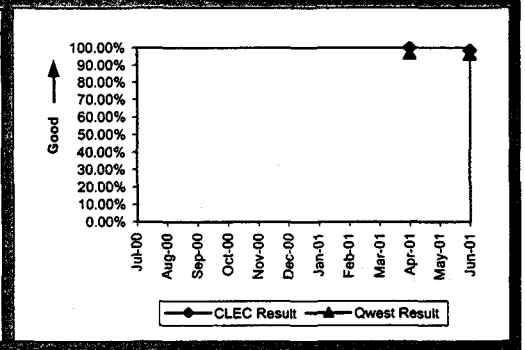
Billing Completion Notification Timeliness (Percent) (PO-7A ,C)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	3575	4335	82.47%	38.02%	414703	427769	96.95%	55.11	32.51
May-01	6366	6617	96.21%	19.10%	437098	451856	96.73%	2.4	0.46
Jun-01	7130	7226	98.67%	11.45%	390928	404846	96.56%	-9.75	-6.93



Billing Completion Notification Timeliness (Percent) (PO-7B ,C)

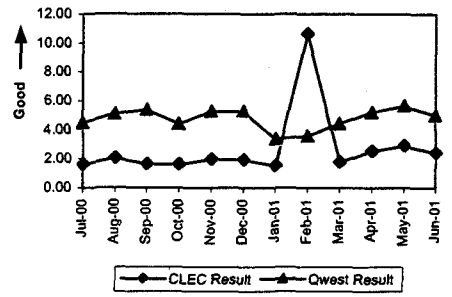
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	8	8	100.00%	0.00%	414703	427769	96.95%	-0.5	-1.31
May-01									
Jun-01	1517	1538	98.63%	11.61%	390928	404846	96.56%	-4.45	-3.71



Checklist #2 - Jeopardy Notifications - Non-Designed Services

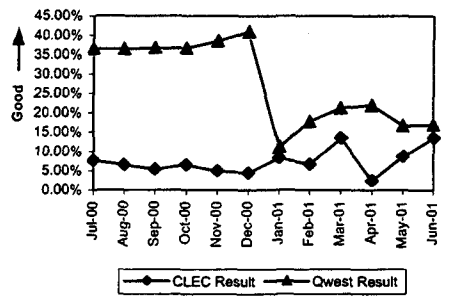
Jeopardy Notice Interval (Average Days) (PO-8 A)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	67	42	1.60	1.36	13949	3123	4.47	3.72	1.26
Aug-00	98	48	2.04	3.01	17611	3445	5.11	3.72	1.26
Sep-00	64	39	1.64	2.81	16933	3142	5.39	3.72	1.26
Oct-00	48	30	1.60	1.83	15036	3407	4.41	3.72	1.26
Nov-00	49	25	1.96	1.79	15651	2972	5.27	2.88	0.75
Dec-00	50	26	1.92	2.04	16090	3041	5.29	3.72	1.26
Jan-01	47	31	1.52	1.48	3937	1168	3.37	1	-0.39
Feb-01	234	22	10.64	40.12	4838	1356	3.57	-7.53	-5.58
Mar-01	46	26	1.77	1.39	6053	1370	4.42	1.42	-0.13
Apr-01	43	17	2.53	4.86	6568	1260	5.21	1.15	-0.3
May-01	32	11	2.91	1.70	6424	1135	5.66	0.57	-0.66
Jun-01	70	29	2.41	1.76	7445	1487	5.01	1.04	-0.37



Timely Jeopardy Notices (Percent) (PO-9 A)

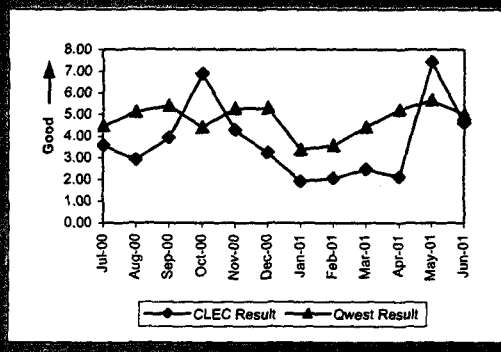
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	19	248	7.66%	26.60%	1618	4427	36.55%	8.08	3.91
Aug-00	23	353	6.52%	24.68%	1909	5234	36.47%	8.13	3.94
Sep-00	12	225	5.33%	22.47%	1617	4404	36.72%	3.72	1.26
Oct-00	9	137	6.57%	24.77%	1563	4260	36.69%	7	3.26
Nov-00	6	121	4.96%	21.71%	1419	3684	38.52%	7.33	3.45
Dec-00	4	90	4.44%	20.61%	1395	3408	40.93%	6.91	3.2
Jan-01	10	120	8.33%	27.64%	353	3147	11.22%	0.97	-0.41
Feb-01	6	90	6.67%	24.94%	437	2458	17.78%	2.59	0.57
Mar-01	9	67	13.43%	34.10%	466	2192	21.26%	1.52	-0.08
Apr-01	1	41	2.44%	15.43%	427	1942	21.99%	2.8	0.7
May-01	2	23	8.70%	28.18%	367	2191	16.75%	0.96	-0.42
Jun-01	5	37	13.51%	34.19%	355	2091	16.98%	0.58	-0.64



Checklist #2 - Jeopardy Notifications - Unbundled Loops

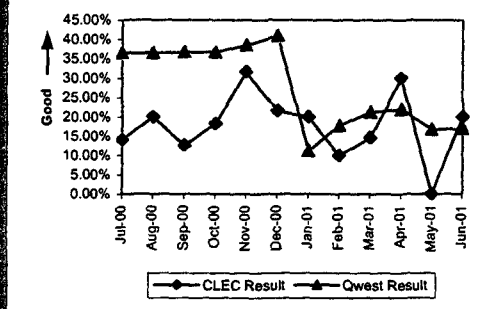
Jeopardy Notice Interval (Average Days) (PO-8 B)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	240	67	3.58	2.44	13949	3123	4.47	0.73	-0.56
Aug-00	163	56	2.91	2.06	17611	3445	5.11	1.64	0
Sep-00	227	58	3.91	3.72	16933	3142	5.39	1.16	-0.29
Oct-00	920	134	6.87	5.81	15036	3407	4.41	-3.89	-3.36
Nov-00	539	126	4.28	4.17	15651	2972	5.27	1.36	-0.17
Dec-00	178	55	3.24	2.91	16090	3041	5.29	2.14	0.3
Jan-01	65	34	1.91	1.11	3937	1168	3.37	0.82	-0.5
Feb-01	51	25	2.04	1.17	4838	1356	3.57	2.01	0.22
Mar-01	84	34	2.47	1.46	6053	1370	4.42	1.19	-0.27
Apr-01	34	16	2.12	1.63	6568	1260	5.21	1.29	-0.22
May-01	126	17	7.41	4.99	6424	1135	5.66	-0.45	-1.27
Jun-01	83	18	4.61	3.42	7445	1487	5.01	0.13	-0.92



Timely Jeopardy Notices (Percent) (PO-9 B)

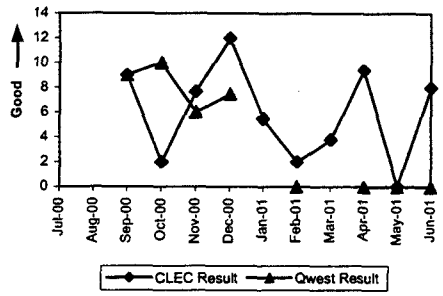
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	19	135	14.07%	34.78%	1618	4427	36.55%	5.19	2.15
Aug-00	30	150	20.00%	40.00%	1909	5234	36.47%	4.01	1.44
Sep-00	12	95	12.63%	33.22%	1617	4404	36.72%	4.68	1.85
Oct-00	26	142	18.31%	38.67%	1563	4260	36.69%	4.35	1.64
Nov-00	32	101	31.68%	46.52%	1419	3684	38.52%	1.38	-0.16
Dec-00	11	51	21.57%	41.13%	1395	3408	40.93%	2.75	0.67
Jan-01	7	35	20.00%	40.00%	353	3147	11.22%	-1.64	-2
Feb-01	3	30	10.00%	30.00%	437	2458	17.78%	1.07	-0.35
Mar-01	6	41	14.63%	35.34%	466	2192	21.26%	1.04	-0.37
Apr-01	3	10	30.00%	45.83%	427	1942	21.99%	-0.61	-1.37
May-01	0	6	0.00%	0.00%	367	2191	16.75%	1.03	-0.38
Jun-01	1	5	20.00%	40.00%	355	2091	16.98%	-0.18	-1.11



Checklist #2 - Jeopardy Notifications - LIS

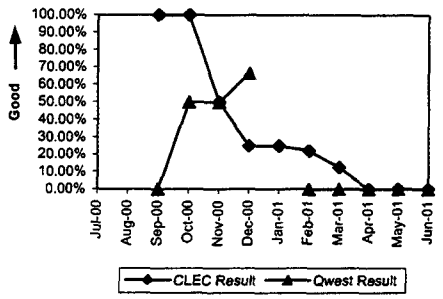
Jeopardy Notice Interval (Average Days) (PO-8 C)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00	9	1	9.00		9	1	9.00		
Oct-00	2	1	2.00		10	1	10.00		
Nov-00	23	3	7.67		12	2	6.00		
Dec-00	12	1	12.00		15	2	7.50		
Jan-01	11	2	5.50						
Feb-01	6	3	2.00	2.65	0	1	0.00		
Mar-01	19	5	3.80	7.40					
Apr-01	47	5	9.40	16.24	0	1	0.00		
May-01	0	1	0.00		0	1	0.00		
Jun-01	24	3	8.00	8.89	0	2	0.00		



Timely Jeopardy Notices (Percent) (PO-9 C)

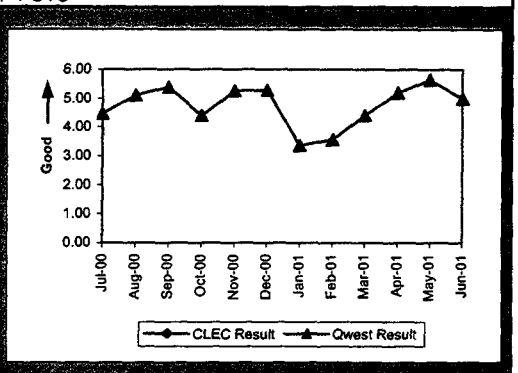
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00	1	1	100.00%		0	2	0.00%	N/A	
Oct-00	1	1	100.00%		1	2	50.00%		
Nov-00	1	2	50.00%		2	4	50.00%		
Dec-00	1	4	25.00%		2	3	66.67%		
Jan-01	1	4	25.00%						
Feb-01	2	9	22.22%	41.57%	0	14	0.00%	N/A	
Mar-01	1	8	12.50%	33.07%	0	16	0.00%	N/A	
Apr-01	0	2	0.00%	0.00%	0	11	0.00%	N/A	
May-01	0	3	0.00%	0.00%	0	3	0.00%	N/A	
Jun-01	0	12	0.00%	0.00%	0	10	0.00%	N/A	



Checklist #2 - Jeopardy Notifications - UNE-P-POTS

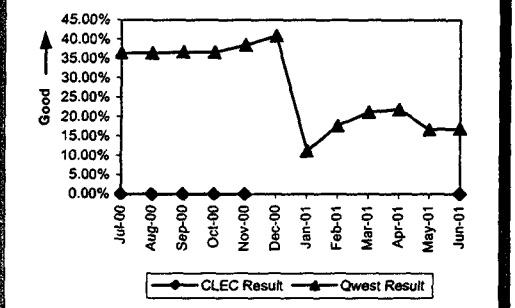
Jeopardy Notice Interval (Average Days) (PO-8 D)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					13949	3123	4.47		
Aug-00					17611	3445	5.11		
Sep-00					16933	3142	5.39		
Oct-00					15036	3407	4.41		
Nov-00					15651	2972	5.27		
Dec-00					16090	3041	5.29		
Jan-01					3937	1168	3.37		
Feb-01					4838	1356	3.57		
Mar-01					6053	1370	4.42		
Apr-01					6568	1260	5.21		
May-01					6424	1135	5.66		
Jun-01					7445	1487	5.01		



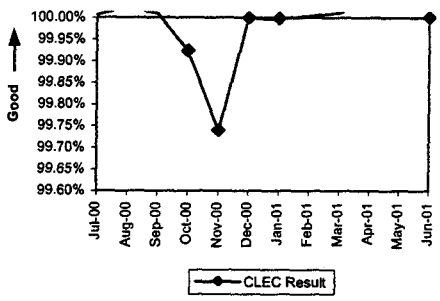
Timely Jeopardy Notices (Percent) (PO-9 D)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	13	0.00%	0.00%	1618	4427	36.55%	2.69	0.64
Aug-00	0	9	0.00%	0.00%	1909	5234	36.47%	2.19	0.33
Sep-00	0	1	0.00%	0.00%	1617	4404	36.72%	0.34	-0.79
Oct-00	0	2	0.00%	0.00%	1563	4260	36.69%	1.11	-0.33
Nov-00	0	1	0.00%	0.00%	1419	3684	38.52%	0.29	-0.82
Dec-00					1395	3408	40.93%		
Jan-01					353	3147	11.22%		
Feb-01					437	2458	17.78%		
Mar-01					466	2192	21.26%		
Apr-01					427	1942	21.99%		
May-01					367	2191	16.75%		
Jun-01	0	1	0.00%	0.00%	355	2091	16.98%	0.96	-0.42



Checklist #2 - LSR Accountability

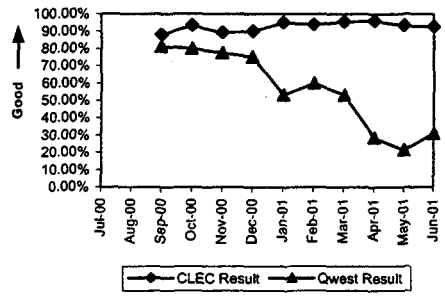
LSR Accountability (Percent) (PO-10)			
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	57862	57858	100.01%
Aug-00	73685	73667	100.02%
Sep-00	71163	71156	100.01%
Oct-00	62732	62780	99.92%
Nov-00	67495	67672	99.74%
Dec-00	66217	66218	100.00%
Jan-01	71131	71133	100.00%
Feb-01	59506	59503	100.01%
Mar-01	69728	69720	100.01%
Apr-01	61799	61773	100.04%
May-01	76780	76408	100.49%
Jun-01	78870	78870	100.00%



Checklist #2 - Access To Centers

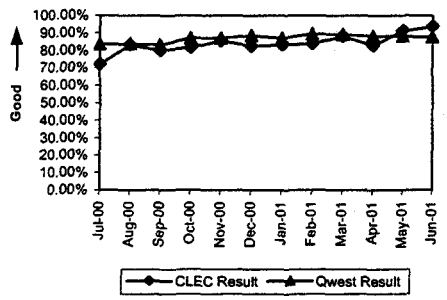
Calls Answered within Twenty Seconds - Interconnect Provisioning Center (Percent) (OP-2)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00						
Aug-00						
Sep-00	33028	37491	88.10%	572439	704184	81.29%
Oct-00	39199	41959	93.42%	611551	763254	80.12%
Nov-00	36956	41366	89.34%	569870	734118	77.63%
Dec-00	40597	45116	89.98%	516919	686870	75.26%
Jan-01	39890	41921	95.16%	2006486	3773669	53.17%
Feb-01	31767	33822	93.92%	1855201	3088364	60.07%
Mar-01	34908	36514	95.60%	1831158	3429437	53.40%
Apr-01	32572	33858	96.20%	984100	3445322	28.56%
May-01	34650	37124	93.34%	812115	3781763	21.47%
Jun-01	33539	36214	92.61%	1101299	3563927	30.90%



Calls Answered with-In 20 seconds - Interconnect Repair Center (Percent) (MR-2)

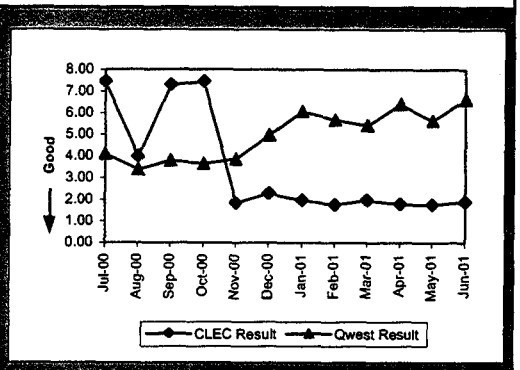
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00	15830	21986	72.00%	224601	268991	83.50%
Aug-00	20298	24367	83.30%	247443	295671	83.69%
Sep-00	17089	21334	80.10%	212405	255476	83.14%
Oct-00	18536	22723	81.57%	240573	276466	87.02%
Nov-00	18667	21817	85.56%	209617	240868	87.03%
Dec-00	16559	20047	82.60%	177744	200683	88.57%
Jan-01	19111	22979	83.17%	754367	866186	87.09%
Feb-01	18378	21962	83.68%	644068	719729	89.49%
Mar-01	21997	24934	88.22%	718741	806886	89.08%
Apr-01	18724	22611	82.81%	724314	820411	88.29%
May-01	22991	25211	91.19%	747817	848094	88.18%
Jun-01	25944	27731	93.56%	775975	886147	87.57%



Checklist #2 - Billing

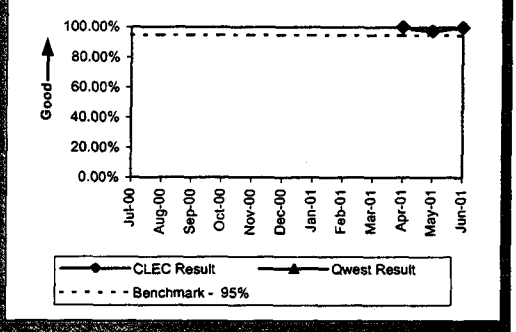
Time to Provide Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00	2337003.7	314201	7.44	77492093.64	18854524	4.11
Aug-00	1519877	382048	3.98	62684500	18491003	3.39
Sep-00	3037937.07	416510	7.29	69921070.47	18351987	3.81
Oct-00	3173111.37	426209	7.44	61668618.8	16895512	3.65
Nov-00	1008401.74	550093	1.83	68509792.86	17748651	3.86
Dec-00	1427548	629334	2.27	99349049	19978707	4.97
Jan-01	1091591	552889	1.97	120820914	19911828	6.07
Feb-01	1107823	631418	1.75	119656263	21047053	5.69
Mar-01	1269396	647478	1.96	106382642	19618268	5.42
Apr-01	1413128	789593	1.79	126207934	19666406	6.42
May-01	1392484	795462	1.75	106106540	18826701	5.64
Jun-01	1491808	786738	1.90	133305744	20116641	6.63



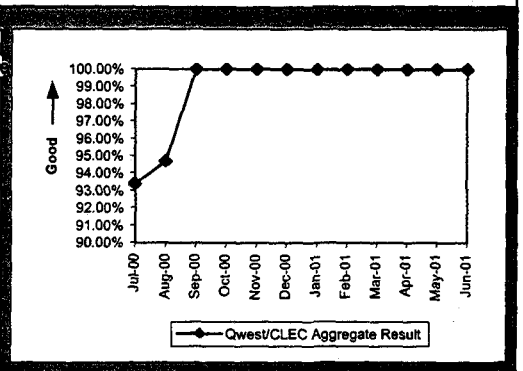
Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00						
Aug-00						
Sep-00						
Oct-00						
Nov-00						
Dec-00						
Jan-01						
Feb-01						
Mar-01						
Apr-01	5706725	5706803	100.00%			
May-01	6411827	6595614	97.21%			
Jun-01	501639	502476	99.83%			



Checklist #2 - Billing

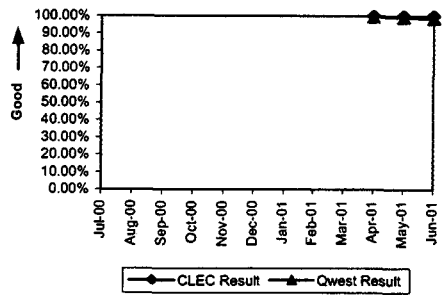
Invoices Delivered within 10 Days (Percent) All (BI-2)			
Date	Qwest/CLEC Aggrega	Qwest/CLEC Aggrega	Qwest/CLEC Aggregate
Jul-00	98850	105829	93.41%
Aug-00	113197	119534	94.70%
Sep-00	93173	93173	100.00%
Oct-00	121978	121978	100.00%
Nov-00	83991	83991	100.00%
Dec-00	82460	82460	100.00%
Jan-01	28999	29006	99.98%
Feb-01	31351	31352	100.00%
Mar-01	31540	31540	100.00%
Apr-01	32509	32517	99.98%
May-01	30975	30975	100.00%
Jun-01	30663	30671	99.97%



Checklist #2 - Billing

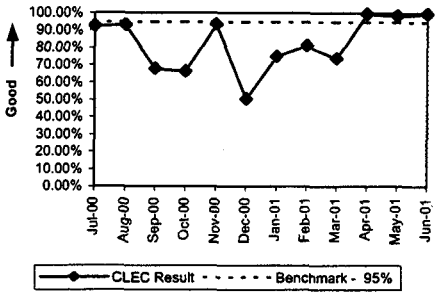
Billing Accuracy - Adjustments for Errors (Percent) UNEs and Resale Aggregate (BI-3A)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	2770348.1	2771006.3	99.98%		132038029	132421384	99.71%		
May-01	2777355.3	2779222.3	99.93%	2.59%	130874553	131825103	99.28%	-127.5	-78.52
Jun-01	2846693.6	2848279.1	99.94%	2.36%	129651501	131299863	98.74%	-179.92	-110.38



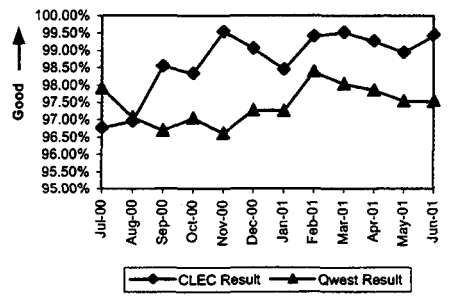
Checklist #2 - Billing

Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B)			
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	170572.9	184552.93	92.42%
Aug-00	181639.9	195203.07	93.05%
Sep-00	198692.53	293530.5	67.69%
Oct-00	184356.71	278231.05	66.26%
Nov-00	235434.78	252305.66	93.31%
Dec-00	116046.16	230111.98	50.43%
Jan-01	172659.93	230383.3	74.94%
Feb-01	212548.18	261870.26	81.17%
Mar-01	126953.37	172210.79	73.72%
Apr-01	250366.42	251741.18	99.45%
May-01	217445.63	220780.27	98.49%
Jun-01	254313.81	255676.58	99.47%



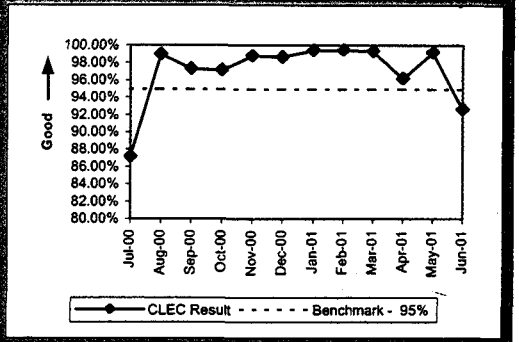
Checklist #2 - Billing

Billing Completeness (Percent) UNEs and Resale Aggregate (BI-4A)									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	808.64	835.64	96.77%		348306.63	355741.63	97.91%		
Aug-00	6953.2	7171.2	96.96%		324604.73	334402.73	97.07%		
Sep-00	7272	7379	98.55%		326409.08	337583.08	96.69%		
Oct-00	7270.42	7393.42	98.34%		409500.76	421904.76	97.06%		
Nov-00	7206.14	7239.14	99.54%		356260.06	368761.06	96.61%		
Dec-00	8761.48	8844.48	99.06%		378854.18	389487.18	97.27%		
Jan-01	6986	7096	98.45%		376935.74	387554.74	97.26%		
Feb-01	10272	10333	99.41%	7.66%	356069	361894	98.39%	-8.12	-5.94
Mar-01	9946	9994	99.52%	6.91%	353125	360219	98.03%	-10.57	-7.42
Apr-01	11089	11170	99.27%	8.48%	354139	361904	97.85%	-10.2	-7.2
May-01	10813	10928	98.95%	10.20%	397462	407472	97.54%	-9.36	-6.69
Jun-01	12203	12274	99.42%	7.58%	396384	406444	97.52%	-13.33	-9.1



Checklist #2 - Billing

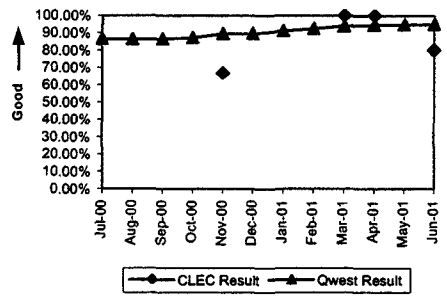
Billing Completeness (Percent) Reciprocal Compensation (BI-4B)			
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	127123.26	145842.63	87.16%
Aug-00	152156.82	153735.17	98.97%
Sep-00	190334.3	195583.86	97.32%
Oct-00	178720.49	183917.77	97.17%
Nov-00	197454.94	199802.21	98.83%
Dec-00	187523.79	190025.56	98.68%
Jan-01	159575.74	160483.48	99.43%
Feb-01	179909	180856.41	99.48%
Mar-01	161751.9	162845.79	99.33%
Apr-01	155679.59	161805.25	96.21%
May-01	132061.76	133129.03	99.20%
Jun-01	146616.9	158274.97	92.63%



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

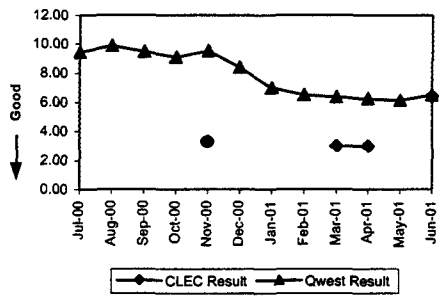
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				21114	24392	86.56%		
Aug-00				24937	28836	86.48%		
Sep-00				21563	24891	86.63%		
Oct-00				21122	24204	87.27%		
Nov-00	2	3	66.67%	22352	24982	89.47%	3.72	1.26
Dec-00				22558	25151	89.69%		
Jan-01				25332	27724	91.37%		
Feb-01				22782	24625	92.52%		
Mar-01	1	1	100.00%	24591	26149	94.04%	-0.25	-1.15
Apr-01	1	1	100.00%	23201	24489	94.74%	-0.24	-1.14
May-01				24907	26241	94.92%		
Jun-01	4	5	80.00%	24985	26253	95.17%	8.13	3.94



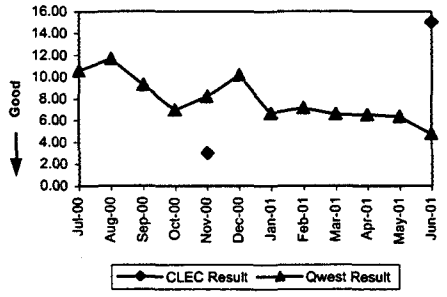
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				230337	24386	9.45		
Aug-00				285204	28830	9.89		
Sep-00				235558	24887	9.47		
Oct-00				219862	24200	9.09		
Nov-00	10	3	3.33	237670	24972	9.52	-0.71	-1.43
Dec-00				211457	25138	8.41		
Jan-01				193942	27706	7.00		
Feb-01				159856	24613	6.49		
Mar-01	3	1	3.00	166127	26132	6.36	-0.37	-1.23
Apr-01	3	1	3.00	152837	24478	6.24	-0.34	-1.21
May-01				160625	26233	6.12		
Jun-01	32	5	6.40	170548	26250	6.50	-0.03	-1.02



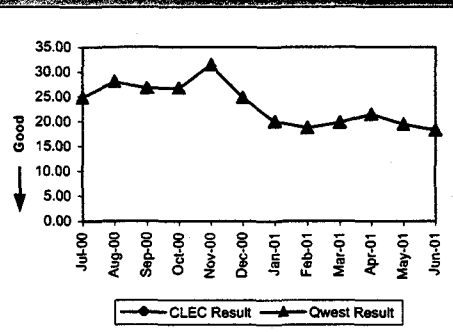
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				7963	752	10.59		
Aug-00				10085	866	11.65		
Sep-00				7461	805	9.27		
Oct-00				5105	732	6.97		
Nov-00	3	1	3.00	5036	613	8.22	-0.27	-1.17
Dec-00				5135	504	10.19		
Jan-01				3563	533	6.68		
Feb-01				2822	393	7.18		
Mar-01				2705	411	6.58		
Apr-01				2322	355	6.54		
May-01				3103	488	6.36		
Jun-01	15	1	15.00	2458	517	4.75	1.18	-0.28



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

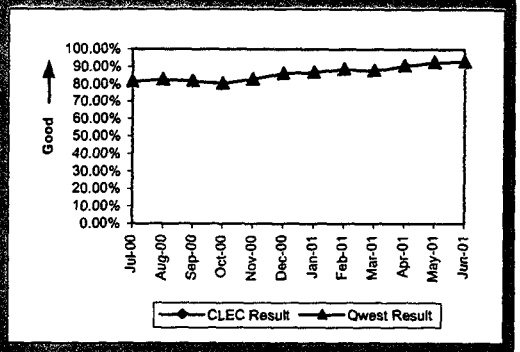
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				62674	2526	24.81		
Aug-00				84971	3033	28.02		
Sep-00				67414	2523	26.72		
Oct-00				62745	2350	26.70		
Nov-00				63401	2017	31.43		
Dec-00				51831	2089	24.81		
Jan-01				37187	1859	20.00		
Feb-01				27155	1450	18.73		
Mar-01				22706	1147	19.80		
Apr-01				20020	933	21.46		
May-01				16458	846	19.45		
Jun-01				13688	751	18.23		



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

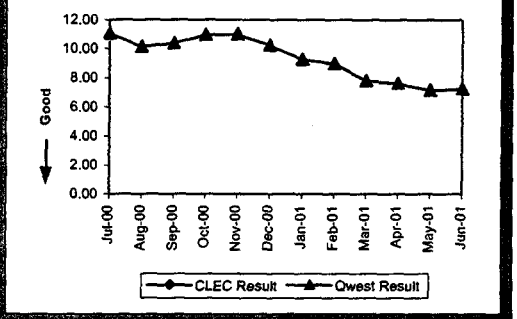
Installation Commitments Met (Percent) (OP-3)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				2002	2458	81.45%		
Aug-00				2354	2848	82.65%		
Sep-00				2215	2707	81.82%		
Oct-00				1916	2383	80.40%		
Nov-00				1889	2280	82.85%		
Dec-00				1954	2266	86.23%		
Jan-01				2149	2472	86.93%		
Feb-01				2144	2414	88.82%		
Mar-01				2307	2624	87.92%		
Apr-01				2333	2571	90.74%		
May-01				2564	2769	92.60%		
Jun-01				2934	3152	93.08%		



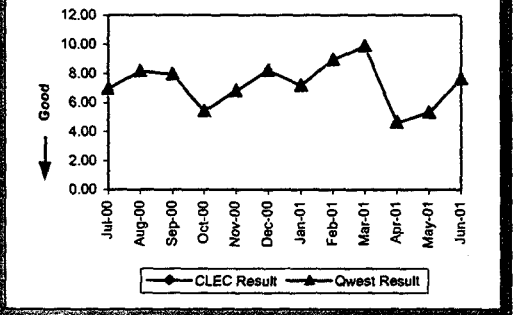
Installation Interval (Average Days) (OP-4)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				27156	2458	11.05		
Aug-00				28898	2848	10.15		
Sep-00				28087	2707	10.38		
Oct-00				26143	2383	10.97		
Nov-00				25069	2280	11.00		
Dec-00				23183	2266	10.23		
Jan-01				22862	2472	9.25		
Feb-01				21679	2414	8.98		
Mar-01				20506	2624	7.81		
Apr-01				19595	2571	7.62		
May-01				19804	2769	7.15		
Jun-01				22831	3152	7.24		



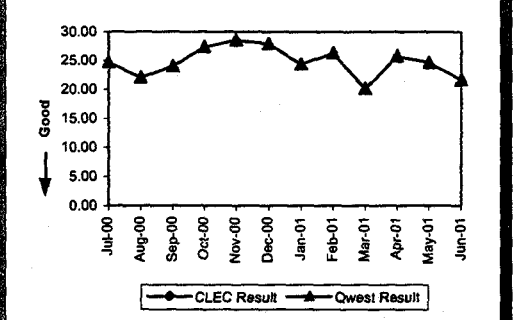
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				646	93	6.95		
Aug-00				898	110	8.16		
Sep-00				891	112	7.96		
Oct-00				503	93	5.41		
Nov-00				696	102	6.82		
Dec-00				568	69	8.23		
Jan-01				525	73	7.19		
Feb-01				483	54	8.94		
Mar-01				662	67	9.88		
Apr-01				306	66	4.64		
May-01				303	57	5.32		
Jun-01				641	84	7.63		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Outside MSAs

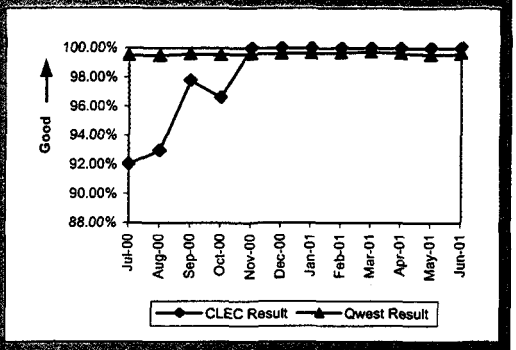
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				8970	363	24.71		
Aug-00				8473	384	22.07		
Sep-00				9122	380	24.01		
Oct-00				10259	374	27.43		
Nov-00				8246	289	28.53		
Dec-00				6794	243	27.96		
Jan-01				6101	250	24.40		
Feb-01				5679	216	26.29		
Mar-01				5041	250	20.16		
Apr-01				4435	172	25.78		
May-01				3655	148	24.70		
Jun-01				2899	134	21.63		



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

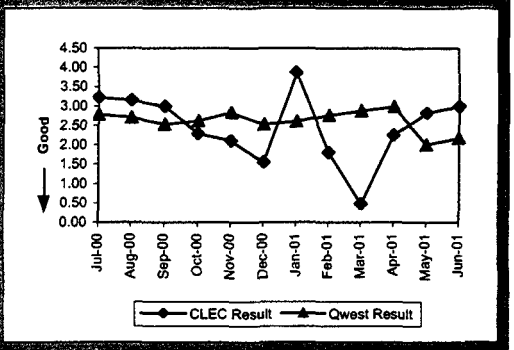
Installation Commitments Met (Percent) (OP-3)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	150	163	92.02%	130468	131121	99.50%	3.72	1.26
Aug-00	119	128	92.97%	149017	149804	99.47%	3.72	1.26
Sep-00	44	45	97.78%	136456	136995	99.61%	8.08	3.91
Oct-00	57	59	96.61%	144958	145618	99.55%	8.21	3.99
Nov-00	81	81	100.00%	151614	152225	99.60%	-0.57	-1.35
Dec-00	18	18	100.00%	128936	129393	99.65%	-0.25	-1.15
Jan-01	29	29	100.00%	114263	114654	99.66%	-0.31	-1.19
Feb-01	16	16	100.00%	101934	102249	99.69%	-0.22	-1.14
Mar-01	25	25	100.00%	119808	120102	99.76%	-0.25	-1.15
Apr-01	133	133	100.00%	113381	113765	99.66%	-0.67	-1.41
May-01	27	27	100.00%	132858	133471	99.54%	-0.35	-1.21
Jun-01	14	14	100.00%	148783	149362	99.61%	-0.23	-1.14



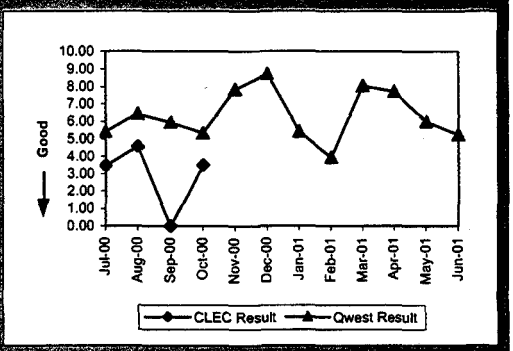
Installation Interval (Average Days) (OP-4)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	525	163	3.22	365740	131117	2.79	1.47	-0.1
Aug-00	403	128	3.15	404514	149804	2.70	1.39	-0.15
Sep-00	135	45	3.00	346984	136994	2.53	0.89	-0.46
Oct-00	135	59	2.29	381416	145618	2.62	-0.67	-1.41
Nov-00	171	81	2.11	433006	152224	2.84	-1.65	-2.01
Dec-00	28	18	1.56	326875	129391	2.53	-1.11	-1.67
Jan-01	112	29	3.86	299271	114651	2.61	1.79	0.09
Feb-01	29	16	1.81	282323	102248	2.76	-1.14	-1.69
Mar-01	12	25	0.48	346431	120099	2.88	-3.53	-3.15
Apr-01	299	133	2.25	339901	113762	2.99	-2.34	-2.43
May-01	17	6	2.83	207363	102946	2.01	1.18	-0.28
Jun-01	39	13	3.00	240830	110495	2.18	2.23	0.35



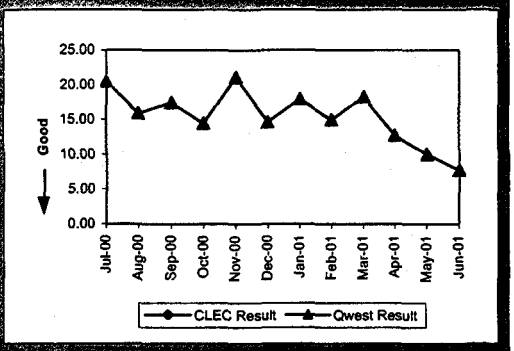
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	45	13	3.46	2404	443	5.43	-0.63	-1.38
Aug-00	41	9	4.56	3518	545	6.46	-0.37	-1.22
Sep-00	0	1	0.00	2018	338	5.97	-0.42	-1.26
Oct-00	7	2	3.50	2420	452	5.35	-0.19	-1.11
Nov-00				2311	294	7.86		
Dec-00				1923	220	8.74		
Jan-01				1181	217	5.44		
Feb-01				741	188	3.94		
Mar-01				1499	186	8.06		
Apr-01				2073	268	7.74		
May-01				2523	419	6.02		
Jun-01				2405	457	5.26		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches

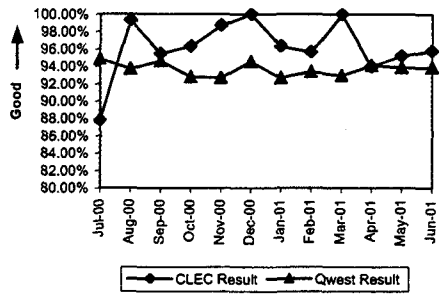
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				4306	210	20.50		
Aug-00				3841	242	15.87		
Sep-00				3503	201	17.43		
Oct-00				3001	208	14.43		
Nov-00				6688	317	21.10		
Dec-00				3467	237	14.63		
Jan-01				3122	174	17.94		
Feb-01				1902	127	14.98		
Mar-01				1971	108	18.25		
Apr-01				1480	116	12.76		
May-01				1947	194	10.04		
Jun-01				943	122	7.73		



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

New Service Installation without Trouble Reports (Percent) (OP-5)

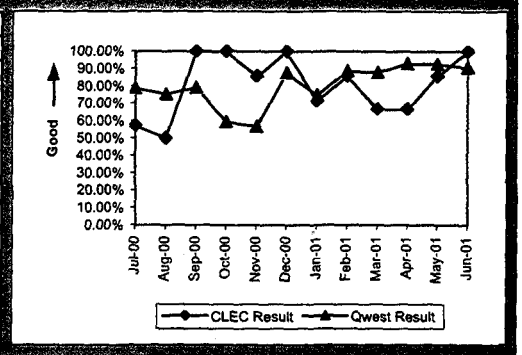
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	72	82	87.80%	161660	170346	94.90%	2.92	2.3
Aug-00	146	147	99.32%	164191	175175	93.73%	-2.79	-2.7
Sep-00	84	88	95.45%	168963	178513	94.65%	-0.34	-1.2
Oct-00	52	54	96.30%	160900	173418	92.78%	-1	-1.61
Nov-00	76	77	98.70%	167295	180534	92.67%	-2.03	-2.23
Dec-00	58	58	100.00%	163071	172474	94.55%	-1.83	-2.11
Jan-01	26	27	96.30%	143601	154955	92.67%	-0.72	-1.44
Feb-01	22	23	95.65%	131640	140963	93.39%	-0.44	-1.27
Mar-01	22	22	100.00%	132985	143027	92.98%	-1.29	-1.78
Apr-01	78	83	93.98%	140189	148880	94.16%	0.07	-1
May-01	80	84	95.24%	146169	155682	93.89%	-0.52	-1.31
Jun-01	23	24	95.83%	164536	175144	93.94%	-0.39	-1.24



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

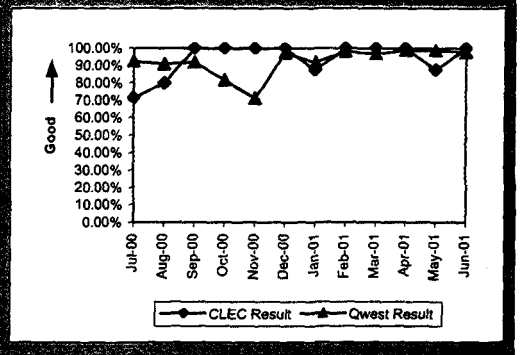
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	4	7	57.14%	27819	35261	78.89%	1.79	0.09
Aug-00	2	4	50.00%	32980	43834	75.24%	1.37	-0.17
Sep-00	5	5	100.00%	26362	33281	79.21%	-1.15	-1.7
Oct-00	6	6	100.00%	25926	43612	59.45%	-2.02	-2.23
Nov-00	6	7	85.71%	25067	44151	56.78%	-1.55	-1.94
Dec-00	5	5	100.00%	23763	27058	87.82%	-0.83	-1.51
Jan-01	5	7	71.43%	28678	38340	74.80%	0.15	-0.91
Feb-01	6	7	85.71%	25638	28904	88.70%	0.17	-0.9
Mar-01	2	3	66.67%	29306	33315	87.97%	8.21	3.99
Apr-01	2	3	66.67%	27048	29101	92.95%	3.72	1.26
May-01	6	7	85.71%	27707	29840	92.85%	0.54	-0.67
Jun-01	9	9	100.00%	27087	29870	90.68%	-0.96	-1.58



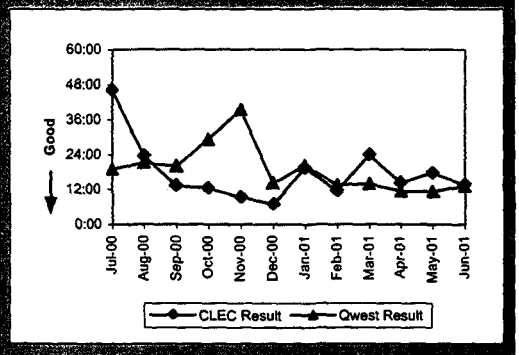
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	5	7	71.43%	42025	45419	92.53%	7.99	3.86
Aug-00	4	5	80.00%	50907	55894	91.08%	4.07	1.48
Sep-00	8	8	100.00%	39873	43319	92.05%	-0.83	-1.51
Oct-00	8	8	100.00%	45098	55072	81.89%	-1.33	-1.81
Nov-00	8	8	100.00%	40178	56392	71.25%	-1.8	-2.09
Dec-00	6	6	100.00%	33741	34644	97.39%	-0.4	-1.24
Jan-01	7	8	87.50%	45010	48997	91.86%	-0.02	-1.01
Feb-01	9	9	100.00%	36398	37117	98.06%	-0.42	-1.26
Mar-01	3	3	100.00%	41291	42626	96.87%	-0.31	-1.19
Apr-01	5	5	100.00%	36549	37006	98.77%	-0.25	-1.15
May-01	7	8	87.50%	37998	38445	98.84%	8.13	3.94
Jun-01	9	9	100.00%	37770	38649	97.73%	-0.46	-1.28



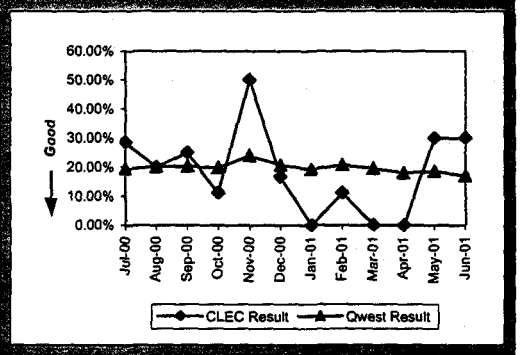
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	323:27	7	46:12	861318:31	45419	18:58	2.65	0.61
Aug-00	117:36	5	23:31	1183352:11	55894	21:10	0.21	-0.87
Sep-00	105:59	8	13:15	865906:29	43319	19:59	-0.76	-1.46
Oct-00	99:46	8	12:28	1606329:11	55072	29:10	-1.7	-2.03
Nov-00	74:32	8	9:19	2223663:13	56392	39:26	-1.88	-2.14
Dec-00	40:56	6	6:49	493984:25	34644	14:16	-1.1	-1.67
Jan-01	155:36	8	19:27	991169:57	48997	20:14	-0.11	-1.07
Feb-01	104:10	9	11:34	500715:25	37117	13:29	-0.41	-1.25
Mar-01	71:34	3	23:51	593729:36	42626	13:56	1.17	-0.29
Apr-01	71:51	5	14:22	421007:52	37006	11:23	0.59	-0.64
May-01	141:38	8	17:42	434566:43	38445	11:18	1.55	-0.06
Jun-01	122:16	9	13:35	510289:03	38649	13:12	0.08	-0.95



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

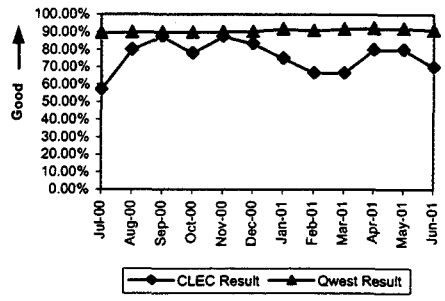
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	2	7	28.57%	8835	45419	19.45%	0.62	-0.62
Aug-00	1	5	20.00%	11241	55894	20.11%	-0.01	-1
Sep-00	2	8	25.00%	8807	43319	20.33%	0.35	-0.79
Oct-00	1	9	11.11%	11494	57951	19.83%	-0.66	-1.4
Nov-00	4	8	50.00%	14253	59549	23.93%	1.54	-0.06
Dec-00	1	6	16.67%	7543	36400	20.72%	-0.25	-1.15
Jan-01	0	8	0.00%	9919	51242	19.36%	-1.39	-1.84
Feb-01	1	9	11.11%	8087	38932	20.77%	-0.71	-1.43
Mar-01	0	3	0.00%	8744	44546	19.63%	-0.86	-1.52
Apr-01	0	5	0.00%	6983	38700	18.04%	-1.05	-1.64
May-01	3	10	30.00%	7467	40093	18.62%	0.87	-0.47
Jun-01	3	10	30.00%	6884	40492	17.00%	1	-0.39



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

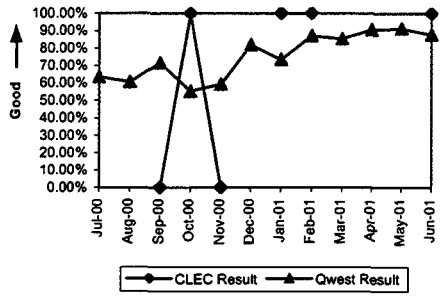
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	4	7	57.14%	40632	45419	89.46%	8.13	3.94
Aug-00	4	5	80.00%	50209	55894	89.83%	0.2	-0.88
Sep-00	7	8	87.50%	38928	43319	89.86%	0.19	-0.89
Oct-00	7	9	77.78%	52022	57951	89.77%	3.32	1.02
Nov-00	7	8	87.50%	53661	59549	90.11%	0.16	-0.9
Dec-00	5	6	83.33%	32878	36400	90.32%	-0.11	-1.07
Jan-01	6	8	75.00%	46971	51242	91.67%	3.72	1.26
Feb-01	6	9	66.67%	35351	38932	90.80%	3.72	1.26
Mar-01	2	3	66.67%	40831	44546	91.66%	3.72	1.26
Apr-01	4	5	80.00%	35706	38700	92.26%	3.72	1.26
May-01	8	10	80.00%	36882	40093	91.99%	7.57	3.6
Jun-01	7	10	70.00%	36892	40492	91.11%	3.72	1.26



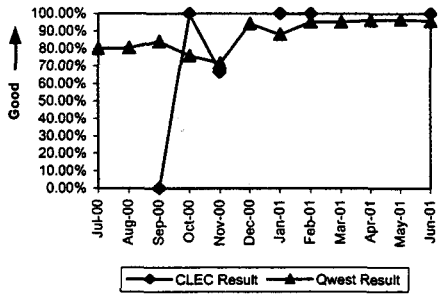
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				2453	3851	63.70%		
Aug-00				3513	5788	60.69%		
Sep-00	0	1	0.00%	2452	3421	71.67%	3.72	1.26
Oct-00	1	1	100.00%	2516	4550	55.30%	-0.9	-1.55
Nov-00	0	3	0.00%	2393	4031	59.36%	8.01	3.87
Dec-00				2583	3147	82.08%		
Jan-01	1	1	100.00%	2271	3085	73.61%	-0.6	-1.36
Feb-01	1	1	100.00%	2285	2619	87.25%	-0.38	-1.23
Mar-01				2257	2643	85.40%		
Apr-01				2324	2563	90.68%		
May-01				2585	2829	91.38%		
Jun-01	2	2	100.00%	3293	3748	87.86%	-0.53	-1.32



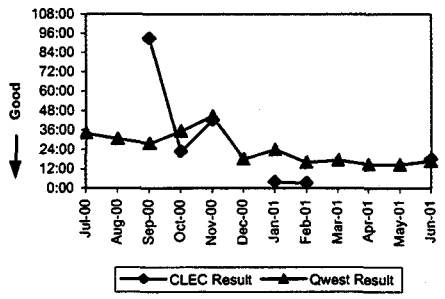
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				3968	4951	80.15%		
Aug-00				5777	7180	80.46%		
Sep-00	0	1	0.00%	3910	4648	84.12%	8.01	3.87
Oct-00	1	1	100.00%	4363	5751	75.87%	-0.56	-1.34
Nov-00	2	3	66.67%	3818	5312	71.88%	0.33	-0.8
Dec-00				3753	3971	94.51%		
Jan-01	1	1	100.00%	3640	4127	88.20%	-0.37	-1.22
Feb-01	1	1	100.00%	3299	3463	95.26%	-0.22	-1.14
Mar-01				3396	3560	95.39%		
Apr-01				3293	3426	96.12%		
May-01				3704	3828	96.76%		
Jun-01	2	2	100.00%	4688	4889	95.89%	-0.29	-1.18



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

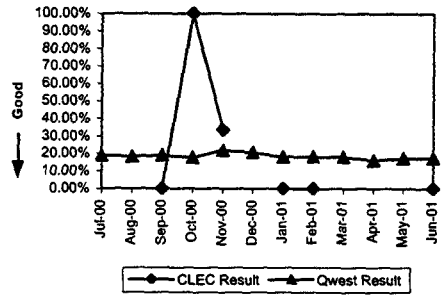
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				169675:08	4951	34:16		
Aug-00				220177:24	7180	30:40		
Sep-00	92:55	1	92:55	129530:59	4648	27:52	1.97	0.2
Oct-00	22:53	1	22:53	202773:20	5751	35:16	-0.34	-1.2
Nov-00	126:48	3	42:16	237232:06	5312	44:40	-0.07	-1.04
Dec-00				71875:44	3971	18:06		
Jan-01	3:54	1	3:54	98627:35	4127	23:54	-0.82	-1.5
Feb-01	3:07	1	3:07	55892:39	3463	16:08	-0.81	-1.49
Mar-01				61817:31	3560	17:22		
Apr-01				50487:09	3426	14:44		
May-01				56016:36	3828	14:38		
Jun-01	35:56	2	17:58	82236:35	4889	16:49	0.1	-0.94



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

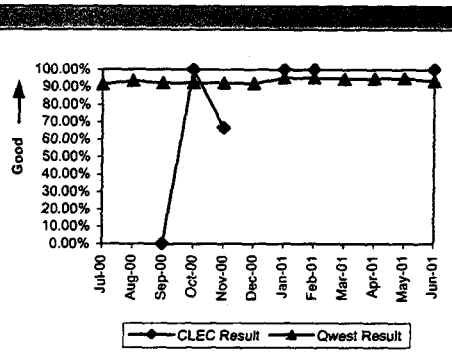
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				930	4951	18.78%		
Aug-00				1322	7180	18.41%		
Sep-00	0	1	0.00%	885	4648	19.04%	-0.48	-1.29
Oct-00	1	1	100.00%	1063	5954	17.85%	1.35	-0.18
Nov-00	1	3	33.33%	1215	5556	21.87%	0.45	-0.72
Dec-00				846	4078	20.75%		
Jan-01	0	1	0.00%	771	4235	18.21%	-0.47	-1.29
Feb-01	0	1	0.00%	653	3555	18.37%	-0.47	-1.29
Mar-01				665	3669	18.12%		
Apr-01				567	3520	16.11%		
May-01				685	3925	17.45%		
Jun-01	0	2	0.00%	886	5046	17.56%	-0.65	-1.4



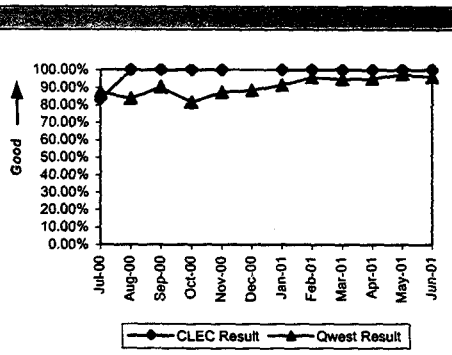
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00				4533	4951	91.56%		
Aug-00				6715	7180	93.52%		
Sep-00	0	1	0.00%	4290	4648	92.30%	3.72	1.26
Oct-00	1	1	100.00%	5500	5954	92.37%	-0.29	-1.17
Nov-00	2	3	66.67%	5119	5556	92.13%	8.08	3.91
Dec-00				3744	4078	91.81%		
Jan-01	1	1	100.00%	4027	4235	95.09%	-0.23	-1.14
Feb-01	1	1	100.00%	3389	3555	95.33%	-0.22	-1.13
Mar-01				3472	3669	94.63%		
Apr-01				3338	3520	94.83%		
May-01				3725	3925	94.90%		
Jun-01	2	2	100.00%	4711	5046	93.36%	-0.38	-1.23



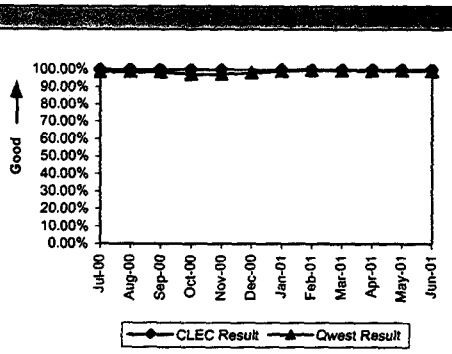
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	5	6	83.33%	4007	4577	87.55%	0.13	-0.92
Aug-00	1	1	100.00%	5167	6167	83.78%	-0.44	-1.27
Sep-00	4	4	100.00%	4073	4512	90.27%	-0.66	-1.4
Oct-00	2	2	100.00%	5335	6539	81.59%	-0.67	-1.41
Nov-00	5	5	100.00%	7023	8031	87.45%	-0.85	-1.51
Dec-00				6119	6922	88.40%		
Jan-01	2	2	100.00%	7151	7821	91.43%	-0.43	-1.26
Feb-01	1	1	100.00%	5444	5680	95.85%	-0.21	-1.13
Mar-01	1	1	100.00%	7012	7399	94.77%	-0.23	-1.14
Apr-01	5	5	100.00%	6023	6325	95.23%	-0.5	-1.3
May-01	2	2	100.00%	7622	7816	97.52%	-0.23	-1.14
Jun-01	3	3	100.00%	7092	7386	96.02%	-0.35	-1.21



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

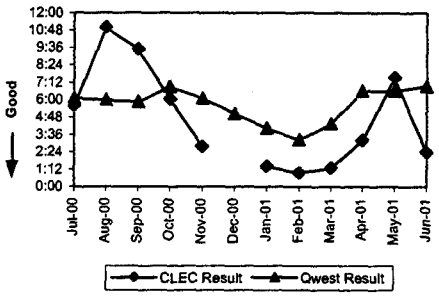
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	30	30	100.00%	27559	27933	98.66%	-0.64	-1.39
Aug-00	6	6	100.00%	33032	33421	98.84%	-0.27	-1.16
Sep-00	9	9	100.00%	27305	27667	98.69%	-0.35	-1.21
Oct-00	9	9	100.00%	31106	31985	97.25%	-0.5	-1.31
Nov-00	7	7	100.00%	27025	27765	97.33%	-0.44	-1.27
Dec-00				22848	23244	98.30%		
Jan-01	3	3	100.00%	28278	28510	99.19%	-0.16	-1.1
Feb-01	1	1	100.00%	24107	24203	99.60%	-0.06	-1.04
Mar-01	2	2	100.00%	22263	22365	99.54%	-0.1	-1.06
Apr-01	13	13	100.00%	12553	12634	99.36%	-0.29	-1.18
May-01	3	3	100.00%	14792	14868	99.49%	-0.12	-1.08
Jun-01	4	4	100.00%	14649	14772	99.17%	-0.18	-1.11



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

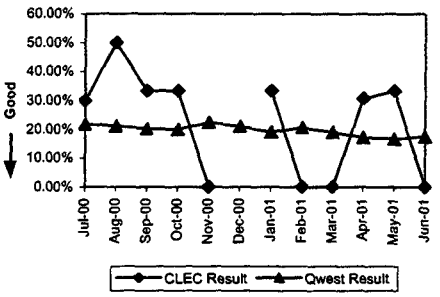
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	167:21	30	5:35	170835:20	27933	6:07	-0.19	-1.12
Aug-00	66:03	6	11:00	200521:12	33421	6:00	1.08	-0.34
Sep-00	85:09	9	9:28	161988:46	27667	5:51	0.83	-0.5
Oct-00	54:21	9	6:02	220879:16	31985	6:54	-0.16	-1.1
Nov-00	19:17	7	2:45	169389:07	27765	6:06	-0.44	-1.27
Dec-00				117645:32	23244	5:04		
Jan-01	4:13	3	1:24	114861:38	28510	4:02	-0.45	-1.27
Feb-01	0:57	1	0:57	78133:43	24203	3:14	-0.28	-1.17
Mar-01	2:33	2	1:16	97138:31	22365	4:21	-0.45	-1.27
Apr-01	41:39	13	3:12	83317:30	12634	6:36	-1.15	-1.7
May-01	22:35	3	7:32	98645:22	14868	6:38	0.15	-0.91
Jun-01	9:34	4	2:23	102315:39	14772	6:56	-0.69	-1.42



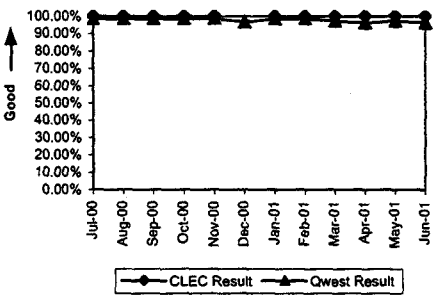
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	9	30	30.00%	6110	27933	21.87%	1.06	-0.36
Aug-00	3	6	50.00%	7106	33421	21.26%	1.5	-0.09
Sep-00	3	9	33.33%	5611	27667	20.28%	0.92	-0.44
Oct-00	3	9	33.33%	6380	31986	19.95%	0.93	-0.43
Nov-00	0	7	0.00%	6232	27790	22.43%	-1.42	-1.86
Dec-00				4898	23246	21.07%		
Jan-01	1	3	33.33%	5446	28510	19.10%	0.58	-0.64
Feb-01	0	1	0.00%	5015	24204	20.72%	-0.51	-1.31
Mar-01	0	2	0.00%	4279	22366	19.13%	-0.69	-1.42
Apr-01	4	13	30.77%	2188	12637	17.31%	1.19	-0.28
May-01	1	3	33.33%	2482	14868	16.69%	0.69	-0.58
Jun-01	0	4	0.00%	2589	14772	17.53%	-0.92	-1.56



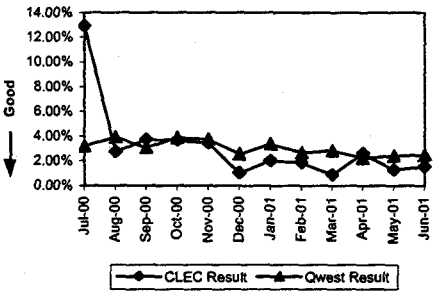
Repair Appointments Met (Percent) (MR-9)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	30	30	100.00%	27534	27933	98.57%	-0.66	-1.4
Aug-00	6	6	100.00%	32963	33421	98.63%	-0.29	-1.18
Sep-00	9	9	100.00%	27260	27667	98.53%	-0.37	-1.22
Oct-00	9	9	100.00%	31556	31986	98.66%	-0.35	-1.21
Nov-00	7	7	100.00%	27510	27790	98.99%	-0.27	-1.16
Dec-00				22523	23246	96.89%		
Jan-01	3	3	100.00%	28097	28510	98.55%	-0.21	-1.13
Feb-01	1	1	100.00%	23924	24204	98.84%	-0.11	-1.07
Mar-01	2	2	100.00%	21792	22366	97.43%	-0.23	-1.14
Apr-01	13	13	100.00%	12183	12637	96.41%	-0.7	-1.42
May-01	3	3	100.00%	14486	14868	97.43%	-0.28	-1.17
Jun-01	4	4	100.00%	14228	14772	96.32%	-0.39	-1.24



Trouble Rate (Percent) (MR-8)

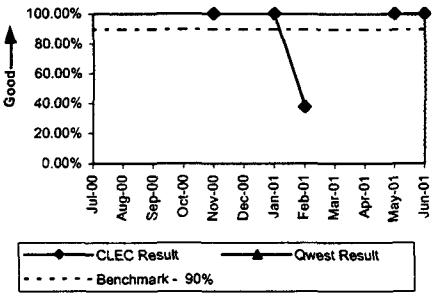
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Jul-00	37	286	12.94%	78303	2458566	3.18%	9.39	3.27
Aug-00	11	401	2.74%	96495	2461865	3.92%	-1.21	-1.74
Sep-00	18	482	3.73%	75634	2468131	3.06%	0.85	-0.53
Oct-00	19	520	3.65%	95891	2472429	3.88%	-0.27	-1.16
Nov-00	18	525	3.43%	92895	2481014	3.74%	-0.38	-1.23
Dec-00	6	585	1.03%	63724	2490127	2.56%	-2.35	-2.43
Jan-01	12	598	2.01%	83987	2498339	3.36%	-1.84	-2.12
Feb-01	11	590	1.86%	66691	2506227	2.66%	-1.2	-1.73
Mar-01	5	562	0.89%	70581	2488784	2.84%	-2.78	-2.69
Apr-01	18	698	2.58%	54857	2474350	2.22%	0.65	-0.61
May-01	13	1028	1.26%	58886	2464482	2.39%	-2.36	-2.44
Jun-01	16	1050	1.52%	60310	2449132	2.46%	-1.96	-2.19



Checklist #4 - Unbundled Loop - Analog Installation

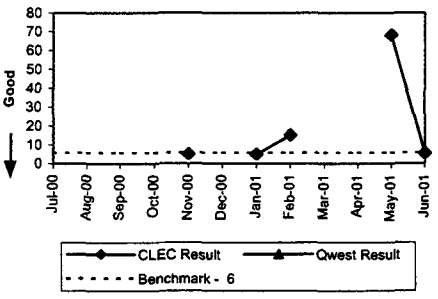
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00								
Aug-00								
Sep-00								
Oct-00								
Nov-00	1	1	100.00%					
Dec-00								
Jan-01	2	2	100.00%					
Feb-01	6	16	37.50%					
Mar-01								
Apr-01								
May-01	1	1	100.00%					
Jun-01	8	8	100.00%					



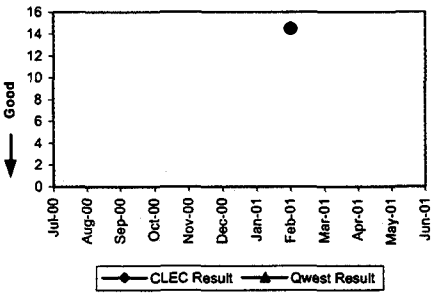
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00								
Aug-00								
Sep-00								
Oct-00								
Nov-00	5	1	5.00					
Dec-00								
Jan-01	10	2	5.00					
Feb-01	240	16	15.00					
Mar-01								
Apr-01								
May-01	68	1	68.00					
Jun-01	43	8	5.38					



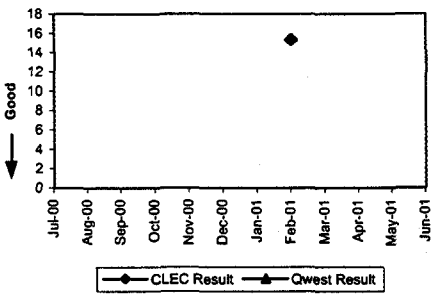
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00								
Aug-00								
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01	58	4	14.50					
Mar-01								
Apr-01								
May-01								
Jun-01								



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

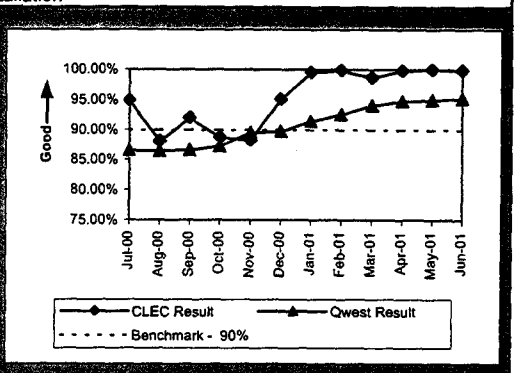
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00								
Aug-00								
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01	92	6	15.33					
Mar-01								
Apr-01								
May-01								
Jun-01								



Checklist #4 - Unbundled Loop - Analog Installation

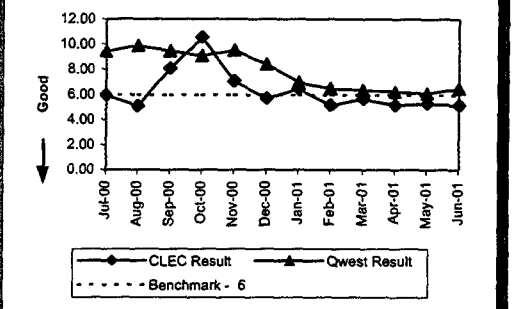
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	459	484	94.83%	21114	24392	86.56%	-5.28	-4.21
Aug-00	288	327	88.07%	24937	28836	86.48%	-0.84	-1.51
Sep-00	285	310	91.94%	21563	24891	86.63%	-2.73	-2.66
Oct-00	479	540	88.70%	21122	24204	87.27%	-0.99	-1.6
Nov-00	413	468	88.25%	22352	24982	89.47%	0.81	-0.51
Dec-00	632	665	95.04%	22558	25151	89.69%	-4.48	-3.72
Jan-01	964	969	99.48%	25332	27724	91.37%	-8.84	-6.37
Feb-01	1171	1173	99.83%	22782	24625	92.52%	-9.3	-6.65
Mar-01	1555	1576	98.67%	24591	26149	94.04%	-7.53	-5.58
Apr-01	1005	1007	99.80%	23201	24489	94.74%	-7.05	-5.29
May-01	1038	1038	100.00%	24907	26241	94.92%	-7.31	-5.45
Jun-01	1209	1211	99.83%	24985	26253	95.17%	-7.4	-5.5



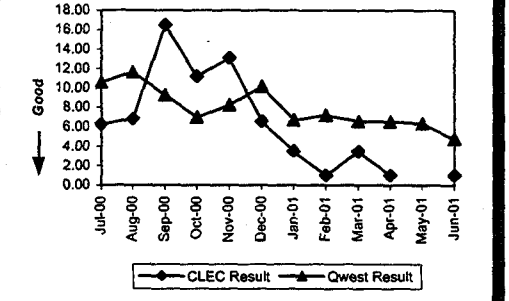
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	2171	365	5.95	230337	24386	9.45	-4.92	-3.99
Aug-00	1357	267	5.08	285204	28830	9.89	-5.37	-4.26
Sep-00	2215	274	8.08	235558	24887	9.47	-1.54	-1.94
Oct-00	4904	465	10.55	219862	24200	9.09	2.01	0.22
Nov-00	2887	409	7.06	237670	24972	9.52	-3.26	-2.98
Dec-00	2281	400	5.70	211457	25138	8.41	-3.86	-3.34
Jan-01	2500	387	6.46	193942	27706	7.00	-0.96	-1.58
Feb-01	2679	520	5.15	159856	24613	6.49	-3.14	-2.91
Mar-01	3873	686	5.65	166127	26132	6.36	-2.05	-2.25
Apr-01	1634	317	5.15	152837	24478	6.24	-2.05	-2.24
May-01	1936	366	5.29	160625	26233	6.12	-1.92	-2.17
Jun-01	3078	598	5.15	170548	26250	6.50	-4.19	-3.55



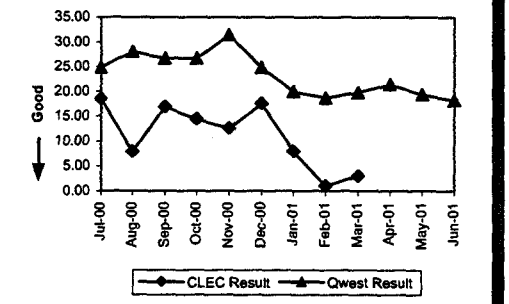
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	131	21	6.24	7963	752	10.59	-0.89	-1.54
Aug-00	170	25	6.80	10085	866	11.65	-1.09	-1.66
Sep-00	165	10	16.50	7461	805	9.27	1.11	-0.32
Oct-00	336	30	11.20	5105	732	6.97	1.42	-0.14
Nov-00	327	25	13.08	5036	613	8.22	1.26	-0.24
Dec-00	124	19	6.53	5135	504	10.19	-0.57	-1.35
Jan-01	7	2	3.50	3563	533	6.68	-0.27	-1.16
Feb-01	1	1	1.00	2822	393	7.18	-0.37	-1.22
Mar-01	66	19	3.47	2705	411	6.58	-0.77	-1.47
Apr-01	2	2	1.00	2322	355	6.54	-0.5	-1.3
May-01				3103	488	6.36		
Jun-01	2	2	1.00	2458	517	4.75	-0.61	-1.37



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

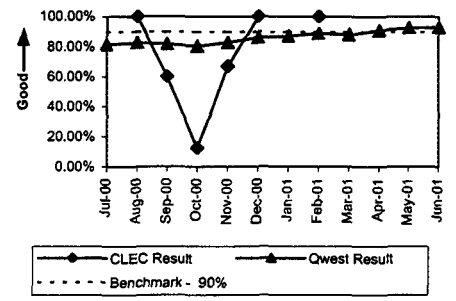
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	74	4	18.50	62674	2526	24.81	-0.5	-1.3
Aug-00	111	14	7.93	84971	3033	28.02	-2.81	-2.71
Sep-00	253	15	16.87	67414	2523	26.72	-1.32	-1.8
Oct-00	449	31	14.48	62745	2350	26.70	-2.3	-2.4
Nov-00	377	30	12.57	63401	2017	31.43	-2.94	-2.79
Dec-00	246	14	17.57	51831	2089	24.81	-0.87	-1.53
Jan-01	24	3	8.00	37187	1859	20.00	-0.73	-1.44
Feb-01	1	1	1.00	27155	1450	18.73	-0.7	-1.43
Mar-01	6	2	3.00	22706	1147	19.80	-0.95	-1.58
Apr-01				20020	933	21.46		
May-01				16458	846	19.45		
Jun-01				13688	751	18.23		



Checklist #4 - Unbundled Loop - Analog Installation

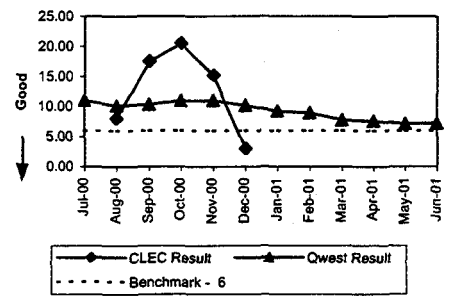
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				2002	2458	81.45%		
Aug-00	4	4	100.00%	2354	2848	82.65%	-0.92	-1.56
Sep-00	3	5	60.00%	2215	2707	81.82%	4.99	2.03
Oct-00	1	8	12.50%	1916	2383	80.40%	3.72	1.26
Nov-00	8	12	66.67%	1889	2280	82.85%	1.31	-0.2
Dec-00	2	2	100.00%	1954	2266	86.23%	-0.56	-1.34
Jan-01				2149	2472	86.93%		
Feb-01	1	1	100.00%	2144	2414	88.82%	-0.35	-1.22
Mar-01				2307	2624	87.92%		
Apr-01				2333	2571	90.74%		
May-01				2564	2769	92.60%		
Jun-01				2934	3152	93.08%		



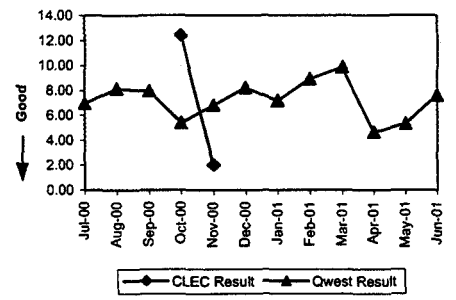
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				27156	2458	11.05		
Aug-00	32	4	8.00	28898	2848	10.15	-0.33	-1.2
Sep-00	70	4	17.50	28087	2707	10.38	0.96	-0.42
Oct-00	164	8	20.50	26143	2383	10.97	1.47	-0.11
Nov-00	167	11	15.18	25069	2280	11.00	0.9	-0.45
Dec-00	6	2	3.00	23183	2266	10.23	-0.67	-1.41
Jan-01				22862	2472	9.25		
Feb-01				21679	2414	8.98		
Mar-01				20506	2624	7.81		
Apr-01				19595	2571	7.62		
May-01				19804	2769	7.15		
Jun-01				22831	3152	7.24		



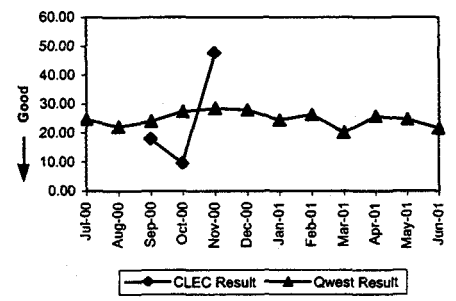
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				646	93	6.95		
Aug-00				898	110	8.16		
Sep-00				891	112	7.96		
Oct-00	62	5	12.40	503	93	5.41	1.43	-0.13
Nov-00	2	1	2.00	696	102	6.82	-0.4	-1.25
Dec-00				568	69	8.23		
Jan-01				525	73	7.19		
Feb-01				483	54	8.94		
Mar-01				662	67	9.88		
Apr-01				306	66	4.64		
May-01				303	57	5.32		
Jun-01				641	84	7.63		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

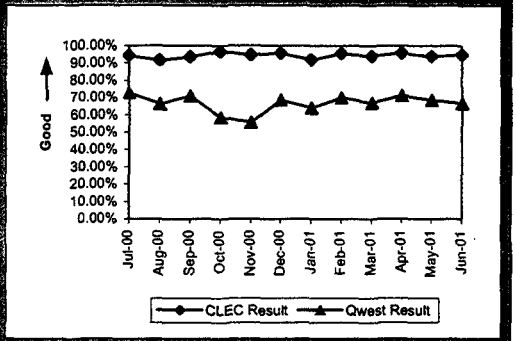
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				8970	363	24.71		
Aug-00				8473	384	22.07		
Sep-00	36	2	18.00	9122	380	24.01	-0.33	-1.2
Oct-00	19	2	9.50	10259	374	27.43	-0.75	-1.45
Nov-00	143	3	47.67	8246	289	28.53	1.22	-0.26
Dec-00				6794	243	27.96		
Jan-01				6101	250	24.40		
Feb-01				5679	216	26.29		
Mar-01				5041	250	20.16		
Apr-01				4435	172	25.78		
May-01				3655	148	24.70		
Jun-01				2899	134	21.63		



Checklist #4 - Unbundled Loop - Analog Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

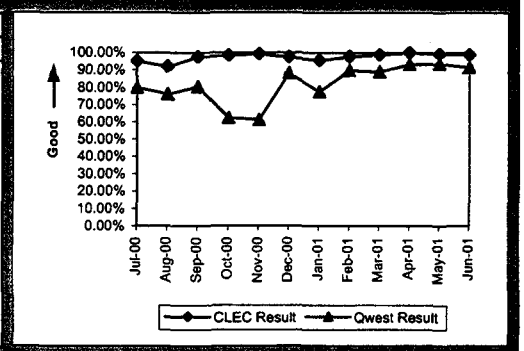
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	498	527	94.50%	23258	31944	72.81%	-11.1	-7.75
Aug-00	461	502	91.83%	21642	32626	66.33%	-12	-8.29
Sep-00	404	432	93.52%	23477	33027	71.08%	-10.22	-7.21
Oct-00	590	610	96.72%	17661	30179	58.52%	-18.96	-12.53
Nov-00	736	776	94.85%	16523	29762	55.52%	-21.76	-14.23
Dec-00	842	879	95.79%	20640	30043	68.70%	-17.07	-11.38
Jan-01	1036	1126	92.01%	20104	31458	63.91%	-19.29	-12.73
Feb-01	1299	1357	95.73%	21779	31102	70.02%	-20.23	-13.3
Mar-01	1563	1661	94.10%	20337	30379	66.94%	-22.91	-14.93
Apr-01	1525	1592	95.79%	21632	30323	71.34%	-21.03	-13.79
May-01	1261	1343	93.89%	20851	30364	68.67%	-19.5	-12.86
Jun-01	1416	1492	94.91%	21273	31881	66.73%	-22.58	-14.73



Checklist #4 - Unbundled Loop - Analog Repair

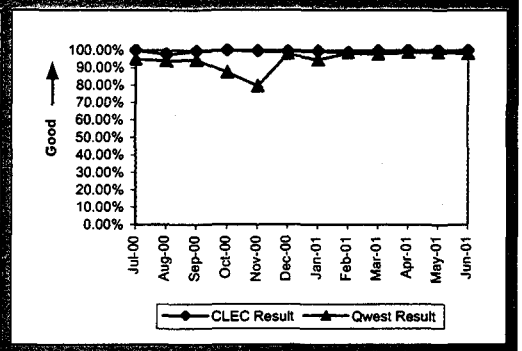
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	158	166	95.18%	31529	39450	79.92%	-4.9	-3.98
Aug-00	231	251	92.03%	37862	49637	76.28%	-5.85	-4.56
Sep-00	202	207	97.58%	30157	37450	80.53%	-6.18	-4.76
Oct-00	233	237	98.31%	30965	49704	62.30%	-11.41	-7.94
Nov-00	224	226	99.12%	31587	51578	61.24%	-11.66	-8.09
Dec-00	151	155	97.42%	29479	33343	88.41%	-3.5	-3.13
Jan-01	210	220	95.45%	35465	45751	77.52%	-6.36	-4.87
Feb-01	171	175	97.71%	30675	34154	89.81%	-3.45	-3.1
Mar-01	251	254	98.82%	35708	40084	89.08%	-4.96	-4.02
Apr-01	205	205	100.00%	32780	35108	93.37%	-3.8	-3.31
May-01	316	318	99.37%	34810	37114	93.79%	-4.11	-3.5
Jun-01	305	309	98.71%	33560	36605	91.68%	-4.45	-3.71



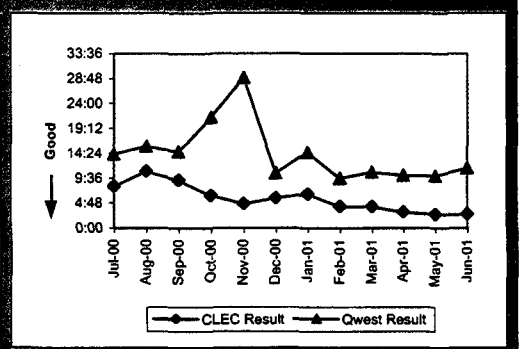
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	166	166	100.00%	67488	71182	94.81%	-3.01	-2.83
Aug-00	245	251	97.61%	81495	86804	93.88%	-2.46	-2.5
Sep-00	206	207	99.52%	65057	68815	94.54%	-3.15	-2.91
Oct-00	237	237	100.00%	73944	84649	87.35%	-5.85	-4.56
Nov-00	225	226	99.56%	65188	82037	79.46%	-7.47	-5.54
Dec-00	154	155	99.35%	54773	55916	97.96%	-1.23	-1.75
Jan-01	219	220	99.55%	71434	75633	94.45%	-3.3	-3
Feb-01	173	175	98.86%	58705	59504	98.66%	-0.23	-1.14
Mar-01	253	254	99.61%	61830	63252	97.75%	-1.99	-2.21
Apr-01	205	205	100.00%	48303	48824	98.93%	-1.48	-1.9
May-01	318	318	100.00%	51774	52282	99.03%	-1.76	-2.07
Jun-01	311	311	100.00%	51060	52035	98.13%	-2.43	-2.48



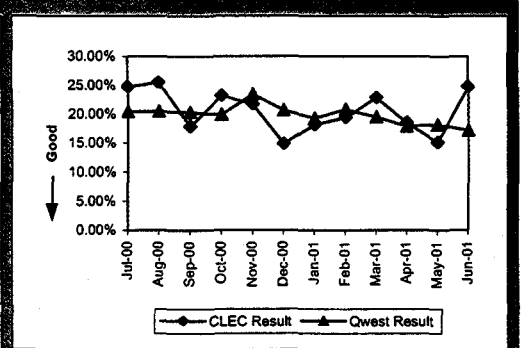
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1338:31	166	8:04	1014052:44	71182	14:15	-3.95	-3.4
Aug-00	2737:49	251	10:54	1367544:40	86804	15:45	-3.44	-3.09
Sep-00	1916:14	207	9:15	1012334:13	68815	14:43	-3.52	-3.14
Oct-00	1486:46	237	6:16	1804803:57	84649	21:19	-8.7	-6.29
Nov-00	1050:57	226	4:39	2374016:47	82037	28:56	-8.68	-6.28
Dec-00	891:00	155	5:45	590483:18	55916	10:34	-3.77	-3.29
Jan-01	1427:21	220	6:29	1098287:19	75633	14:31	-6.32	-4.84
Feb-01	734:36	175	4:12	571840:10	59504	9:37	-5.48	-4.33
Mar-01	1043:29	254	4:06	682491:13	63252	10:47	-7.66	-5.66
Apr-01	633:50	205	3:06	497834:36	48824	10:12	-9.01	-6.48
May-01	829:13	318	2:36	524735:51	52282	10:02	-11.47	-7.97
Jun-01	837:28	311	2:42	602109:23	52035	11:34	-11.02	-7.7



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

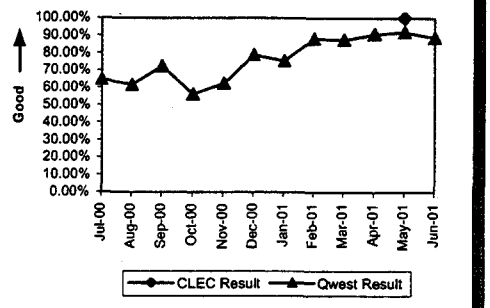
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	41	166	24.70%	14510	71182	20.38%	1.34	-0.19
Aug-00	64	251	25.50%	17818	86804	20.53%	1.83	0.11
Sep-00	37	207	17.87%	13967	68815	20.30%	-0.87	-1.53
Oct-00	55	237	23.21%	17389	87529	19.87%	1.23	-0.25
Nov-00	49	226	21.68%	20011	85216	23.48%	-0.64	-1.39
Dec-00	23	155	14.84%	11920	57674	20.67%	-1.79	-2.09
Jan-01	40	220	18.18%	15014	77878	19.28%	-0.41	-1.25
Feb-01	34	175	19.43%	12759	61320	20.81%	-0.45	-1.27
Mar-01	58	254	22.83%	12731	65173	19.53%	1.28	-0.22
Apr-01	38	205	18.54%	9040	50518	17.89%	0.25	-0.85
May-01	48	318	15.09%	9790	53931	18.15%	-1.41	-1.86
Jun-01	77	311	24.76%	9247	53878	17.16%	3.23	0.97



Checklist #4 - Unbundled Loop - Analog Repair

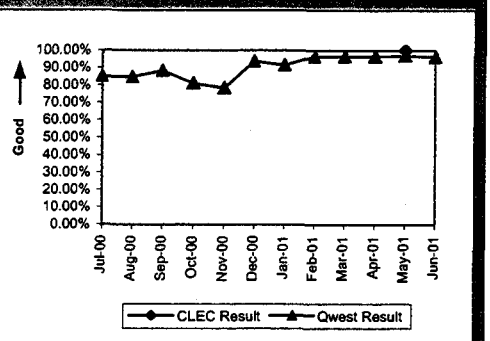
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				2750	4239	64.87%		
Aug-00				3798	6152	61.74%		
Sep-00				2730	3764	72.53%		
Oct-00				2812	4997	56.27%		
Nov-00				2896	4635	62.48%		
Dec-00				2986	3784	78.91%		
Jan-01				2635	3495	75.39%		
Feb-01				2692	3049	88.29%		
Mar-01				2867	3273	87.60%		
Apr-01				2615	2881	90.77%		
May-01	1	1	100.00%	3104	3371	92.08%	-0.29	-1.18
Jun-01				3912	4399	88.93%		



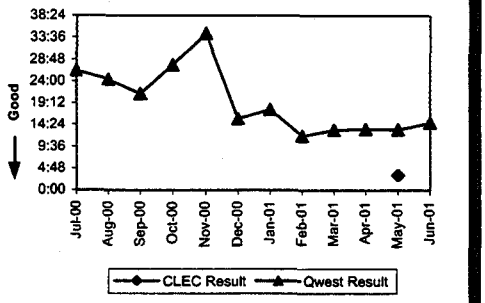
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				6064	7121	85.16%		
Aug-00				8221	9691	84.83%		
Sep-00				6031	6819	88.44%		
Oct-00				6623	8159	81.17%		
Nov-00				5833	7432	78.48%		
Dec-00				5569	5943	93.71%		
Jan-01				5494	6001	91.55%		
Feb-01				5099	5279	96.59%		
Mar-01				5120	5299	96.62%		
Apr-01				4092	4242	96.46%		
May-01	1	1	100.00%	4720	4859	97.14%	-0.17	-1.1
Jun-01				6047	6275	96.37%		



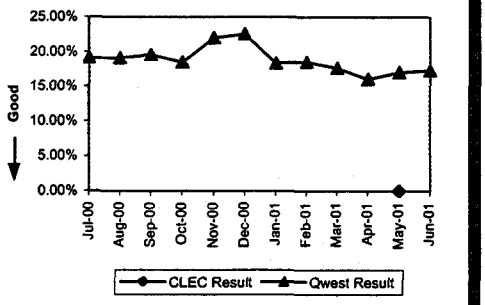
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				187776:15	7121	26:22		
Aug-00				236506:07	9691	24:24		
Sep-00				145092:01	6819	21:17		
Oct-00				225177:50	8159	27:36		
Nov-00				256267:39	7432	34:29		
Dec-00				93022:23	5943	15:39		
Jan-01				106371:51	6001	17:44		
Feb-01				62901:37	5279	11:55		
Mar-01				70194:25	5299	13:15		
Apr-01				56977:55	4242	13:26		
May-01	3:16	1	3:16	64492:50	4859	13:16	-0.71	-1.43
Jun-01				92731:54	6275	14:47		



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

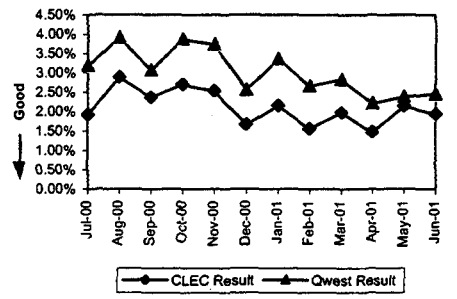
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				1365	7121	19.17%		
Aug-00				1851	9691	19.10%		
Sep-00				1336	6819	19.59%		
Oct-00				1548	8362	18.51%		
Nov-00				1689	7679	22.00%		
Dec-00				1367	6050	22.60%		
Jan-01				1122	6109	18.37%		
Feb-01				996	5371	18.54%		
Mar-01				957	5408	17.70%		
Apr-01				698	4339	16.09%		
May-01	0	1	0.00%	844	4955	17.03%	-0.45	-1.28
Jun-01				1112	6432	17.29%		



Checklist #4 - Unbundled Loop - Analog Repair

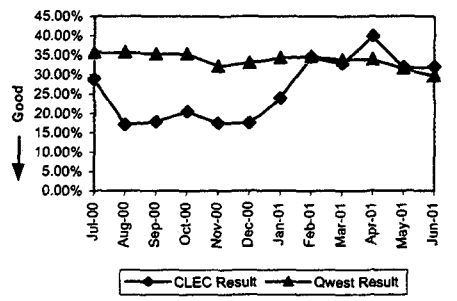
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	166	8647	1.92%	78303	2458566	3.18%	-6.69	-5.07
Aug-00	251	8686	2.89%	96495	2461865	3.92%	-4.94	-4
Sep-00	207	8738	2.37%	75634	2468131	3.06%	-3.77	-3.29
Oct-00	237	8776	2.70%	95891	2472429	3.88%	-5.7	-4.47
Nov-00	226	8915	2.54%	92895	2481014	3.74%	-6	-4.65
Dec-00	155	9282	1.67%	63724	2490127	2.56%	-5.41	-4.29
Jan-01	220	10206	2.16%	83987	2498339	3.36%	-6.75	-5.1
Feb-01	175	11246	1.56%	66691	2506227	2.66%	-7.26	-5.42
Mar-01	254	12843	1.98%	70581	2488784	2.84%	-5.84	-4.55
Apr-01	205	13945	1.47%	54857	2474350	2.22%	-5.97	-4.63
May-01	319	14864	2.15%	58886	2464482	2.39%	-1.94	-2.18
Jun-01	311	16020	1.94%	60310	2449132	2.46%	-4.24	-3.58



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

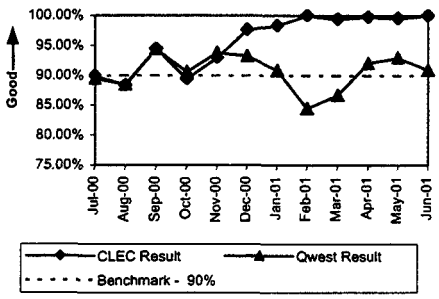
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	67	233	28.76%	43457	121760	35.69%	-2.21	-2.34
Aug-00	52	303	17.16%	53602	150097	35.71%	-6.73	-5.09
Sep-00	45	252	17.86%	41237	116871	35.28%	-5.78	-4.52
Oct-00	61	298	20.47%	52385	148276	35.33%	-5.36	-4.26
Nov-00	48	274	17.52%	43967	136862	32.13%	-5.17	-4.14
Dec-00	33	188	17.55%	31398	95122	33.01%	-4.5	-3.74
Jan-01	69	289	23.88%	43846	127833	34.30%	-3.73	-3.27
Feb-01	92	267	34.46%	35310	102001	34.62%	-0.06	-1.03
Mar-01	124	378	32.80%	35986	106567	33.77%	-0.4	-1.24
Apr-01	136	341	39.88%	28212	83069	33.96%	2.18	0.33
May-01	149	468	31.84%	27070	85956	31.49%	0.16	-0.91
Jun-01	146	457	31.95%	25390	85700	29.63%	1.02	-0.38



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

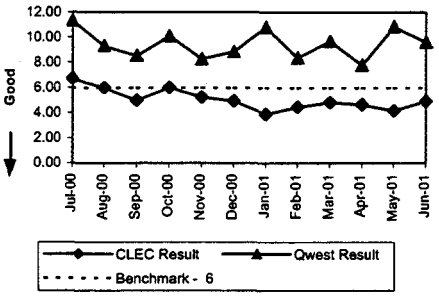
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	341	379	89.97%	593	663	89.44%	-0.27	-1.16
Aug-00	325	368	88.32%	423	478	88.49%	0.06	-0.96
Sep-00	375	397	94.46%	508	538	94.42%	-0.02	-1.01
Oct-00	245	274	89.42%	473	522	90.61%	0.51	-0.69
Nov-00	172	185	92.97%	501	534	93.82%	0.4	-0.76
Dec-00	207	212	97.64%	360	386	93.26%	-2.04	-2.24
Jan-01	359	365	98.36%	248	273	90.84%	-3.26	-2.98
Feb-01	285	285	100.00%	321	380	84.47%	-5.47	-4.33
Mar-01	335	337	99.41%	364	420	86.67%	-5.12	-4.12
Apr-01	384	385	99.74%	311	338	92.01%	-3.82	-3.33
May-01	216	217	99.54%	265	285	92.98%	-2.85	-2.73
Jun-01	148	148	100.00%	240	264	90.91%	-3.08	-2.87



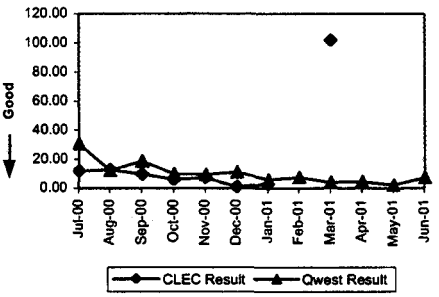
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1337	199	6.72	7061	623	11.33	-3.8	-3.31
Aug-00	1775	298	5.96	4175	447	9.34	-4.74	-3.88
Sep-00	1704	342	4.98	4427	519	8.53	-5.29	-4.22
Oct-00	1505	251	6.00	5058	501	10.10	-4.77	-3.9
Nov-00	884	169	5.23	4274	516	8.28	-2.98	-2.81
Dec-00	880	179	4.92	3257	368	8.85	-3.52	-3.14
Jan-01	1283	331	3.88	2850	264	10.80	-4.41	-3.68
Feb-01	1089	245	4.44	3010	359	8.38	-3.74	-3.27
Mar-01	1567	326	4.81	3906	403	9.69	-6.03	-4.67
Apr-01	1579	340	4.64	2513	322	7.80	-3.79	-3.31
May-01	767	185	4.15	2886	266	10.85	-4.86	-3.96
Jun-01	608	124	4.90	2321	242	9.59	-4.77	-3.9



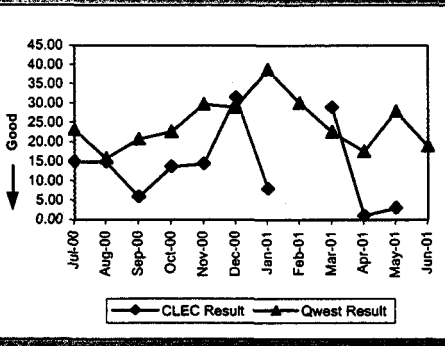
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	106	9	11.78	708	23	30.78	-1.32	-1.81
Aug-00	240	19	12.63	122	10	12.20	0.08	-0.95
Sep-00	124	13	9.54	150	8	18.75	-1.92	-2.17
Oct-00	83	14	5.93	127	13	9.77	-1	-1.61
Nov-00	29	4	7.25	112	12	9.33	-0.25	-1.15
Dec-00	1	1	1.00	101	9	11.22	-0.74	-1.45
Jan-01	8	3	2.67	47	8	5.88	-0.62	-1.38
Feb-01				309	41	7.54		
Mar-01	102	1	102.00	122	29	4.21	28.15	16.11
Apr-01				45	10	4.50		
May-01				2	1	2.00		
Jun-01				44	6	7.33		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

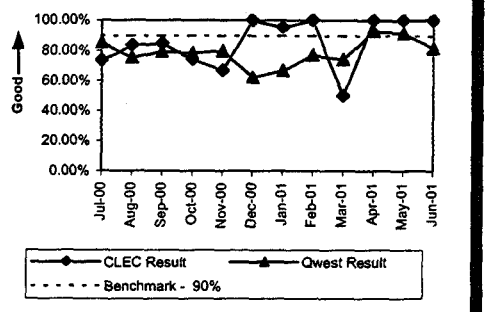
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	434	29	14.97	1092	47	23.23	-1.44	-1.87
Aug-00	359	24	14.96	715	45	15.89	-0.2	-1.12
Sep-00	53	9	5.89	457	22	20.77	-1.56	-1.95
Oct-00	205	15	13.67	819	36	22.75	-1.17	-1.71
Nov-00	130	9	14.44	625	21	29.76	-1.13	-1.68
Dec-00	126	4	31.50	492	17	28.94	0.13	-0.92
Jan-01	24	3	8.00	661	17	38.88	-0.84	-1.51
Feb-01				542	18	30.11		
Mar-01	29	1	29.00	613	27	22.70	0.25	-0.85
Apr-01	1	1	1.00	300	17	17.65	-1.96	-2.19
May-01	3	1	3.00	533	19	28.05	-0.81	-1.49
Jun-01				342	18	19.00		



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

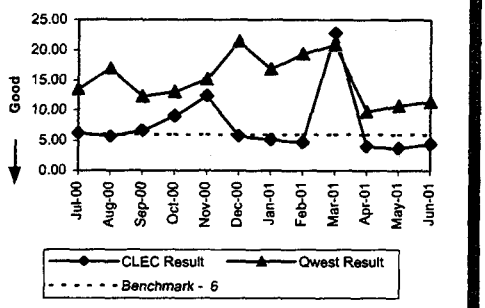
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	22	30	73.33%	40	47	85.11%	1.27	-0.23
Aug-00	10	12	83.33%	43	57	75.44%	-0.58	-1.35
Sep-00	22	26	84.62%	46	58	79.31%	-0.55	-1.34
Oct-00	20	27	74.07%	47	60	78.33%	0.4	-0.75
Nov-00	12	18	66.67%	47	59	79.66%	1.15	-0.3
Dec-00	20	20	100.00%	33	53	62.26%	-2.97	-2.8
Jan-01	20	21	95.24%	20	30	66.67%	-2.13	-2.3
Feb-01	5	5	100.00%	30	39	76.92%	-1.15	-1.7
Mar-01	2	4	50.00%	43	58	74.14%	0.91	-0.45
Apr-01	6	6	100.00%	40	43	93.02%	-0.63	-1.38
May-01	11	11	100.00%	32	35	91.43%	-0.89	-1.54
Jun-01	10	10	100.00%	31	38	81.58%	-1.34	-1.81



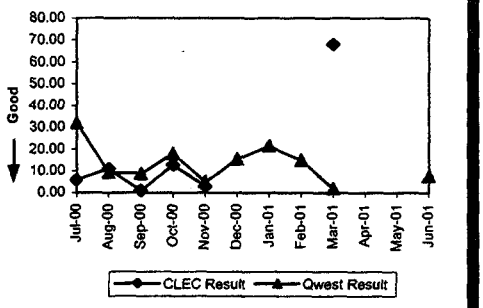
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	144	23	6.26	568	42	13.52	-2.09	-2.27
Aug-00	40	7	5.71	850	50	17.00	-1.31	-1.8
Sep-00	133	20	6.65	666	54	12.33	-1.75	-2.06
Oct-00	243	27	9.00	720	55	13.09	-1.45	-1.88
Nov-00	210	17	12.35	834	55	15.16	-0.58	-1.35
Dec-00	92	16	5.75	1115	52	21.44	-2.23	-2.36
Jan-01	88	17	5.18	437	26	16.81	-2.05	-2.25
Feb-01	14	3	4.67	696	36	19.33	-1.05	-1.64
Mar-01	91	4	22.75	1104	53	20.83	0.14	-0.92
Apr-01	24	6	4.00	381	39	9.77	-3	-2.82
May-01	26	7	3.71	353	33	10.70	-1.5	-1.91
Jun-01	31	7	4.43	422	37	11.41	-1.92	-2.17



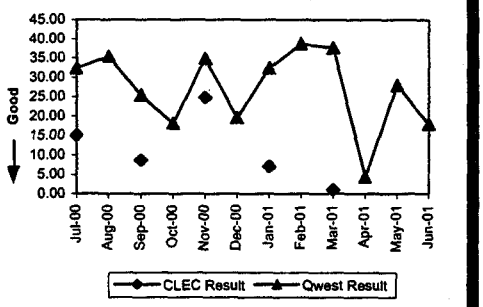
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	35	6	5.83	64	2	32.00	-0.76	-1.46
Aug-00	22	2	11.00	37	4	9.25	0.38	-0.77
Sep-00	1	1	1.00	26	3	8.67	-2.07	-2.26
Oct-00	89	7	12.71	72	4	18.00	-0.33	-1.2
Nov-00	6	2	3.00	20	4	5.00	-0.82	-1.5
Dec-00				31	2	15.50		
Jan-01				43	2	21.50		
Feb-01				15	1	15.00		
Mar-01	68	1	68.00	2	1	2.00		
Apr-01								
May-01								
Jun-01				23	3	7.67		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

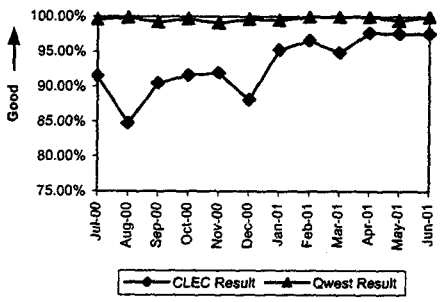
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	30	2	15.00	162	5	32.40	-2.02	-2.23
Aug-00				355	10	35.50		
Sep-00	26	3	8.67	229	9	25.44	-1.16	-1.71
Oct-00				163	9	18.11		
Nov-00	99	4	24.75	279	8	34.88	-0.63	-1.38
Dec-00				353	18	19.61		
Jan-01	7	1	7.00	260	8	32.50	-0.94	-1.57
Feb-01				310	8	38.75		
Mar-01	1	1	1.00	529	14	37.79	-1.01	-1.61
Apr-01				13	3	4.33		
May-01				84	3	28.00		
Jun-01				72	4	18.00		



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

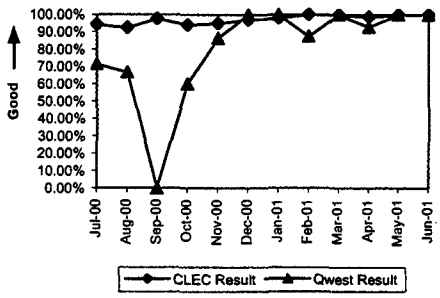
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	496	542	91.51%	757	760	99.61%	22.96	12.96
Aug-00	407	480	84.79%	700	701	99.86%	67.38	3.99
Sep-00	419	463	90.50%	634	639	99.22%	16.22	3.3
Oct-00	383	418	91.63%	655	657	99.70%	23.41	3.46
Nov-00	286	311	91.96%	665	671	99.11%	11.06	2.99
Dec-00	230	261	88.12%	598	600	99.67%	27.01	1.26
Jan-01	340	357	95.24%	431	433	99.54%	8.87	1.43
Feb-01	373	386	96.63%	414	414	100.00%	N/A	1.25
Mar-01	333	351	94.87%	506	506	100.00%	N/A	2.2
Apr-01	383	392	97.70%	483	483	100.00%	N/A	1.01
May-01	320	328	97.56%	393	395	99.49%	3.65	0.37
Jun-01	202	207	97.58%	372	372	100.00%	N/A	1.02



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

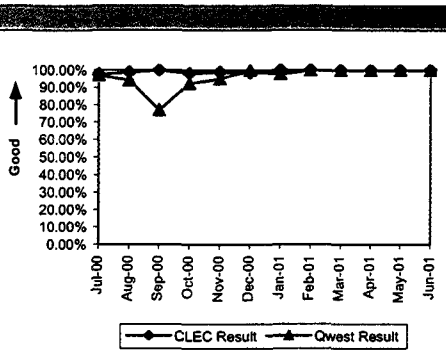
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	116	123	94.31%	5	7	71.43%	-1.3	-1.79
Aug-00	146	158	92.41%	2	3	66.67%	-0.94	-1.57
Sep-00	119	122	97.54%	0	4	0.00%	N/A	
Oct-00	95	101	94.06%	3	5	60.00%	-1.52	-1.92
Nov-00	95	100	95.00%	19	22	86.36%	-1.07	-1.65
Dec-00	66	68	97.06%	9	9	100.00%	N/A	-0.51
Jan-01	46	47	97.87%	12	12	100.00%	N/A	-0.44
Feb-01	51	51	100.00%	7	8	87.50%	-0.99	-1.6
Mar-01	60	60	100.00%	23	23	100.00%	N/A	N/A
Apr-01	72	73	98.63%	13	14	92.86%	-0.77	-1.47
May-01	58	58	100.00%	12	12	100.00%	N/A	N/A
Jun-01	34	34	100.00%	14	14	100.00%	N/A	N/A



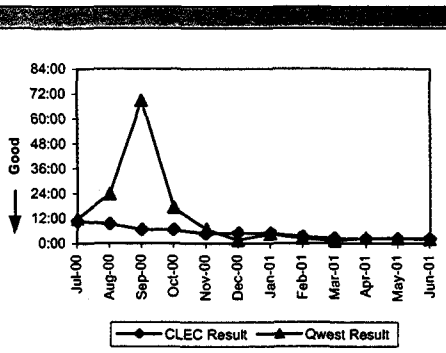
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	120	123	97.56%	34	35	97.14%	-0.13	-1.08
Aug-00	156	158	98.73%	32	34	94.12%	-1.04	-1.63
Sep-00	122	122	100.00%	30	39	76.92%	-2.98	-2.81
Oct-00	99	101	98.02%	47	51	92.16%	-1.27	-1.77
Nov-00	99	100	99.00%	57	60	95.00%	-1.12	-1.68
Dec-00	67	68	98.53%	31	31	100.00%	N/A	-0.56
Jan-01	47	47	100.00%	40	41	97.56%	-0.74	-1.45
Feb-01	51	51	100.00%	24	24	100.00%	N/A	N/A
Mar-01	60	60	100.00%	45	45	100.00%	N/A	N/A
Apr-01	73	73	100.00%	27	27	100.00%	N/A	N/A
May-01	58	58	100.00%	24	24	100.00%	N/A	N/A
Jun-01	34	34	100.00%	21	21	100.00%	N/A	N/A



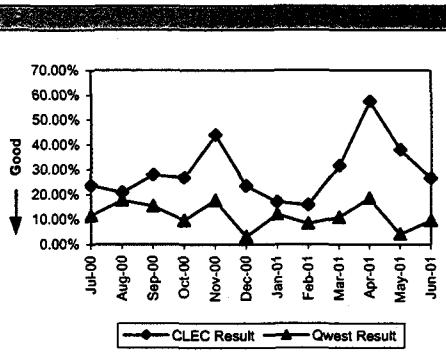
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1324:41	123	10:46	416:17	35	11:54	-0.39	-1.24
Aug-00	1460:23	158	9:15	812:30	34	23:54	-0.84	-1.51
Sep-00	798:21	122	6:33	2683:15	39	68:48	-2.14	-2.3
Oct-00	656:35	101	6:30	881:17	51	17:17	-1.18	-1.72
Nov-00	464:08	100	4:38	409:19	60	6:49	-0.93	-1.56
Dec-00	345:10	68	5:05	50:37	31	1:38	1.64	-0.01
Jan-01	233:52	47	4:59	177:59	41	4:20	0.19	-0.89
Feb-01	162:54	51	3:12	56:33	24	2:21	0.52	-0.68
Mar-01	146:28	60	2:26	53:35	45	1:11	1.33	-0.19
Apr-01	160:32	73	2:12	69:50	27	2:35	-0.29	-1.18
May-01	130:27	58	2:15	54:45	24	2:17	-0.03	-1.02
Jun-01	74:25	34	2:11	38:51	21	1:51	0.3	-0.82



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

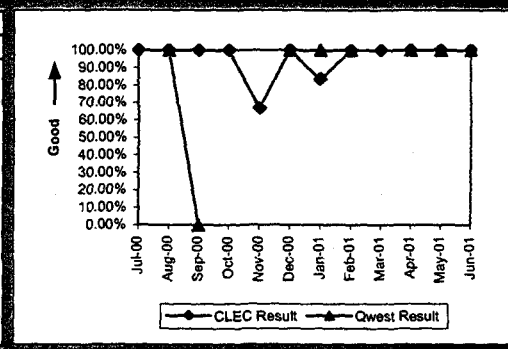
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	29	123	23.58%	4	35	11.43%	1.62	-0.01
Aug-00	33	158	20.89%	6	34	17.65%	0.42	-0.75
Sep-00	34	122	27.87%	6	39	15.38%	1.58	-0.04
Oct-00	27	101	26.73%	5	52	9.62%	2.54	0.54
Nov-00	44	100	44.00%	11	62	17.74%	3.48	1.12
Dec-00	16	68	23.53%	1	32	3.13%	2.74	0.67
Jan-01	8	47	17.02%	5	41	12.20%	0.66	-0.6
Feb-01	8	51	15.69%	2	24	8.33%	0.81	-0.51
Mar-01	19	60	31.67%	5	46	10.87%	2.54	0.55
Apr-01	42	73	57.53%	5	27	18.52%	3.58	1.17
May-01	22	58	37.93%	1	24	4.17%	3.26	0.98
Jun-01	9	34	26.47%	2	21	9.52%	1.6	-0.03



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

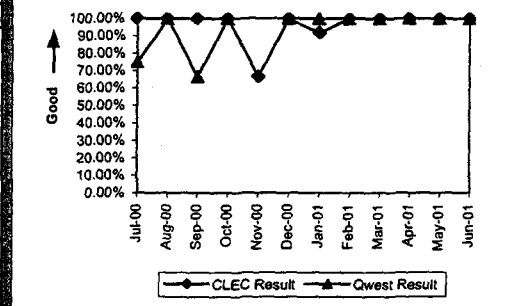
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1	1	100.00%					
Aug-00	4	4	100.00%	1	1	100.00%	N/A	N/A
Sep-00	2	2	100.00%	0	2	0.00%	N/A	
Oct-00	6	6	100.00%					
Nov-00	2	3	66.67%					
Dec-00	2	2	100.00%	2	2	100.00%	N/A	N/A
Jan-01	10	12	83.33%	1	1	100.00%	N/A	-0.38
Feb-01	5	5	100.00%	2	2	100.00%	N/A	N/A
Mar-01	5	5	100.00%					
Apr-01	1	1	100.00%	1	1	100.00%	N/A	N/A
May-01	7	7	100.00%	2	2	100.00%	N/A	N/A
Jun-01	4	4	100.00%	1	1	100.00%	N/A	N/A



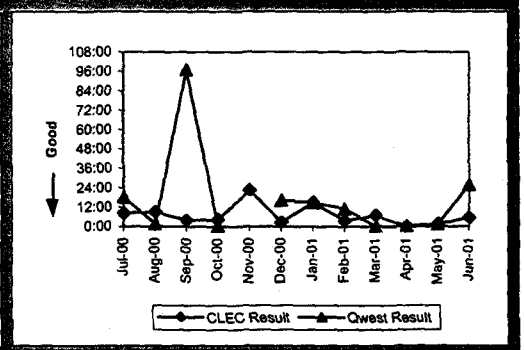
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1	1	100.00%	3	4	75.00%	-0.52	-1.31
Aug-00	4	4	100.00%	3	3	100.00%	N/A	N/A
Sep-00	2	2	100.00%	4	6	66.67%	-0.87	-1.53
Oct-00	6	6	100.00%	2	2	100.00%	N/A	N/A
Nov-00	2	3	66.67%					
Dec-00	2	2	100.00%	2	2	100.00%	N/A	N/A
Jan-01	11	12	91.67%	1	1	100.00%	N/A	-0.13
Feb-01	5	5	100.00%	2	2	100.00%	N/A	N/A
Mar-01	5	5	100.00%	2	2	100.00%	N/A	N/A
Apr-01	1	1	100.00%	1	1	100.00%	N/A	N/A
May-01	7	7	100.00%	2	2	100.00%	N/A	N/A
Jun-01	4	4	100.00%	2	2	100.00%	N/A	N/A



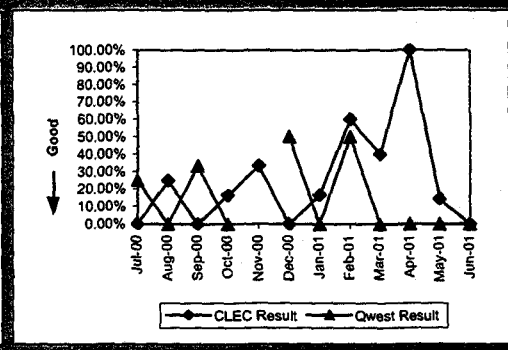
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	8:09	1	8:09	72:08	4	18:02	-0.26	-1.16
Aug-00	35:42	4	8:55	5:19	3	1:46	4.73	1.87
Sep-00	7:59	2	3:59	582:57	6	97:09	-0.78	-1.47
Oct-00	25:20	6	4:13	1:12	2	0:36	1.28	-0.22
Nov-00	68:06	3	22:42					
Dec-00	5:12	2	2:36	32:40	2	16:20	-1.67	-2.01
Jan-01	180:05	12	15:00	14:54	1	14:54		
Feb-01	17:54	5	3:35	22:02	2	11:01	-0.71	-1.43
Mar-01	34:32	5	6:54	0:30	2	0:15	1.1	-0.33
Apr-01	0:01	1	0:01	0:28	1	0:28		
May-01	10:14	7	1:28	3:01	2	1:30	-0.04	-1.02
Jun-01	21:25	4	5:21	51:59	2	26:00	-0.86	-1.52



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

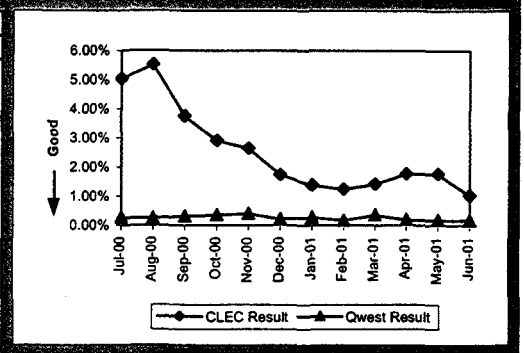
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	0	1	0.00%	1	4	25.00%	-0.52	-1.31
Aug-00	1	4	25.00%	0	3	0.00%	N/A	-0.67
Sep-00	0	2	0.00%	2	6	33.33%	-0.87	-1.53
Oct-00	1	6	16.67%	0	2	0.00%	N/A	-0.88
Nov-00	1	3	33.33%					
Dec-00	0	2	0.00%	1	2	50.00%	-1	-1.61
Jan-01	2	12	16.67%	0	1	0.00%	N/A	-0.97
Feb-01	3	5	60.00%	1	2	50.00%	0.02	-0.99
Mar-01	2	5	40.00%	0	2	0.00%	N/A	-0.12
Apr-01	1	1	100.00%	0	1	0.00%	N/A	-0.59
May-01	1	7	14.29%	0	2	0.00%	N/A	-0.91
Jun-01	0	4	0.00%	0	2	0.00%	N/A	



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

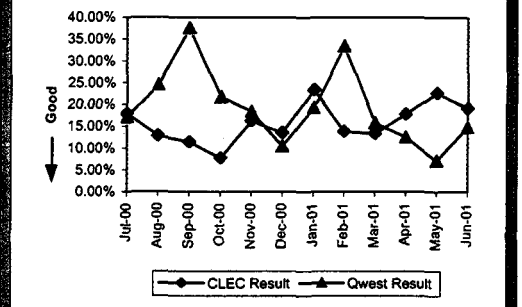
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	124	2463	5.03%	39	14292	0.27%	41.84	24.44
Aug-00	162	2936	5.52%	37	14513	0.25%	51.57	30.35
Sep-00	124	3298	3.76%	45	14612	0.31%	32.32	18.65
Oct-00	107	3673	2.91%	54	14691	0.37%	22.8	12.86
Nov-00	103	3897	2.64%	62	14875	0.42%	19.2	10.67
Dec-00	70	4021	1.74%	34	14963	0.23%	17.9	9.88
Jan-01	59	4269	1.38%	42	14937	0.28%	11.98	6.28
Feb-01	56	4485	1.25%	26	15032	0.17%	15.21	8.25
Mar-01	65	4609	1.41%	48	13199	0.36%	10.16	5.18
Apr-01	74	4158	1.78%	28	13295	0.21%	19.26	10.71
May-01	65	3659	1.78%	26	13262	0.20%	19.13	10.63
Jun-01	38	3682	1.03%	23	12749	0.18%	10.73	5.52



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

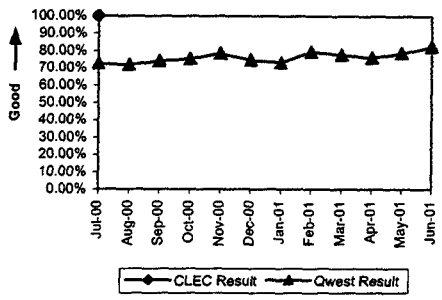
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	27	151	17.88%	8	47	17.02%	0.09	-0.94
Aug-00	24	186	12.90%	12	49	24.49%	-1.68	-2.02
Sep-00	16	140	11.43%	27	72	37.50%	-3.71	-3.26
Oct-00	9	116	7.76%	15	69	21.74%	-2.23	-2.36
Nov-00	20	123	16.26%	14	76	18.42%	-0.38	-1.23
Dec-00	11	81	13.58%	4	38	10.53%	0.41	-0.75
Jan-01	18	77	23.38%	10	52	19.23%	0.57	-0.65
Feb-01	9	65	13.85%	13	39	33.33%	-2.04	-2.24
Mar-01	10	75	13.33%	9	57	15.79%	-0.38	-1.23
Apr-01	16	90	17.78%	4	32	12.50%	0.65	-0.6
May-01	19	84	22.62%	2	28	7.14%	1.82	0.11
Jun-01	9	47	19.15%	4	27	14.81%	0.5	-0.7



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

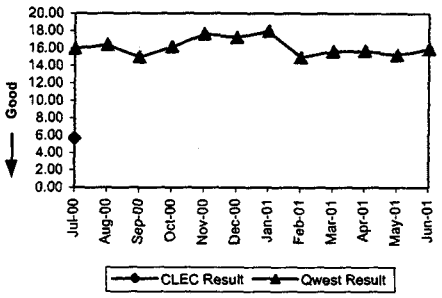
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	3	3	100.00%	0.00%	416	573	72.60%	-1.06	-1.65
Aug-00					586	816	71.81%		
Sep-00					464	627	74.00%		
Oct-00					393	522	75.29%		
Nov-00					436	556	78.42%		
Dec-00					487	653	74.58%		
Jan-01					424	580	73.10%		
Feb-01					498	627	79.43%		
Mar-01					540	695	77.70%		
Apr-01					535	703	76.10%		
May-01					388	493	78.70%		
Jun-01					531	644	82.45%		



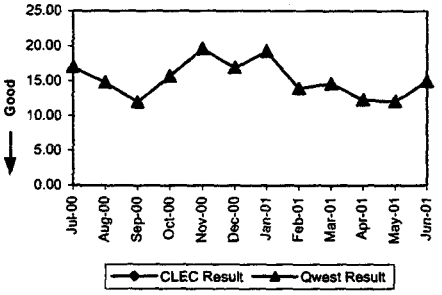
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	17	3	5.67	1.15	9077	569	15.95	-1	-1.61
Aug-00					13372	815	16.41		
Sep-00					9406	627	15.00		
Oct-00					8315	515	16.15		
Nov-00					9732	552	17.63		
Dec-00					11182	649	17.23		
Jan-01					10412	580	17.95		
Feb-01					9143	611	14.96		
Mar-01					10655	679	15.69		
Apr-01					10983	699	15.71		
May-01					7439	489	15.21		
Jun-01					10256	644	15.93		



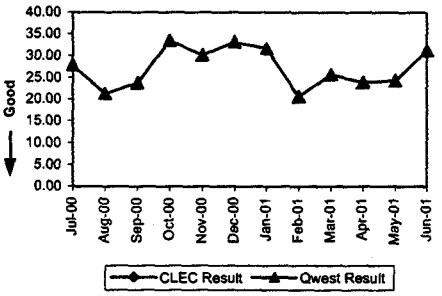
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					1547	91	17.00		
Aug-00					1954	132	14.80		
Sep-00					1136	95	11.96		
Oct-00					1319	84	15.70		
Nov-00					1607	82	19.60		
Dec-00					1795	106	16.93		
Jan-01					2042	106	19.26		
Feb-01					1311	94	13.95		
Mar-01					1698	116	14.64		
Apr-01					1521	124	12.27		
May-01					821	68	12.07		
Jun-01					1199	80	14.99		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

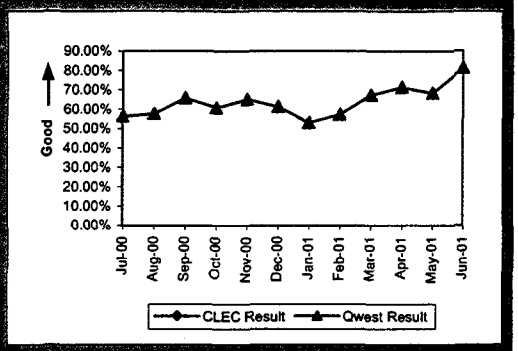
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					1836	66	27.82		
Aug-00					2080	98	21.22		
Sep-00					1613	68	23.72		
Oct-00					1506	45	33.47		
Nov-00					1143	38	30.08		
Dec-00					1992	60	33.20		
Jan-01					1582	50	31.64		
Feb-01					721	35	20.60		
Mar-01					1002	39	25.69		
Apr-01					1050	44	23.86		
May-01					898	37	24.27		
Jun-01					1031	33	31.24		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

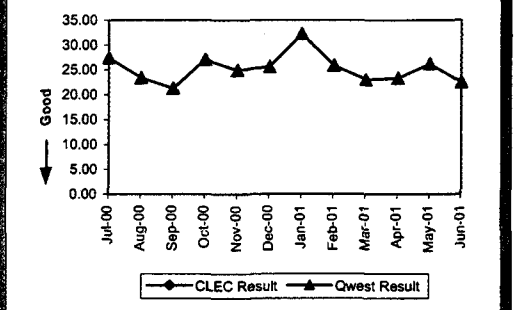
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					40	71	56.34%		
Aug-00					59	102	57.84%		
Sep-00					70	106	66.04%		
Oct-00					92	151	60.93%		
Nov-00					62	95	65.26%		
Dec-00					57	93	61.29%		
Jan-01					73	138	52.90%		
Feb-01					71	124	57.26%		
Mar-01					120	178	67.42%		
Apr-01					111	155	71.61%		
May-01					50	73	68.49%		
Jun-01					187	230	81.30%		



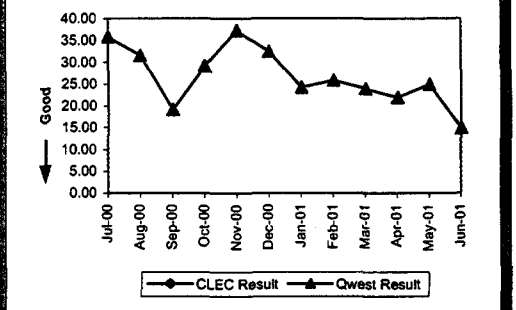
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					1952	71	27.49		
Aug-00					2392	102	23.45		
Sep-00					2259	106	21.31		
Oct-00					4096	151	27.13		
Nov-00					2343	94	24.93		
Dec-00					2335	91	25.66		
Jan-01					4456	138	32.29		
Feb-01					3217	124	25.94		
Mar-01					4100	178	23.03		
Apr-01					3622	155	23.37		
May-01					1841	70	26.30		
Jun-01					5162	229	22.54		



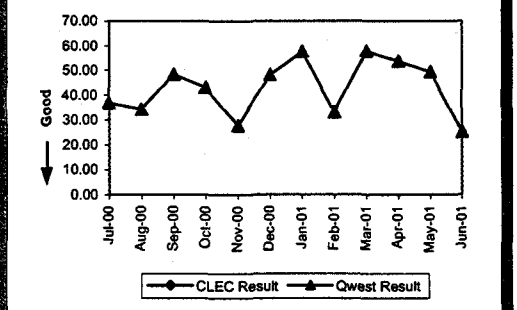
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					824	23	35.83		
Aug-00					757	24	31.54		
Sep-00					555	29	19.14		
Oct-00					1252	43	29.12		
Nov-00					895	24	37.29		
Dec-00					779	24	32.46		
Jan-01					750	31	24.19		
Feb-01					827	32	25.84		
Mar-01					1053	44	23.93		
Apr-01					680	31	21.94		
May-01					225	9	25.00		
Jun-01					372	25	14.88		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

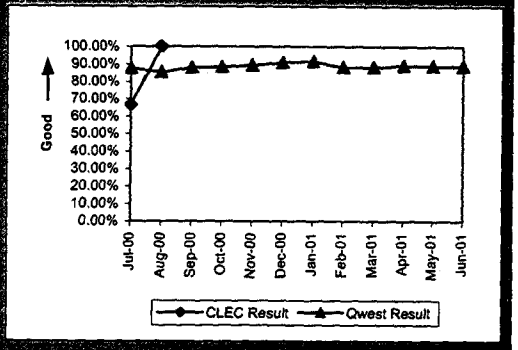
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					295	8	36.88		
Aug-00					651	19	34.26		
Sep-00					338	7	48.29		
Oct-00					690	16	43.12		
Nov-00					251	9	27.89		
Dec-00					578	12	48.17		
Jan-01					1960	34	57.65		
Feb-01					698	21	33.24		
Mar-01					810	14	57.86		
Apr-01					699	13	53.77		
May-01					691	14	49.36		
Jun-01					455	18	25.28		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

New Service Installation without Trouble Reports (Percent) (OP-5)-- Interval Zone One and Two

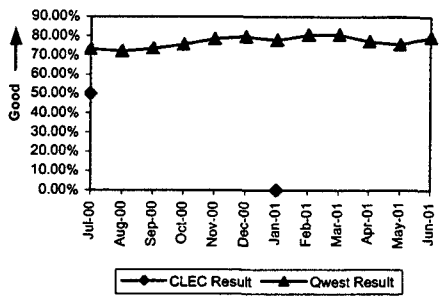
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	2	3	66.67%	47.14%	900	1027	87.63%	1.1	3.7
Aug-00	2	2	100.00%	0.00%	1042	1220	85.41%	-0.58	-1.36
Sep-00					1146	1302	88.02%		
Oct-00					1078	1217	88.58%		
Nov-00					1055	1179	89.48%		
Dec-00					1073	1180	90.93%		
Jan-01					1087	1184	91.81%		
Feb-01					970	1097	88.42%		
Mar-01					1116	1262	88.43%		
Apr-01					1195	1337	89.38%		
May-01					981	1099	89.26%		
Jun-01					969	1088	89.06%		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

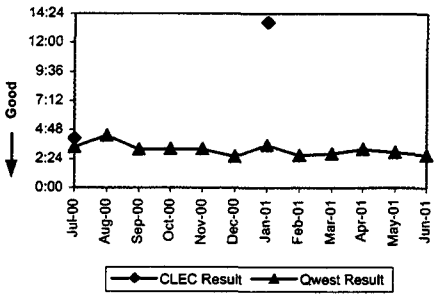
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	2	50.00%	50.00%	790	1078	73.28%	-0.09	-1.05
Aug-00					976	1352	72.19%		
Sep-00					889	1208	73.59%		
Oct-00					987	1307	75.52%		
Nov-00					795	1012	78.56%		
Dec-00					709	890	79.66%		
Jan-01	0	2	0.00%	0.00%	782	1004	77.89%	3.72	1.26
Feb-01					761	945	80.53%		
Mar-01					842	1043	80.73%		
Apr-01					871	1127	77.28%		
May-01					860	1135	75.77%		
Jun-01					859	1081	79.46%		



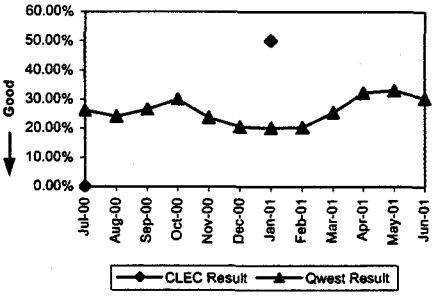
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8:12	2	4:06	0:41	3671:51	1078	3:24	0.19	-0.88
Aug-00					5867:53	1352	4:20		
Sep-00					3866:05	1208	3:12		
Oct-00					4254:22	1307	3:15		
Nov-00					3246:55	1012	3:13		
Dec-00					2311:24	890	2:36		
Jan-01	27:17	2	13:39	6:20	3550:46	1004	3:32	1.09	-0.34
Feb-01					2540:31	945	2:41		
Mar-01					2971:54	1043	2:51		
Apr-01					3628:45	1127	3:13		
May-01					3360:02	1135	2:58		
Jun-01					2940:37	1081	2:43		



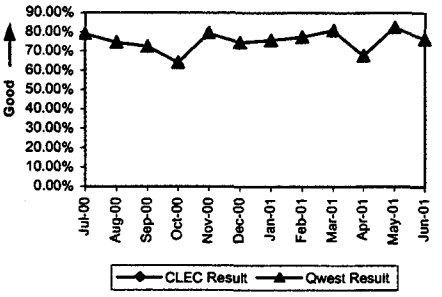
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	2	0.00%	0.00%	283	1078	26.25%	-0.84	-1.51
Aug-00					326	1352	24.11%		
Sep-00					321	1208	26.57%		
Oct-00					393	1307	30.07%		
Nov-00					241	1012	23.81%		
Dec-00					183	890	20.56%		
Jan-01	1	2	50.00%	50.00%	202	1004	20.12%	0.84	-0.49
Feb-01					192	945	20.32%		
Mar-01					266	1043	25.50%		
Apr-01					364	1127	32.30%		
May-01					376	1135	33.13%		
Jun-01					329	1081	30.43%		



All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two

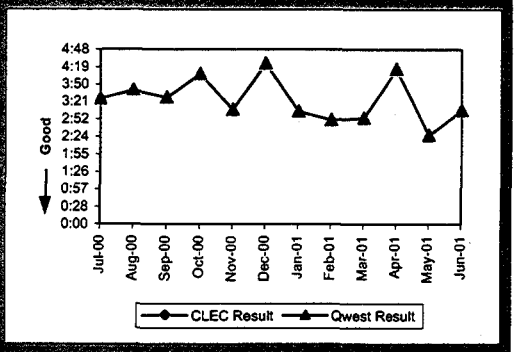
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					171	216	79.17%		
Aug-00					196	262	74.81%		
Sep-00					185	255	72.55%		
Oct-00					213	332	64.16%		
Nov-00					222	279	79.57%		
Dec-00					164	220	74.55%		
Jan-01					188	248	75.81%		
Feb-01					187	241	77.59%		
Mar-01					200	247	80.97%		
Apr-01					228	337	67.66%		
May-01					259	314	82.48%		
Jun-01					267	349	76.50%		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

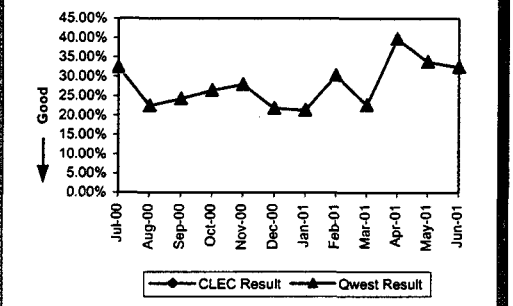
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					745:01	216	3:27		
Aug-00					963:14	262	3:41		
Sep-00					886:32	255	3:29		
Oct-00					1374:12	332	4:08		
Nov-00					879:53	279	3:09		
Dec-00					970:49	220	4:25		
Jan-01					766:58	248	3:06		
Feb-01					692:12	241	2:52		
Mar-01					722:02	247	2:55		
Apr-01					1437:23	337	4:16		
May-01					770:06	314	2:27		
Jun-01					1092:20	349	3:08		



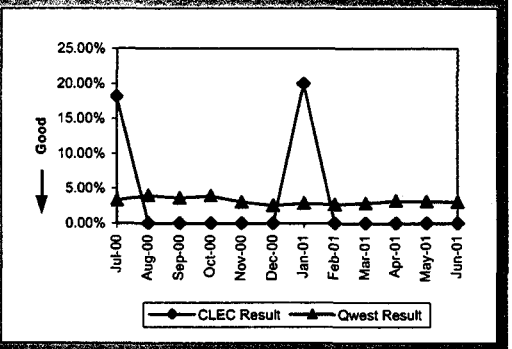
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					70	216	32.41%		
Aug-00					59	262	22.52%		
Sep-00					62	255	24.31%		
Oct-00					88	332	26.51%		
Nov-00					78	279	27.96%		
Dec-00					48	220	21.82%		
Jan-01					53	248	21.37%		
Feb-01					73	241	30.29%		
Mar-01					56	247	22.67%		
Apr-01					134	337	39.76%		
May-01					106	314	33.76%		
Jun-01					113	349	32.38%		



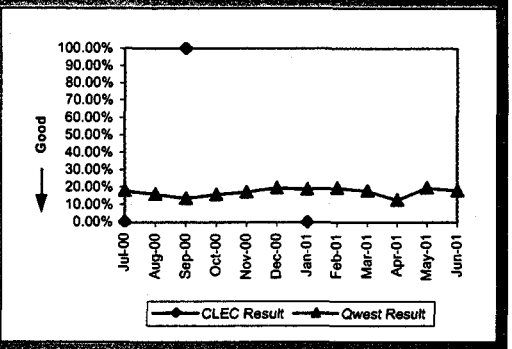
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	11	18.18%	38.57%	1294	38882	3.33%	2.75	0.17
Aug-00	0	11	0.00%	0.00%	1614	40035	4.03%	-0.68	-1.41
Sep-00	0	10	0.00%	0.00%	1463	40465	3.62%	-0.61	-1.37
Oct-00	0	10	0.00%	0.00%	1639	41191	3.98%	-0.64	-1.39
Nov-00	0	10	0.00%	0.00%	1291	41897	3.08%	-0.56	-1.34
Dec-00	0	10	0.00%	0.00%	1110	42573	2.61%	-0.52	-1.31
Jan-01	2	10	20.00%	40.00%	1252	43227	2.90%	3.22	0.31
Feb-01	0	10	0.00%	0.00%	1186	43866	2.70%	-0.53	-1.32
Mar-01	0	10	0.00%	0.00%	1290	44616	2.89%	-0.55	-1.33
Apr-01	0	10	0.00%	0.00%	1464	45180	3.24%	-0.58	-1.35
May-01	0	10	0.00%	0.00%	1449	45828	3.16%	-0.57	-1.35
Jun-01	0	10	0.00%	0.00%	1430	46384	3.08%	-0.56	-1.34



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

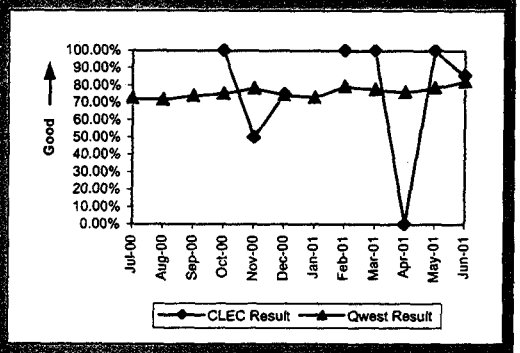
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	2	0.00%	0.00%	286	1580	18.10%	-0.66	-1.4
Aug-00					310	1924	16.11%		
Sep-00	1	1	100.00%	0.00%	231	1694	13.64%	1.49	-0.09
Oct-00					309	1948	15.86%		
Nov-00					270	1561	17.30%		
Dec-00					274	1384	19.80%		
Jan-01	0	2	0.00%	0.00%	295	1547	19.07%	-0.69	-1.42
Feb-01					288	1474	19.54%		
Mar-01					284	1574	18.04%		
Apr-01					214	1678	12.75%		
May-01					357	1806	19.77%		
Jun-01					316	1746	18.10%		



Checklist #4 - Unbundled Loop - DS1 Capable Installation

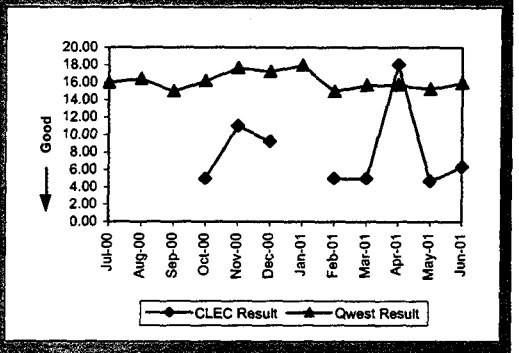
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					416	573	72.60%		
Aug-00					586	816	71.81%		
Sep-00					464	627	74.00%		
Oct-00	1	1	100.00%	0.00%	393	522	75.29%	-0.57	-1.35
Nov-00	1	2	50.00%	50.00%	436	556	78.42%	3.9	1.37
Dec-00	3	4	75.00%	43.30%	487	653	74.58%	-0.02	-1.01
Jan-01					424	580	73.10%		
Feb-01	2	2	100.00%	0.00%	498	627	79.43%	-0.72	-1.44
Mar-01	1	1	100.00%	0.00%	540	695	77.70%	-0.54	-1.33
Apr-01	0	1	0.00%	0.00%	535	703	76.10%	8.21	3.99
May-01	3	3	100.00%	0.00%	388	493	78.70%	-0.9	-1.55
Jun-01	6	7	85.71%	34.99%	531	644	82.45%	-0.23	-1.14



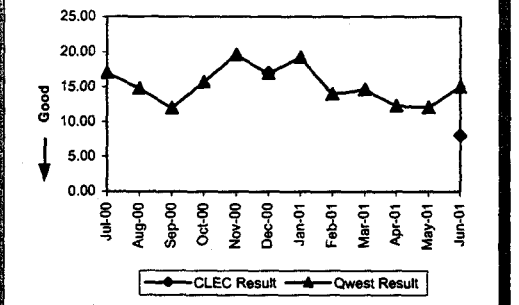
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					9077	569	15.95		
Aug-00					13372	815	16.41		
Sep-00					9406	627	15.00		
Oct-00	5	1	5.00		8315	515	16.15	-0.66	-1.4
Nov-00	22	2	11.00	11.31	9732	552	17.63	-0.63	-1.38
Dec-00	37	4	9.25	9.18	11182	649	17.23	-0.98	-1.6
Jan-01					10412	580	17.95		
Feb-01	5	1	5.00		9143	611	14.96	-0.87	-1.53
Mar-01	5	1	5.00		10655	679	15.69	-0.83	-1.51
Apr-01	18	1	18.00		10983	699	15.71	0.17	-0.89
May-01	14	3	4.67	0.58	7439	489	15.21	-1.34	-1.82
Jun-01	44	7	6.29	4.35	10256	644	15.93	-1.69	-2.03



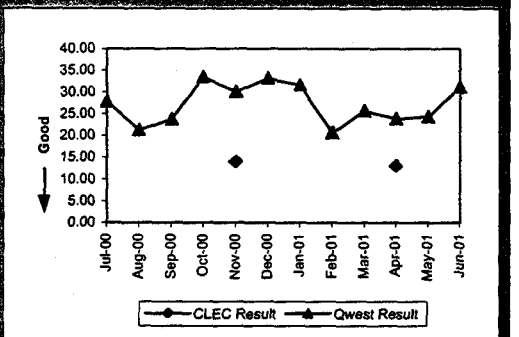
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					1547	91	17.00		
Aug-00					1954	132	14.80		
Sep-00					1136	95	11.96		
Oct-00					1319	84	15.70		
Nov-00					1607	82	19.60		
Dec-00	17	1	17.00		1795	106	16.93	0	-1
Jan-01					2042	106	19.26		
Feb-01					1311	94	13.95		
Mar-01					1698	116	14.64		
Apr-01					1521	124	12.27		
May-01					821	68	12.07		
Jun-01	8	1	8.00		1199	80	14.99	-0.43	-1.26



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

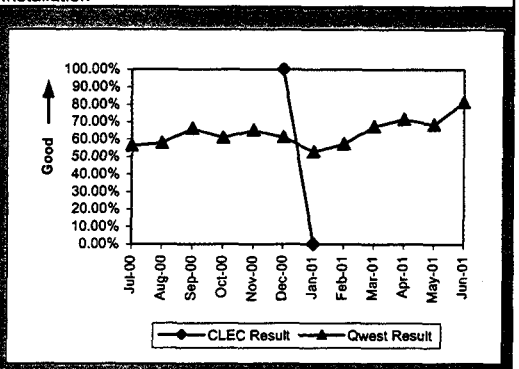
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					1836	66	27.82		
Aug-00					2080	98	21.22		
Sep-00					1613	68	23.72		
Oct-00					1506	45	33.47		
Nov-00	14	1	14.00		1143	38	30.08	-0.57	-1.34
Dec-00					1992	60	33.20		
Jan-01					1582	50	31.64		
Feb-01					721	35	20.60		
Mar-01					1002	39	25.69		
Apr-01	13	1	13.00		1050	44	23.86	-0.42	-1.25
May-01					898	37	24.27		
Jun-01					1031	33	31.24		



Checklist #4 - Unbundled Loop - DS1 Capable Installation

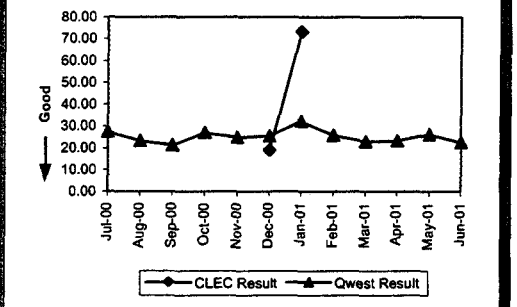
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					40	71	56.34%		
Aug-00					59	102	57.84%		
Sep-00					70	106	66.04%		
Oct-00					92	151	60.93%		
Nov-00					62	95	65.26%		
Dec-00	1	1	100.00%	0.00%	57	93	61.29%	-0.79	-1.48
Jan-01	0	2	0.00%	0.00%	73	138	52.90%	1.79	0.09
Feb-01					71	124	57.26%		
Mar-01					120	178	67.42%		
Apr-01					111	155	71.61%		
May-01					50	73	68.49%		
Jun-01					187	230	81.30%		



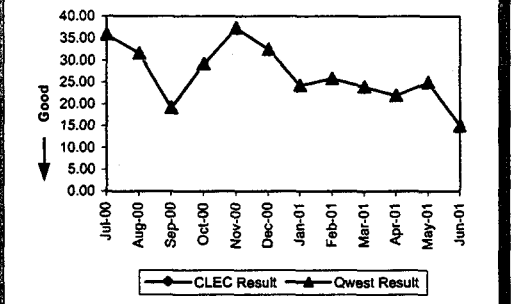
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					1952	71	27.49		
Aug-00					2392	102	23.45		
Sep-00					2259	106	21.31		
Oct-00					4096	151	27.13		
Nov-00					2343	94	24.93		
Dec-00	19	1	19.00		2335	91	25.66	-0.22	-1.13
Jan-01	146	2	73.00	0.00	4456	138	32.29	1.7	0.04
Feb-01					3217	124	25.94		
Mar-01					4100	178	23.03		
Apr-01					3622	155	23.37		
May-01					1841	70	26.30		
Jun-01					5162	229	22.54		



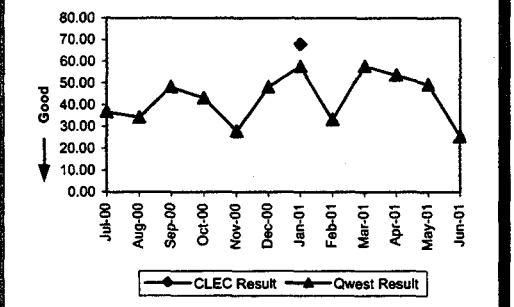
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					824	23	35.83		
Aug-00					757	24	31.54		
Sep-00					555	29	19.14		
Oct-00					1252	43	29.12		
Nov-00					895	24	37.29		
Dec-00					779	24	32.46		
Jan-01					750	31	24.19		
Feb-01					827	32	25.84		
Mar-01					1053	44	23.93		
Apr-01					680	31	21.94		
May-01					225	9	25.00		
Jun-01					372	25	14.88		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

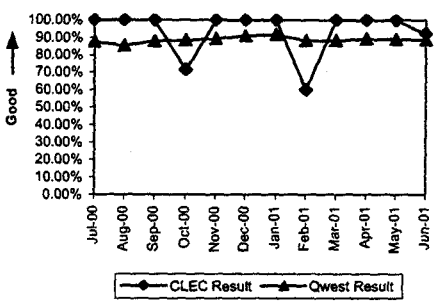
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					295	8	36.88		
Aug-00					651	19	34.26		
Sep-00					338	7	48.29		
Oct-00					690	16	43.12		
Nov-00					251	9	27.89		
Dec-00					578	12	48.17		
Jan-01	136	2	68.00	0.00	1960	34	57.65	0.31	-0.81
Feb-01					698	21	33.24		
Mar-01					810	14	57.86		
Apr-01					699	13	53.77		
May-01					691	14	49.36		
Jun-01					455	18	25.28		



Checklist #4 - Unbundled Loop - DS1 Capable Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

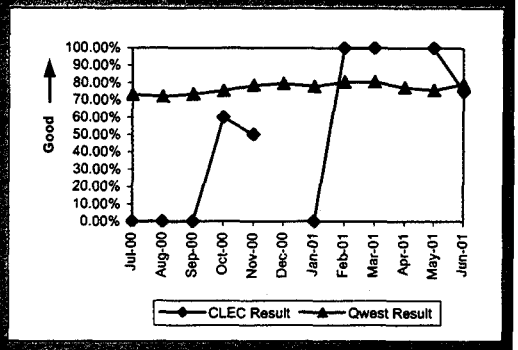
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	2	2	100.00%	0.00%	900	1027	87.63%	-0.53	-1.32
Aug-00	4	4	100.00%	0.00%	1042	1220	85.41%	-0.83	-1.5
Sep-00	8	8	100.00%	0.00%	1146	1302	88.02%	-1.04	-1.63
Oct-00	5	7	71.43%	45.18%	1078	1217	88.58%	1.42	2.6
Nov-00	6	6	100.00%	0.00%	1055	1179	89.48%	-0.84	-1.51
Dec-00	10	10	100.00%	0.00%	1073	1180	90.93%	-0.99	-1.6
Jan-01	8	8	100.00%	0.00%	1087	1184	91.81%	-0.84	-1.51
Feb-01	3	5	60.00%	48.99%	970	1097	88.42%	1.98	3.94
Mar-01	5	5	100.00%	0.00%	1116	1262	88.43%	-0.81	-1.49
Apr-01	4	4	100.00%	0.00%	1195	1337	89.36%	-0.69	-1.42
May-01	5	5	100.00%	0.00%	981	1099	89.26%	-0.77	-1.47
Jun-01	12	13	92.31%	26.65%	969	1088	89.06%	-0.37	-1.23



Checklist #4 - Unbundled Loop - DS1 Capable Repair

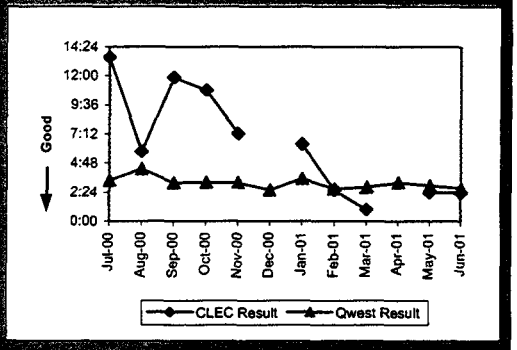
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	0	1	0.00%	0.00%	790	1078	73.28%	3.72	1.26
Aug-00	0	1	0.00%	0.00%	976	1352	72.19%	8.08	3.91
Sep-00	0	1	0.00%	0.00%	889	1208	73.59%	8.21	3.99
Oct-00	3	5	60.00%	48.99%	987	1307	75.52%	0.69	-0.58
Nov-00	2	4	50.00%	50.00%	795	1012	78.56%	5.38	2.27
Dec-00					709	890	79.66%		
Jan-01	0	1	0.00%	0.00%	782	1004	77.89%	3.72	1.26
Feb-01	2	2	100.00%	0.00%	761	945	80.53%	-0.69	-1.42
Mar-01	1	1	100.00%	0.00%	842	1043	80.73%	-0.49	-1.3
Apr-01					871	1127	77.28%		
May-01	1	1	100.00%	0.00%	860	1135	75.77%	-0.57	-1.34
Jun-01	3	4	75.00%	43.30%	859	1081	79.46%	0.26	-0.84



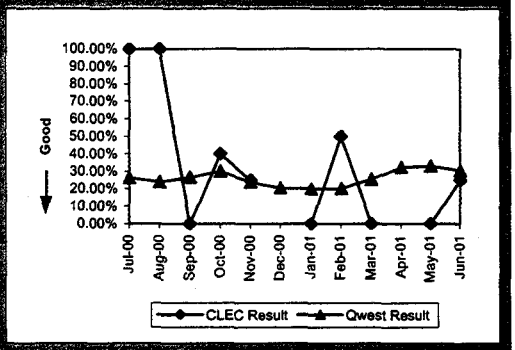
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	13:32	1	13:32		3671:51	1078	3:24	2	0.21
Aug-00	5:46	1	5:46		5867:53	1352	4:20	0.16	-0.91
Sep-00	11:52	1	11:52		3866:05	1208	3:12	1.95	0.19
Oct-00	54:05	5	10:49	13:11	4254:22	1307	3:15	2.46	0.49
Nov-00	28:52	4	7:13	8:50	3246:55	1012	3:13	1.39	-0.16
Dec-00					2311:24	890	2:36		
Jan-01	6:21	1	6:21		3550:46	1004	3:32	0.22	-0.87
Feb-01	5:09	2	2:35	0:25	2540:31	945	2:41	-0.04	-1.03
Mar-01	0:59	1	0:59		2971:54	1043	2:51	-0.43	-1.26
Apr-01					3628:45	1127	3:13		
May-01	2:23	1	2:23		3360:02	1135	2:58	-0.16	-1.1
Jun-01	9:37	4	2:24	2:44	2940:37	1081	2:43	-0.17	-1.11



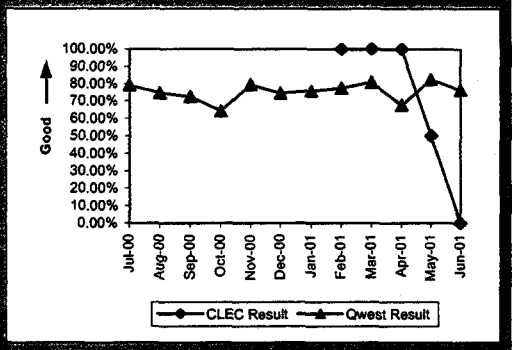
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1	1	100.00%	0.00%	283	1078	26.25%	1.16	-0.3
Aug-00	1	1	100.00%	0.00%	326	1352	24.11%	1.18	-0.29
Sep-00	0	1	0.00%	0.00%	321	1208	26.57%	-0.6	-1.37
Oct-00	2	5	40.00%	48.99%	393	1307	30.07%	0.49	-0.7
Nov-00	1	4	25.00%	43.30%	241	1012	23.81%	0.1	-0.94
Dec-00					183	890	20.56%		
Jan-01	0	1	0.00%	0.00%	202	1004	20.12%	-0.5	-1.3
Feb-01	1	2	50.00%	50.00%	192	945	20.32%	0.83	-0.5
Mar-01	0	1	0.00%	0.00%	266	1043	25.50%	-0.58	-1.36
Apr-01					364	1127	32.30%		
May-01	0	1	0.00%	0.00%	376	1135	33.13%	-0.7	-1.43
Jun-01	1	4	25.00%	43.30%	329	1081	30.43%	-0.24	-1.14



All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two

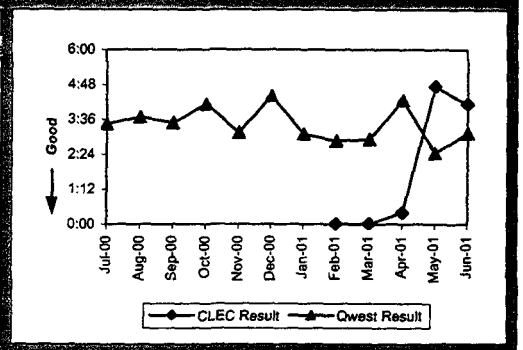
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					171	216	79.17%		
Aug-00					196	262	74.81%		
Sep-00					185	255	72.55%		
Oct-00					213	332	64.16%		
Nov-00					222	279	79.57%		
Dec-00					164	220	74.55%		
Jan-01					188	248	75.81%		
Feb-01	1	1	100.00%	0.00%	187	241	77.59%	-0.54	-1.33
Mar-01	1	1	100.00%	0.00%	200	247	80.97%	-0.48	-1.29
Apr-01	2	2	100.00%	0.00%	228	337	67.66%	-0.97	-1.59
May-01	1	2	50.00%	50.00%	259	314	82.48%	6.32	2.84
Jun-01	0	1	0.00%	0.00%	267	349	76.50%	3.72	1.26



Checklist #4 - Unbundled Loop - DS1 Capable Repair

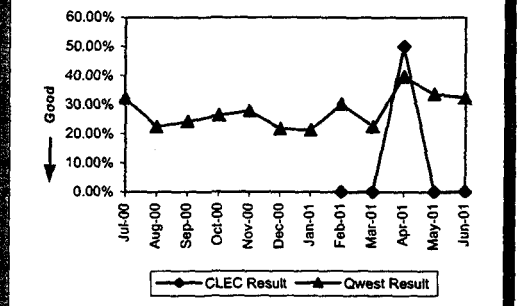
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					745:01	216	3:27		
Aug-00					963:14	262	3:41		
Sep-00					886:32	255	3:29		
Oct-00					1374:12	332	4:08		
Nov-00					879:53	279	3:09		
Dec-00					970:49	220	4:25		
Jan-01					766:58	248	3:06		
Feb-01	0:01	1	0:01		692:12	241	2:52	-0.7	-1.43
Mar-01	0:01	1	0:01		722:02	247	2:55	-0.68	-1.41
Apr-01	0:49	2	0:24	0:02	1437:23	337	4:16	-0.94	-1.57
May-01	9:28	2	4:44	3:34	770:06	314	2:27	1.06	-0.35
Jun-01	4:08	1	4:08		1092:20	349	3:08	0.25	-0.85



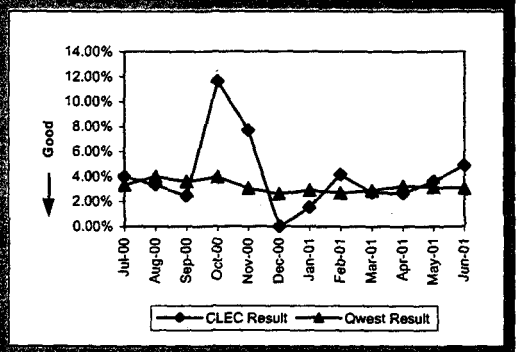
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					70	216	32.41%		
Aug-00					59	262	22.52%		
Sep-00					62	255	24.31%		
Oct-00					88	332	26.51%		
Nov-00					78	279	27.96%		
Dec-00					48	220	21.82%		
Jan-01					53	248	21.37%		
Feb-01	0	1	0.00%	0.00%	73	241	30.29%	-0.66	-1.4
Mar-01	0	1	0.00%	0.00%	56	247	22.67%	-0.54	-1.33
Apr-01	1	2	50.00%	50.00%	134	337	39.76%	0.3	-0.82
May-01	0	2	0.00%	0.00%	106	314	33.76%	-1.01	-1.61
Jun-01	0	1	0.00%	0.00%	113	349	32.38%	-0.69	-1.42



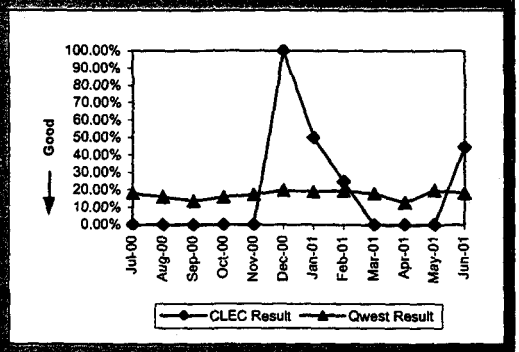
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1	25	4.00%	19.60%	1294	38882	3.33%	0.19	-0.84
Aug-00	1	30	3.33%	17.95%	1614	40035	4.03%	-0.19	-1.12
Sep-00	1	41	2.44%	15.43%	1463	40465	3.62%	-0.4	-1.25
Oct-00	5	43	11.63%	32.06%	1639	41191	3.98%	2.56	0.29
Nov-00	4	52	7.69%	26.65%	1291	41897	3.08%	1.92	0.02
Dec-00	0	62	0.00%	0.00%	1110	42573	2.61%	-1.29	-1.78
Jan-01	1	66	1.52%	12.22%	1252	43227	2.90%	-0.67	-1.41
Feb-01	3	72	4.17%	19.98%	1186	43866	2.70%	0.76	-0.54
Mar-01	2	73	2.74%	16.32%	1290	44616	2.89%	-0.08	-1.05
Apr-01	2	75	2.67%	16.11%	1464	45180	3.24%	-0.28	-1.17
May-01	3	83	3.61%	18.67%	1449	45828	3.16%	0.24	-0.81
Jun-01	5	102	4.90%	21.59%	1430	46384	3.08%	1.06	-0.36



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

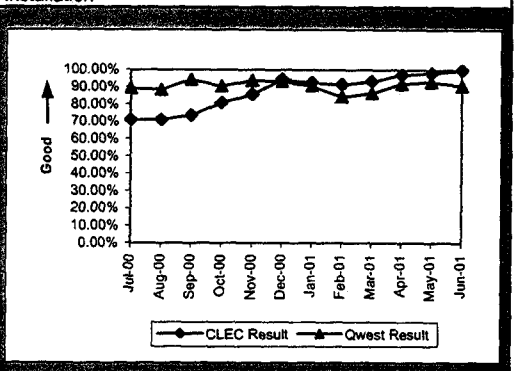
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	0	1	0.00%	0.00%	286	1580	18.10%	-0.47	-1.29
Aug-00	0	1	0.00%	0.00%	310	1924	16.11%	-0.44	-1.27
Sep-00	0	1	0.00%	0.00%	231	1694	13.64%	-0.4	-1.24
Oct-00	0	5	0.00%	0.00%	309	1948	15.86%	-0.97	-1.59
Nov-00	0	4	0.00%	0.00%	270	1561	17.30%	-0.91	-1.56
Dec-00	1	1	100.00%	0.00%	274	1384	19.80%	1.32	-0.2
Jan-01	1	2	50.00%	50.00%	295	1547	19.07%	0.9	-0.45
Feb-01	1	4	25.00%	43.30%	288	1474	19.54%	0.3	-0.82
Mar-01	0	2	0.00%	0.00%	284	1574	18.04%	-0.66	-1.4
Apr-01	0	2	0.00%	0.00%	214	1678	12.75%	-0.54	-1.33
May-01	0	3	0.00%	0.00%	357	1806	19.77%	-0.86	-1.52
Jun-01	4	9	44.44%	49.69%	316	1746	18.10%	1.81	0.1



Checklist #4 - Unbundled Loop - ISDN Capable Installation

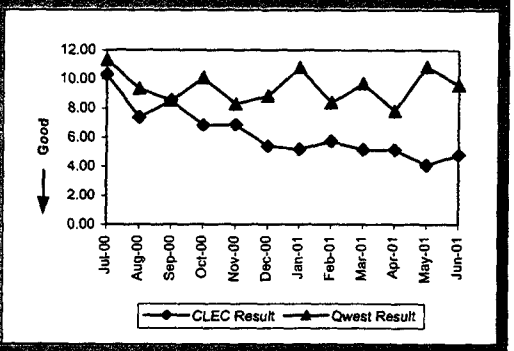
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	147	207	71.01%	45.37%	593	663	89.44%	7.22	3.39
Aug-00	157	221	71.04%	45.36%	423	478	88.49%	6.02	2.66
Sep-00	112	152	73.68%	44.03%	508	538	94.42%	3.72	1.26
Oct-00	147	182	80.77%	39.41%	473	522	90.61%	3.74	1.28
Nov-00	96	112	85.71%	34.99%	501	534	93.82%	3.36	1.04
Dec-00	71	75	94.67%	22.47%	360	386	93.26%	-0.44	-1.27
Jan-01	171	185	92.43%	26.45%	248	273	90.84%	-0.58	-1.35
Feb-01	133	145	91.72%	27.55%	321	380	84.47%	-2.05	-2.25
Mar-01	128	137	93.43%	24.77%	364	420	86.67%	-2.02	-2.23
Apr-01	143	147	97.28%	16.27%	311	338	92.01%	-1.97	-2.2
May-01	161	164	98.17%	13.40%	265	285	92.98%	-2.07	-2.26
Jun-01	105	105	100.00%	0.00%	240	264	90.91%	-2.74	-2.67



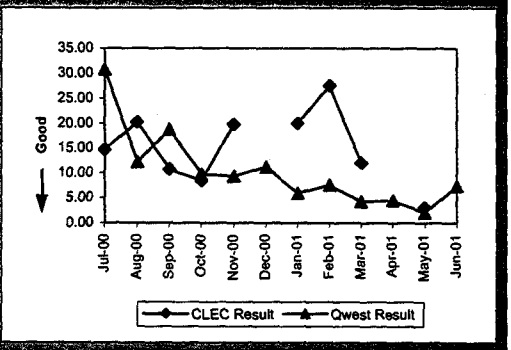
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1062	103	10.31	11.74	7061	623	11.33	-0.65	-1.39
Aug-00	1232	167	7.38	7.19	4175	447	9.34	-2.27	-2.38
Sep-00	1183	139	8.51	13.23	4427	519	8.53	-0.02	-1.01
Oct-00	1174	172	6.83	6.85	5058	501	10.10	-3.33	-3.02
Nov-00	764	111	6.88	8.43	4274	516	8.28	-1.16	-1.7
Dec-00	383	71	5.39	6.58	3257	368	8.85	-2.17	-2.32
Jan-01	913	176	5.19	5.38	2850	264	10.80	-3.03	-2.84
Feb-01	789	138	5.72	6.15	3010	359	8.38	-2.09	-2.27
Mar-01	697	135	5.16	3.19	3906	403	9.69	-4.19	-3.55
Apr-01	670	130	5.15	5.38	2513	322	7.80	-2.38	-2.45
May-01	577	140	4.12	1.15	2886	266	10.85	-4.47	-3.72
Jun-01	402	84	4.79	0.91	2321	242	9.59	-4.26	-3.59



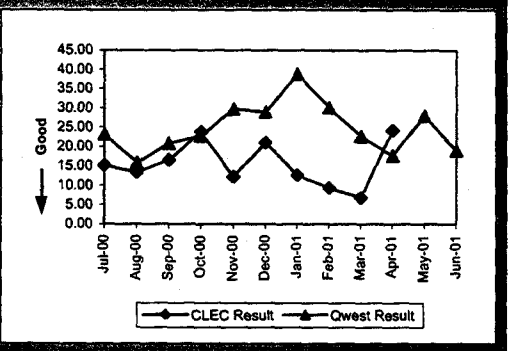
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	442	30	14.73	15.93	708	23	30.78	-1.59	-1.96
Aug-00	668	33	20.24	22.70	122	10	12.20	0.93	-0.44
Sep-00	193	18	10.72	12.39	150	8	18.75	-1.77	-2.08
Oct-00	170	20	8.50	12.25	127	13	9.77	-0.36	-1.22
Nov-00	119	6	19.83	24.73	112	12	9.33	1.45	-0.12
Dec-00					101	9	11.22		
Jan-01	80	4	20.00	13.24	47	8	5.88	3.04	0.85
Feb-01	110	4	27.50	20.53	309	41	7.54	3.73	1.27
Mar-01	36	3	12.00	9.85	122	29	4.21	3.76	1.29
Apr-01					45	10	4.50		
May-01	9	3	3.00	2.65	2	1	2.00		
Jun-01					44	6	7.33		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

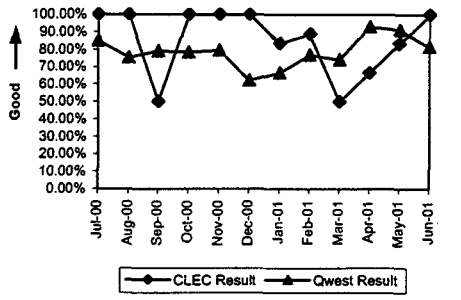
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	456	30	15.20	9.74	1092	47	23.23	-1.41	-1.86
Aug-00	416	31	13.42	12.64	715	45	15.89	-0.56	-1.34
Sep-00	363	22	16.50	27.69	457	22	20.77	-0.59	-1.36
Oct-00	357	15	23.80	34.07	819	36	22.75	0.14	-0.92
Nov-00	122	10	12.20	8.64	625	21	29.76	-1.34	-1.81
Dec-00	84	4	21.00	19.17	492	17	28.94	-0.41	-1.25
Jan-01	126	10	12.60	11.79	661	17	38.88	-1.13	-1.68
Feb-01	75	8	9.38	4.57	542	18	30.11	-1.4	-1.85
Mar-01	41	6	6.83	7.63	813	27	22.70	-1.44	-1.88
Apr-01	97	4	24.25	19.81	300	17	17.65	1.44	-0.12
May-01					533	19	28.05		
Jun-01					342	18	19.00		



Checklist #4 - Unbundled Loop - ISDN Capable Installation

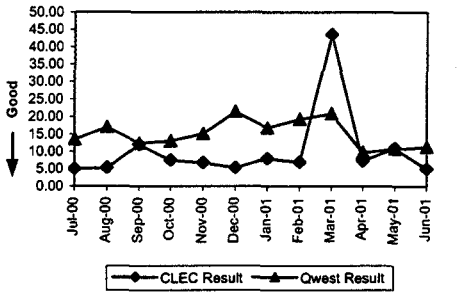
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1	1	100.00%	0.00%	40	47	85.11%	-0.41	-1.25
Aug-00	5	5	100.00%	0.00%	43	57	75.44%	-1.22	-1.74
Sep-00	1	2	50.00%	50.00%	46	58	79.31%	1.77	0.08
Oct-00	6	6	100.00%	0.00%	47	60	78.33%	-1.23	-1.75
Nov-00	5	5	100.00%	0.00%	47	59	79.66%	-1.08	-1.66
Dec-00	3	3	100.00%	0.00%	33	53	62.26%	-1.31	-1.8
Jan-01	5	6	83.33%	37.27%	20	30	66.67%	-0.79	-1.48
Feb-01	8	9	88.89%	31.43%	30	39	76.92%	-0.77	-1.47
Mar-01	1	2	50.00%	50.00%	43	58	74.14%	0.45	-0.72
Apr-01	2	3	66.67%	47.14%	40	43	93.02%	3.59	1.18
May-01	5	6	83.33%	37.27%	32	35	91.43%	0.34	-0.79
Jun-01	1	1	100.00%	0.00%	31	38	81.58%	-0.47	-1.29



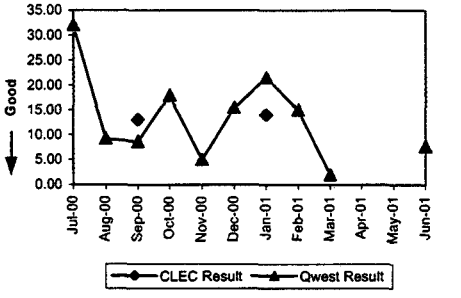
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	5	1	5.00		568	42	13.52	-0.63	-1.38
Aug-00	16	3	5.33	0.58	850	50	17.00	-0.92	-1.56
Sep-00	24	2	12.00	8.49	666	54	12.33	-0.04	-1.02
Oct-00	30	4	7.50	3.00	720	55	13.09	-0.9	-1.55
Nov-00	34	5	6.80	1.92	834	55	15.16	-1.03	-1.63
Dec-00	16	3	5.33	1.53	1115	52	21.44	-1.1	-1.67
Jan-01	48	6	8.00	6.87	437	26	16.81	-1.07	-1.65
Feb-01	42	6	7.00	4.90	696	36	19.33	-1.21	-1.73
Mar-01	87	2	43.50	53.03	1104	53	20.83	1.17	-0.29
Apr-01	22	3	7.33	4.16	381	39	9.77	-0.93	-1.56
May-01	33	3	11.00	12.17	353	33	10.70	0.04	-0.97
Jun-01	5	1	5.00		422	37	11.41	-0.72	-1.44



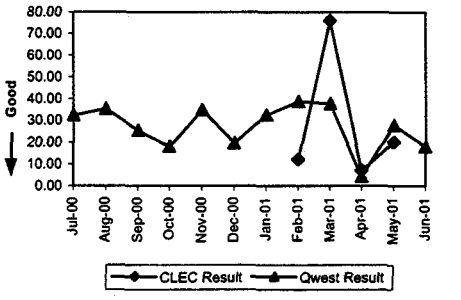
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					64	2	32.00		
Aug-00					37	4	9.25		
Sep-00	13	1	13.00		26	3	8.67	1.17	-0.29
Oct-00					72	4	18.00		
Nov-00					20	4	5.00		
Dec-00					31	2	15.50		
Jan-01	14	1	14.00		43	2	21.50	-0.32	-1.2
Feb-01					15	1	15.00		
Mar-01					2	1	2.00		
Apr-01									
May-01									
Jun-01					23	3	7.67		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

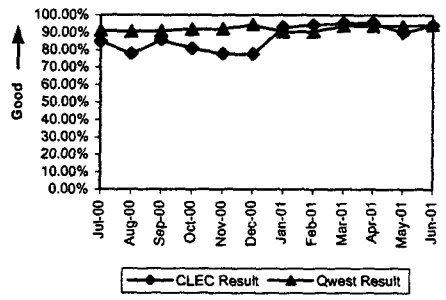
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					162	5	32.40		
Aug-00					355	10	35.50		
Sep-00					229	9	25.44		
Oct-00					163	9	18.11		
Nov-00					279	8	34.88		
Dec-00					353	18	19.61		
Jan-01					260	8	32.50		
Feb-01	12	1	12.00		310	8	38.75	-0.89	-1.54
Mar-01	76	1	76.00		529	14	37.79	1.05	-0.36
Apr-01	7	1	7.00		13	3	4.33	0.66	-0.6
May-01	20	1	20.00		84	3	28.00	-0.53	-1.32
Jun-01					72	4	18.00		



Checklist #4 - Unbundled Loop - ISDN Capable Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

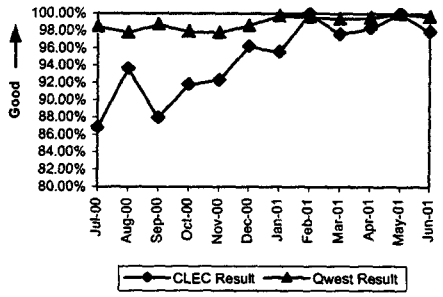
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	208	245	84.90%	35.81%	693	760	91.18%	3.02	0.77
Aug-00	210	270	77.78%	41.57%	636	701	90.73%	6.23	2.51
Sep-00	200	233	85.84%	34.87%	582	639	91.08%	2.4	0.41
Oct-00	165	204	80.88%	39.32%	605	657	92.09%	5.18	2.04
Nov-00	147	189	77.78%	41.57%	619	671	92.25%	6.57	2.89
Dec-00	101	130	77.69%	41.63%	568	600	94.67%	7.81	3.87
Jan-01	163	175	93.14%	25.27%	392	433	90.53%	-1	-1.61
Feb-01	205	217	94.47%	22.86%	375	414	90.58%	-1.59	-1.97
Mar-01	172	180	95.56%	20.61%	475	506	93.87%	-0.81	-1.49
Apr-01	163	170	95.88%	19.87%	454	483	94.00%	-0.89	-1.54
May-01	163	181	90.06%	29.93%	371	395	93.92%	1.8	0.03
Jun-01	149	158	94.30%	23.18%	352	372	94.62%	0.15	-0.91



Checklist #4 - Unbundled Loop - ISDN Capable Repair

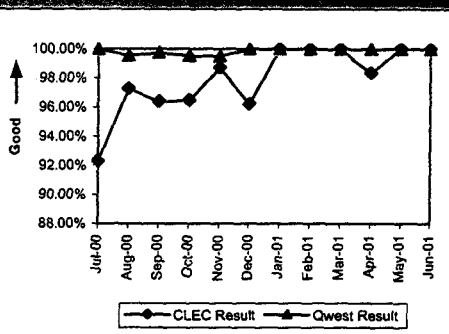
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	79	91	86.81%	33.83%	393	399	98.50%	7.31	3.45
Aug-00	103	110	93.64%	24.41%	443	453	97.79%	2.59	0.57
Sep-00	73	83	87.95%	32.55%	393	398	98.74%	7.25	3.4
Oct-00	78	85	91.76%	27.49%	423	432	97.92%	3.95	1.4
Nov-00	72	78	92.31%	26.65%	403	412	97.82%	3.33	1.03
Dec-00	76	79	96.20%	19.11%	281	285	98.60%	1.44	-0.13
Jan-01	43	45	95.56%	20.61%	378	379	99.74%	5.53	2.36
Feb-01	35	35	100.00%	0.00%	262	263	99.62%	-0.34	-1.21
Mar-01	41	42	97.62%	15.25%	342	344	99.42%	2.2	0.34
Apr-01	59	60	98.33%	12.80%	215	216	99.54%	1.11	-0.33
May-01	68	68	100.00%	0.00%	264	264	100.00%	N/A	N/A
Jun-01	47	48	97.92%	14.28%	322	323	99.69%	2.47	0.5



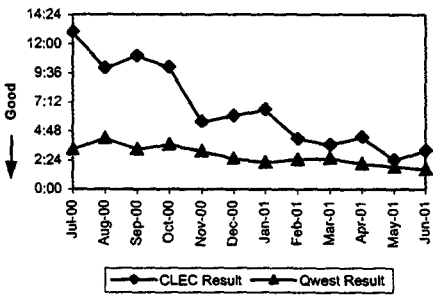
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	84	91	92.31%	26.65%	399	399	100.00%	N/A	3.61
Aug-00	107	110	97.27%	16.29%	451	453	99.56%	3.07	0.87
Sep-00	80	83	96.39%	18.67%	397	398	99.75%	4.44	1.7
Oct-00	82	85	96.47%	18.45%	430	432	99.54%	3.91	1.37
Nov-00	77	78	98.72%	11.25%	410	412	99.51%	1.02	-0.38
Dec-00	76	79	96.20%	19.11%	285	285	100.00%	N/A	1.52
Jan-01	45	45	100.00%	0.00%	379	379	100.00%	N/A	N/A
Feb-01	35	35	100.00%	0.00%	263	263	100.00%	N/A	N/A
Mar-01	42	42	100.00%	0.00%	344	344	100.00%	N/A	N/A
Apr-01	59	60	98.33%	12.80%	216	216	100.00%	N/A	0.5
May-01	68	68	100.00%	0.00%	264	264	100.00%	N/A	N/A
Jun-01	48	48	100.00%	0.00%	323	323	100.00%	N/A	N/A



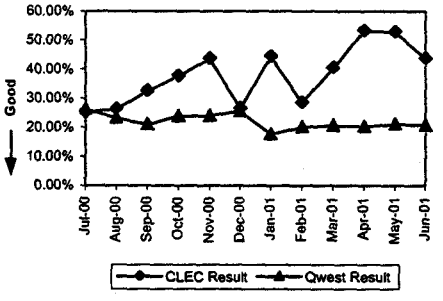
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1179:06	91	12:57	18:04	1308:37	399	3:17	3.72	1.26
Aug-00	1099:10	110	10:00	12:12	1899:55	453	4:12	3.72	1.26
Sep-00	911:03	83	10:59	12:40	1311:24	398	3:18	3.72	1.26
Oct-00	856:03	85	10:04	21:13	1594:14	432	3:41	3.72	1.26
Nov-00	434:26	78	5:34	9:38	1289:59	412	3:08	1.66	0.01
Dec-00	477:48	79	6:03	16:23	727:58	285	2:33	2.51	0.53
Jan-01	294:24	45	6:33	7:19	839:44	379	2:13	3.72	1.26
Feb-01	145:23	35	4:09	3:54	646:22	263	2:27	1.87	0.13
Mar-01	153:34	42	3:39	4:44	876:05	344	2:33	1.51	-0.08
Apr-01	256:57	60	4:17	8:37	452:32	216	2:06	2.37	0.44
May-01	161:50	68	2:23	2:26	488:46	264	1:51	1.6	-0.03
Jun-01	151:53	48	3:10	4:29	529:49	323	1:38	2.1	0.27



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

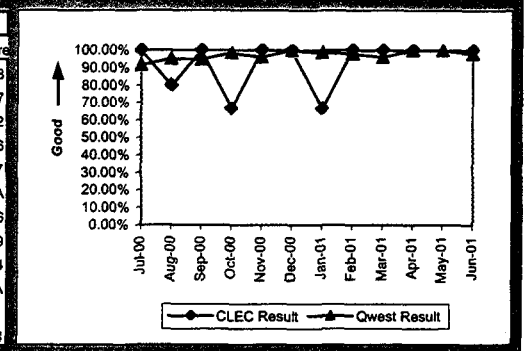
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	23	91	25.27%	43.46%	105	399	26.32%	-0.2	-1.12
Aug-00	29	110	26.36%	44.06%	106	453	23.40%	0.66	-0.6
Sep-00	27	83	32.53%	46.85%	84	398	21.11%	2.19	0.33
Oct-00	32	85	37.65%	48.45%	103	432	23.84%	2.59	0.58
Nov-00	34	78	43.59%	49.59%	99	412	24.03%	3.43	1.08
Dec-00	21	79	26.58%	44.18%	73	285	25.61%	0.18	-0.89
Jan-01	20	45	44.44%	49.69%	67	379	17.68%	3.85	1.34
Feb-01	10	35	28.57%	45.18%	53	263	20.15%	1.15	-0.3
Mar-01	17	42	40.48%	49.08%	71	344	20.64%	2.74	0.67
Apr-01	32	60	53.33%	49.89%	44	216	20.37%	4.82	1.93
May-01	36	68	52.94%	49.91%	56	264	21.21%	4.99	2.03
Jun-01	21	48	43.75%	49.61%	67	323	20.74%	3.31	1.01



Checklist #4 - Unbundled Loop - ISDN Capable Repair

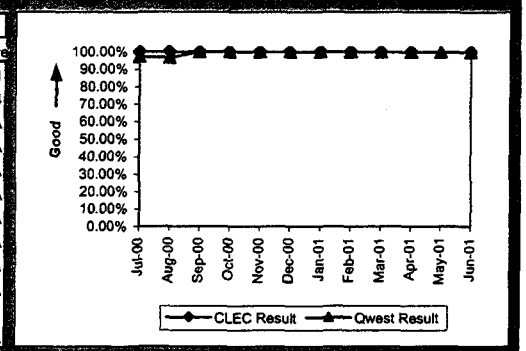
Out of Service Cleared within 24 hours (Percent) (MR-3)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1	1	100.00%	0.00%	65	71	91.55%	-0.3	-1.18
Aug-00	4	5	80.00%	40.00%	59	62	95.16%	2.79	0.7
Sep-00	2	2	100.00%	0.00%	54	57	94.74%	-0.33	-1.2
Oct-00	2	3	66.67%	47.14%	67	68	98.53%	3.72	1.26
Nov-00	2	2	100.00%	0.00%	49	51	96.08%	-0.28	-1.17
Dec-00	1	1	100.00%	0.00%	48	48	100.00%	N/A	N/A
Jan-01	2	3	66.67%	47.14%	71	72	98.61%	3.72	1.26
Feb-01	1	1	100.00%	0.00%	49	50	98.00%	-0.14	-1.09
Mar-01	4	4	100.00%	0.00%	49	51	96.08%	-0.39	-1.24
Apr-01	1	1	100.00%	0.00%	46	46	100.00%	N/A	N/A
May-01					39	39	100.00%	N/A	
Jun-01	3	3	100.00%	0.00%	52	53	98.11%	-0.23	-1.14



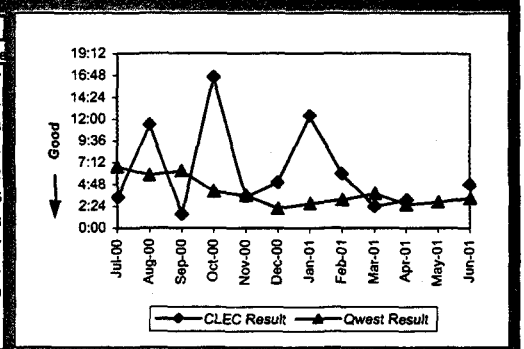
All Troubles Cleared within 48 hours (Percent) (MR-4)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1	1	100.00%	0.00%	69	71	97.18%	-0.17	-1.1
Aug-00	5	5	100.00%	0.00%	60	62	96.77%	-0.39	-1.24
Sep-00	2	2	100.00%	0.00%	57	57	100.00%	N/A	N/A
Oct-00	3	3	100.00%	0.00%	68	68	100.00%	N/A	N/A
Nov-00	2	2	100.00%	0.00%	51	51	100.00%	N/A	N/A
Dec-00	1	1	100.00%	0.00%	48	48	100.00%	N/A	N/A
Jan-01	3	3	100.00%	0.00%	72	72	100.00%	N/A	N/A
Feb-01	1	1	100.00%	0.00%	50	50	100.00%	N/A	N/A
Mar-01	4	4	100.00%	0.00%	51	51	100.00%	N/A	N/A
Apr-01	1	1	100.00%	0.00%	46	46	100.00%	N/A	N/A
May-01					39	39	100.00%	N/A	
Jun-01	3	3	100.00%	0.00%	53	53	100.00%	N/A	N/A



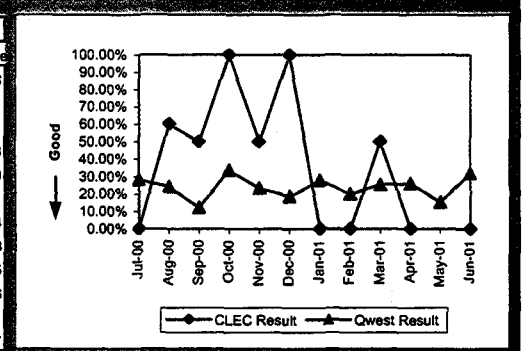
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	3:21	1	3:21		479:31	71	6:45	-0.28	-1.17
Aug-00	56:49	5	11:22	8:16	360:46	62	5:49	1.09	-0.34
Sep-00	2:58	2	1:29	0:35	358:01	57	6:17	-0.79	-1.48
Oct-00	49:41	3	16:34	13:29	276:30	68	4:04	3.03	0.84
Nov-00	6:54	2	3:27	2:30	183:28	51	3:36	-0.03	-1.02
Dec-00	4:58	1	4:58		103:09	48	2:09	1.06	-0.35
Jan-01	37:02	3	12:21	16:56	193:15	72	2:41	3.82	1.33
Feb-01	5:54	1	5:54		154:36	50	3:06	0.55	-0.67
Mar-01	9:19	4	2:20	1:22	192:59	51	3:47	-0.39	-1.24
Apr-01	3:03	1	3:03		116:57	46	2:33	0.16	-0.9
May-01					111:05	39	2:51		
Jun-01	14:17	3	4:46	7:44	174:17	53	3:17	0.47	-0.71



Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

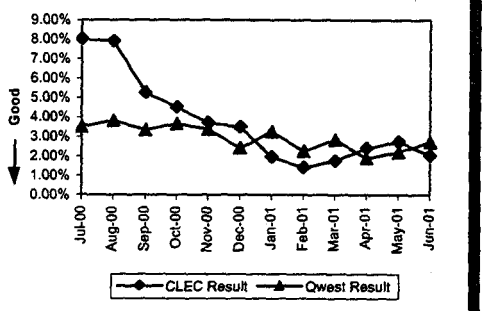
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	0	1	0.00%	0.00%	20	71	28.17%	-0.62	-1.36
Aug-00	3	5	60.00%	48.99%	15	62	24.19%	1.66	0.01
Sep-00	1	2	50.00%	50.00%	7	57	12.28%	1.3	-0.21
Oct-00	3	3	100.00%	0.00%	23	68	33.82%	2.1	0.28
Nov-00	1	2	50.00%	50.00%	12	51	23.53%	0.68	-0.59
Dec-00	1	1	100.00%	0.00%	9	48	18.75%	1.3	-0.21
Jan-01	0	3	0.00%	0.00%	20	72	27.78%	-1.05	-1.64
Feb-01	0	1	0.00%	0.00%	10	50	20.00%	-0.5	-1.3
Mar-01	2	4	50.00%	50.00%	13	51	25.49%	1.06	-0.35
Apr-01	0	1	0.00%	0.00%	12	46	26.09%	-0.59	-1.36
May-01					6	39	15.38%		
Jun-01	0	3	0.00%	0.00%	17	53	32.08%	-1.16	-1.7



Checklist #4 - Unbundled Loop - ISDN Capable Repair

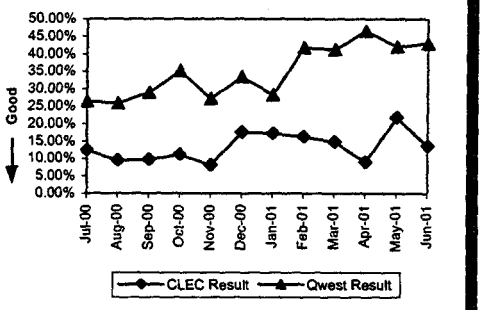
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	92	1147	8.02%	27.16%	470	13357	3.52%	7.94	3.83
Aug-00	115	1455	7.90%	26.98%	515	13470	3.82%	7.71	3.69
Sep-00	85	1619	5.25%	22.30%	455	13619	3.34%	4.04	1.46
Oct-00	88	1952	4.51%	20.75%	500	13670	3.66%	1.87	0.14
Nov-00	80	2149	3.72%	18.93%	463	13672	3.39%	0.8	-0.51
Dec-00	80	2285	3.50%	18.38%	333	13755	2.42%	3.11	0.89
Jan-01	48	2445	1.96%	13.87%	451	13815	3.26%	-3.34	-3.03
Feb-01	36	2548	1.41%	11.80%	313	13846	2.26%	-2.65	-2.61
Mar-01	46	2620	1.76%	13.13%	395	13888	2.84%	-3.07	-2.87
Apr-01	61	2532	2.41%	15.33%	262	13799	1.90%	1.73	0.05
May-01	68	2461	2.76%	16.39%	303	13668	2.22%	1.69	0.03
Jun-01	51	2499	2.04%	14.14%	376	13700	2.74%	-1.98	-2.2



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

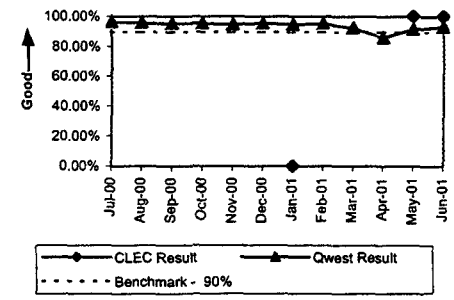
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	13	105	12.38%	32.94%	169	639	26.45%	-3.03	-2.84
Aug-00	12	127	9.45%	29.25%	180	695	25.90%	-3.89	-3.37
Sep-00	9	94	9.57%	29.42%	185	640	28.91%	-3.86	-3.35
Oct-00	11	99	11.11%	31.43%	271	771	35.15%	-4.72	-3.87
Nov-00	7	87	8.05%	27.20%	173	636	27.20%	-3.77	-3.29
Dec-00	17	97	17.53%	38.02%	167	500	33.40%	-3.03	-2.84
Jan-01	10	58	17.24%	37.77%	178	629	28.30%	-1.79	-2.09
Feb-01	7	43	16.28%	36.92%	225	538	41.82%	-3.27	-2.99
Mar-01	8	54	14.81%	35.52%	277	672	41.22%	-3.79	-3.31
Apr-01	6	67	8.96%	28.55%	228	490	46.53%	-5.78	-4.52
May-01	19	87	21.84%	41.32%	220	523	42.07%	-3.54	-3.15
Jun-01	8	59	13.56%	34.24%	284	660	43.03%	-4.38	-3.66



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

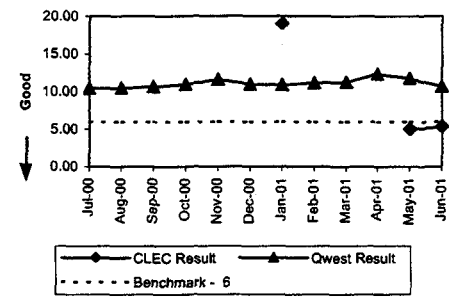
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				2707	2804	96.54%		
Aug-00				2120	2210	95.93%		
Sep-00				2255	2364	95.39%		
Oct-00				2559	2683	95.38%		
Nov-00				2659	2813	94.53%		
Dec-00				2480	2593	95.64%		
Jan-01	0	1	0.00%	3616	3826	94.51%	3.72	1.26
Feb-01				3162	3316	95.36%		
Mar-01				2899	3130	92.62%		
Apr-01				2071	2405	86.11%		
May-01	3	3	100.00%	1176	1284	91.59%	-0.52	-1.32
Jun-01	3	3	100.00%	916	983	93.18%	-0.47	-1.28



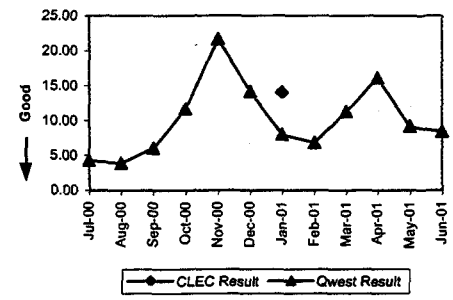
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				28872	2765	10.44		
Aug-00				22599	2162	10.45		
Sep-00				24664	2320	10.63		
Oct-00				28989	2650	10.94		
Nov-00				32042	2766	11.58		
Dec-00				28014	2551	10.98		
Jan-01	19	1	19.00	40714	3730	10.92	2.33	0.42
Feb-01				35654	3202	11.13		
Mar-01				33683	3006	11.21		
Apr-01				29325	2376	12.34		
May-01	10	2	5.00	14842	1263	11.75	-1.16	-1.71
Jun-01	16	3	5.33	10438	977	10.68	-1.79	-2.09



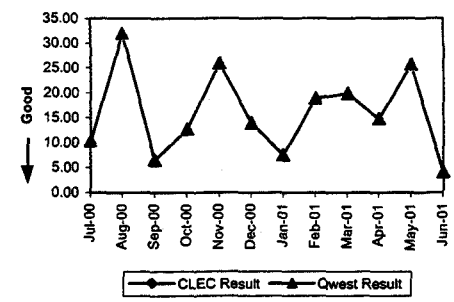
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				385	90	4.28		
Aug-00				336	86	3.91		
Sep-00				647	107	6.05		
Oct-00				1333	114	11.69		
Nov-00				2992	138	21.68		
Dec-00				1290	91	14.18		
Jan-01	14	1	14.00	1474	184	8.01	0.64	-0.61
Feb-01				609	89	6.84		
Mar-01				1831	162	11.30		
Apr-01				4182	259	16.15		
May-01				907	99	9.16		
Jun-01				545	65	8.38		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

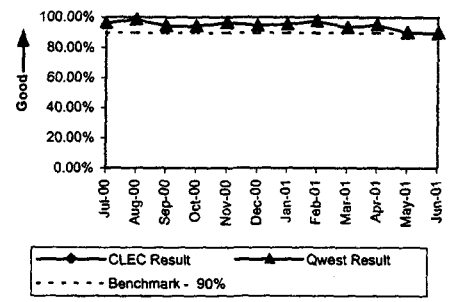
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				72	7	10.29		
Aug-00				128	4	32.00		
Sep-00				13	2	6.50		
Oct-00				127	10	12.70		
Nov-00				415	16	25.94		
Dec-00				307	22	13.95		
Jan-01				195	26	7.50		
Feb-01				1227	65	18.88		
Mar-01				1371	69	19.87		
Apr-01				1106	75	14.75		
May-01				231	9	25.67		
Jun-01				8	2	4.00		



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

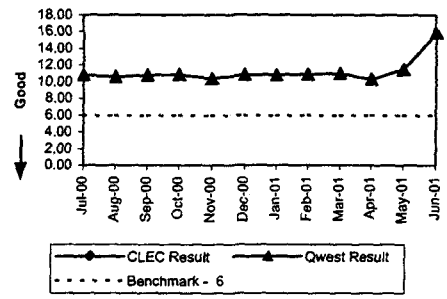
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				153	159	96.23%		
Aug-00				146	148	98.65%		
Sep-00				137	145	94.48%		
Oct-00				145	154	94.16%		
Nov-00				167	173	96.53%		
Dec-00				155	164	94.51%		
Jan-01				186	195	95.38%		
Feb-01				168	172	97.67%		
Mar-01				157	168	93.45%		
Apr-01				79	83	95.18%		
May-01				55	61	90.16%		
Jun-01				35	39	89.74%		



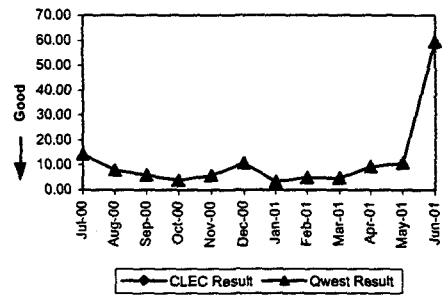
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				1700	157	10.83		
Aug-00				1537	145	10.60		
Sep-00				1542	143	10.78		
Oct-00				1662	153	10.86		
Nov-00				1798	173	10.39		
Dec-00				1739	160	10.87		
Jan-01				2022	187	10.81		
Feb-01				1838	169	10.88		
Mar-01				1740	158	11.01		
Apr-01				834	81	10.30		
May-01				699	61	11.46		
Jun-01				618	39	15.85		



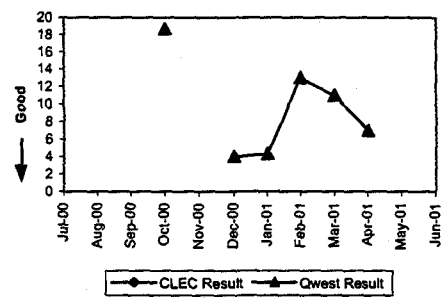
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				86	6	14.33		
Aug-00				16	2	8.00		
Sep-00				47	8	5.88		
Oct-00				23	6	3.83		
Nov-00				35	6	5.83		
Dec-00				86	8	10.75		
Jan-01				20	6	3.33		
Feb-01				5	1	5.00		
Mar-01				43	9	4.78		
Apr-01				28	3	9.33		
May-01				65	6	10.83		
Jun-01				238	4	59.50		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

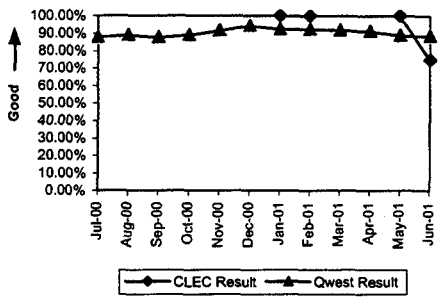
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00								
Aug-00								
Sep-00								
Oct-00				56	3	18.67		
Nov-00								
Dec-00				4	1	4.00		
Jan-01				13	3	4.33		
Feb-01				39	3	13.00		
Mar-01				22	2	11.00		
Apr-01				7	1	7.00		
May-01								
Jun-01								



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

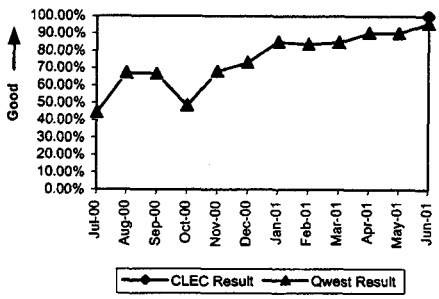
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				2256	2565	87.95%		
Aug-00				2507	2813	89.12%		
Sep-00				2243	2555	87.79%		
Oct-00				2514	2823	89.05%		
Nov-00				2871	3130	91.73%		
Dec-00				2984	3157	94.52%		
Jan-01	1	1	100.00%	3438	3714	92.57%	-0.28	-1.17
Feb-01	1	1	100.00%	3885	4197	92.57%	-0.28	-1.17
Mar-01				3600	3908	92.12%		
Apr-01				2950	3231	91.30%		
May-01	2	2	100.00%	1892	2122	89.16%	-0.49	-1.3
Jun-01	3	4	75.00%	1182	1331	88.81%	0.87	0.88



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

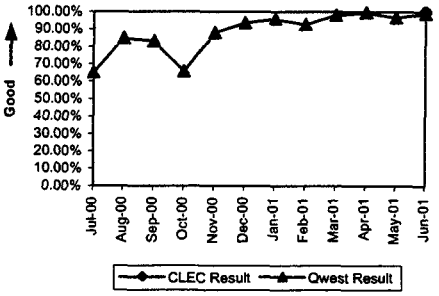
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				613	1378	44.48%		
Aug-00				989	1469	67.32%		
Sep-00				885	1329	66.59%		
Oct-00				678	1406	48.22%		
Nov-00				521	767	67.93%		
Dec-00				401	548	73.18%		
Jan-01				600	705	85.11%		
Feb-01				607	725	83.72%		
Mar-01				740	870	85.06%		
Apr-01				676	748	90.37%		
May-01				861	954	90.25%		
Jun-01	1	1	100.00%	622	648	95.99%	-0.2	-1.12



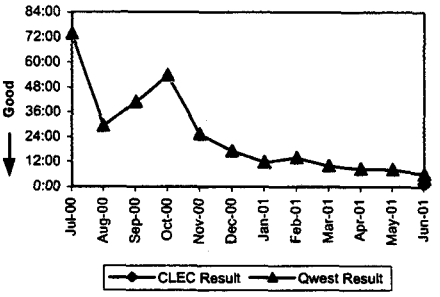
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				896	1378	65.02%		
Aug-00				1246	1469	84.82%		
Sep-00				1104	1329	83.07%		
Oct-00				924	1406	65.72%		
Nov-00				674	767	87.87%		
Dec-00				513	548	93.61%		
Jan-01				676	705	95.89%		
Feb-01				672	725	92.69%		
Mar-01				853	870	98.05%		
Apr-01				745	748	99.60%		
May-01				923	954	96.75%		
Jun-01	1	1	100.00%	642	648	99.07%	-0.1	-1.06



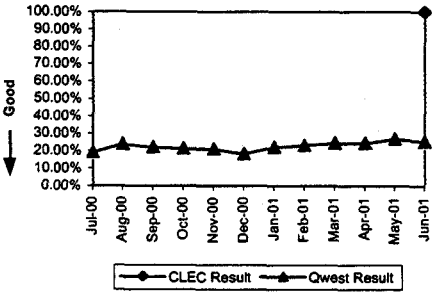
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				101455:55	1378	73:38		
Aug-00				42858:52	1469	29:11		
Sep-00				54320:19	1329	40:52		
Oct-00				75478:24	1406	53:41		
Nov-00				19375:24	767	25:16		
Dec-00				9401:24	548	17:09		
Jan-01				8247:20	705	11:42		
Feb-01				10155:12	725	14:00		
Mar-01				8767:30	870	10:05		
Apr-01				6398:40	748	8:33		
May-01				7861:12	954	8:14		
Jun-01	1:30	1	1:30	3978:00	648	6:08	-0.45	-1.28



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

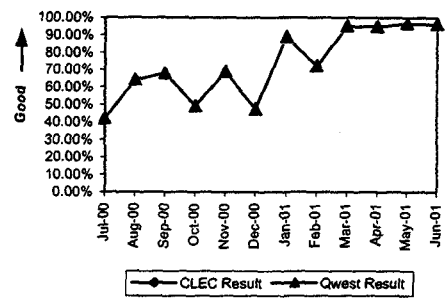
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				263	1378	19.09%		
Aug-00				352	1469	23.96%		
Sep-00				293	1329	22.05%		
Oct-00				299	1406	21.27%		
Nov-00				160	767	20.86%		
Dec-00				100	548	18.25%		
Jan-01				155	705	21.99%		
Feb-01				167	725	23.03%		
Mar-01				212	870	24.37%		
Apr-01				183	748	24.47%		
May-01				256	954	26.83%		
Jun-01	1	1	100.00%	164	648	25.31%	1.15	-0.3



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

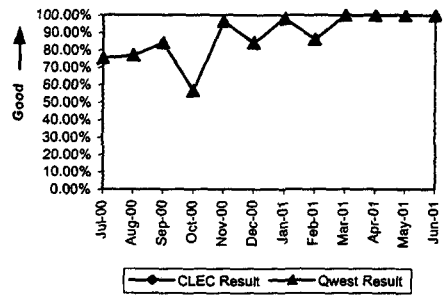
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				24	57	42.11%		
Aug-00				25	39	64.10%		
Sep-00				34	50	68.00%		
Oct-00				26	53	49.06%		
Nov-00				20	29	68.97%		
Dec-00				9	19	47.37%		
Jan-01				48	54	88.89%		
Feb-01				26	36	72.22%		
Mar-01				40	42	95.24%		
Apr-01				19	20	95.00%		
May-01				30	31	96.77%		
Jun-01				27	28	96.43%		



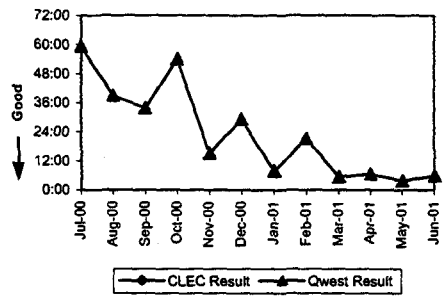
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				43	57	75.44%		
Aug-00				30	39	76.92%		
Sep-00				42	50	84.00%		
Oct-00				30	53	56.60%		
Nov-00				28	29	96.55%		
Dec-00				16	19	84.21%		
Jan-01				53	54	98.15%		
Feb-01				31	36	86.11%		
Mar-01				42	42	100.00%	N/A	
Apr-01				20	20	100.00%	N/A	
May-01				31	31	100.00%	N/A	
Jun-01				28	28	100.00%	N/A	



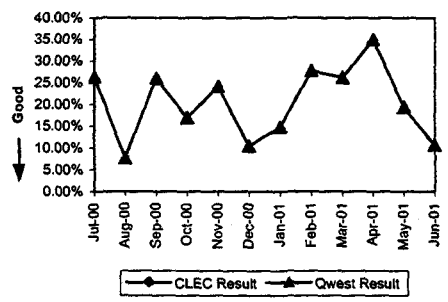
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				3376:03	57	59:14		
Aug-00				1522:31	39	39:02		
Sep-00				1688:35	50	33:46		
Oct-00				2864:29	53	54:03		
Nov-00				441:29	29	15:13		
Dec-00				554:04	19	29:10		
Jan-01				423:34	54	7:51		
Feb-01				763:45	36	21:13		
Mar-01				227:48	42	5:25		
Apr-01				131:58	20	6:36		
May-01				115:02	31	3:43		
Jun-01				163:00	28	5:49		



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

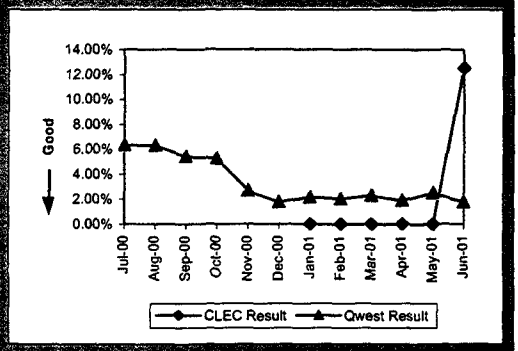
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				15	57	26.32%		
Aug-00				3	39	7.69%		
Sep-00				13	50	26.00%		
Oct-00				9	53	16.98%		
Nov-00				7	29	24.14%		
Dec-00				2	19	10.53%		
Jan-01				8	54	14.81%		
Feb-01				10	36	27.78%		
Mar-01				11	42	26.19%		
Apr-01				7	20	35.00%		
May-01				6	31	19.35%		
Jun-01				3	28	10.71%		



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

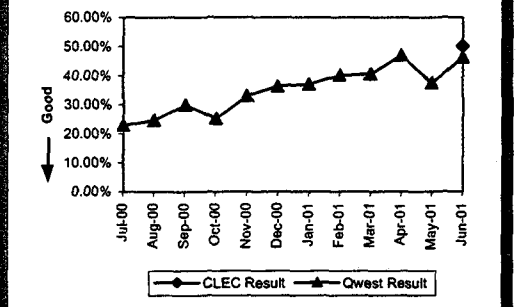
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				1435	22635	6.34%		
Aug-00				1508	23835	6.33%		
Sep-00				1379	25436	5.42%		
Oct-00				1459	27789	5.25%		
Nov-00				796	29636	2.69%		
Dec-00				567	31723	1.79%		
Jan-01	0	1	0.00%	759	34829	2.18%	-0.15	-1.09
Feb-01	0	1	0.00%	761	37402	2.03%	-0.14	-1.09
Mar-01	0	1	0.00%	912	39470	2.31%	-0.15	-1.09
Apr-01	0	1	0.00%	768	40390	1.90%	-0.14	-1.08
May-01	0	5	0.00%	985	39135	2.52%	-0.36	-1.22
Jun-01	1	8	12.50%	676	37628	1.80%	2.28	-0.07



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

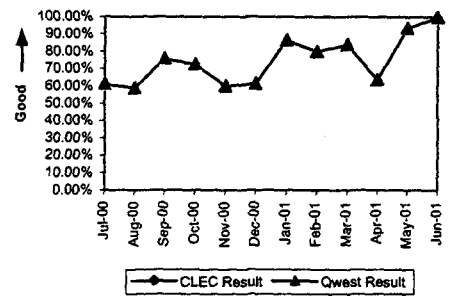
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				428	1863	22.97%		
Aug-00				494	2002	24.68%		
Sep-00				590	1969	29.96%		
Oct-00				492	1951	25.22%		
Nov-00				393	1189	33.05%		
Dec-00				323	890	36.29%		
Jan-01				447	1206	37.06%		
Feb-01				512	1273	40.22%		
Mar-01				624	1536	40.63%		
Apr-01				683	1451	47.07%		
May-01				590	1575	37.46%		
Jun-01	1	2	50.00%	583	1259	46.31%	0.08	-0.95



Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

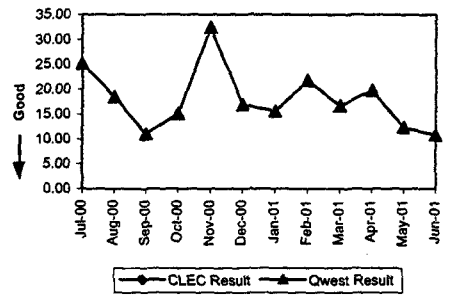
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					11	18	61.11%		
Aug-00					10	17	58.82%		
Sep-00					22	29	75.86%		
Oct-00					16	22	72.73%		
Nov-00					15	25	60.00%		
Dec-00					19	31	61.29%		
Jan-01					13	15	86.67%		
Feb-01					28	35	80.00%		
Mar-01					42	50	84.00%		
Apr-01					14	22	63.64%		
May-01					29	31	93.55%		
Jun-01					19	19	100.00%	N/A	



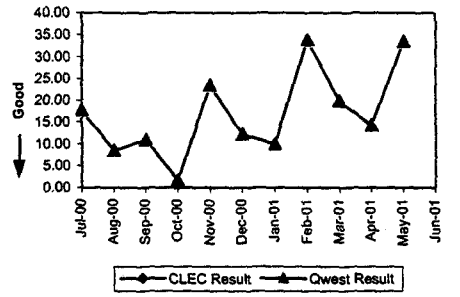
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					452	18	25.11		
Aug-00					315	17	18.53		
Sep-00					322	29	11.10		
Oct-00					333	22	15.14		
Nov-00					810	25	32.40		
Dec-00					525	31	16.94		
Jan-01					234	15	15.60		
Feb-01					762	35	21.77		
Mar-01					835	50	16.70		
Apr-01					436	22	19.82		
May-01					384	31	12.39		
Jun-01					185	17	10.88		



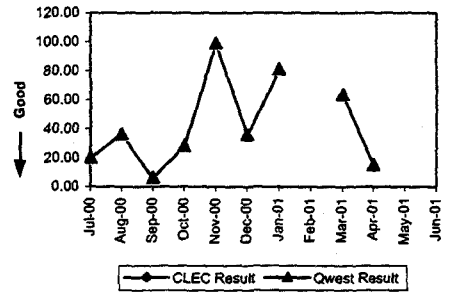
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					71	4	17.75		
Aug-00					34	4	8.50		
Sep-00					44	4	11.00		
Oct-00					5	3	1.67		
Nov-00					164	7	23.43		
Dec-00					98	8	12.25		
Jan-01					10	1	10.00		
Feb-01					237	7	33.86		
Mar-01					119	6	19.83		
Apr-01					100	7	14.29		
May-01					67	2	33.50		
Jun-01									



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

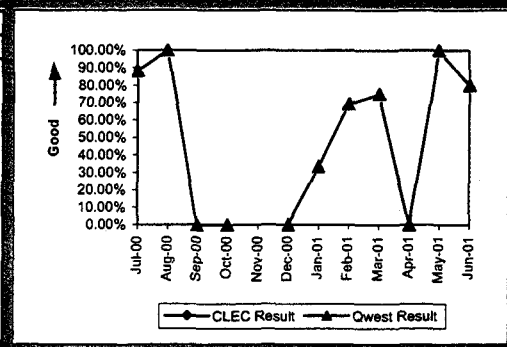
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					60	3	20.00		
Aug-00					109	3	36.33		
Sep-00					18	3	6.00		
Oct-00					84	3	28.00		
Nov-00					297	3	99.00		
Dec-00					142	4	35.50		
Jan-01					81	1	81.00		
Feb-01									
Mar-01					127	2	63.50		
Apr-01					15	1	15.00		
May-01									
Jun-01									



Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

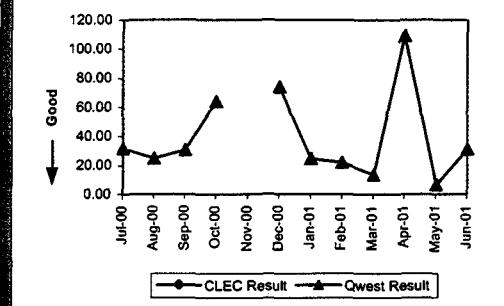
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					15	17	88.24%		
Aug-00					6	6	100.00%	N/A	
Sep-00					0	3	0.00%	N/A	
Oct-00					0	1	0.00%	N/A	
Nov-00									
Dec-00					0	2	0.00%	N/A	
Jan-01					2	6	33.33%		
Feb-01					9	13	69.23%		
Mar-01					3	4	75.00%		
Apr-01					0	1	0.00%	N/A	
May-01					4	4	100.00%	N/A	
Jun-01					4	5	80.00%		



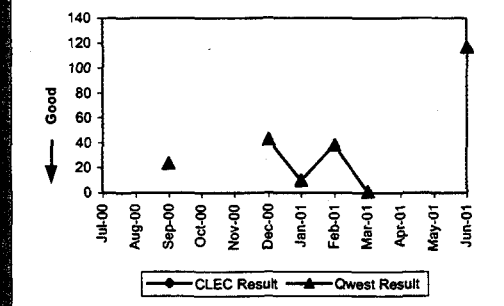
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					539	17	31.71		
Aug-00					150	6	25.00		
Sep-00					92	3	30.67		
Oct-00					64	1	64.00		
Nov-00									
Dec-00					148	2	74.00		
Jan-01					148	6	24.67		
Feb-01					288	13	22.15		
Mar-01					54	4	13.50		
Apr-01					109	1	109.00		
May-01					26	4	6.50		
Jun-01					157	5	31.40		



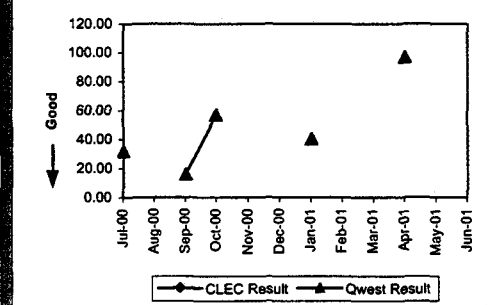
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					47	2	23.50		
Oct-00									
Nov-00									
Dec-00					86	2	43.00		
Jan-01					20	2	10.00		
Feb-01					153	4	38.25		
Mar-01					1	1	1.00		
Apr-01									
May-01									
Jun-01					117	1	117.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

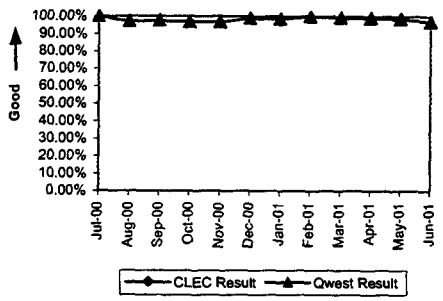
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					64	2	32.00		
Aug-00									
Sep-00					16	1	16.00		
Oct-00					57	1	57.00		
Nov-00									
Dec-00									
Jan-01					81	2	40.50		
Feb-01									
Mar-01									
Apr-01					97	1	97.00		
May-01									
Jun-01									



Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

New Service Installation without Trouble Reports (Percent) (OP-5)-- Interval Zone One and Two

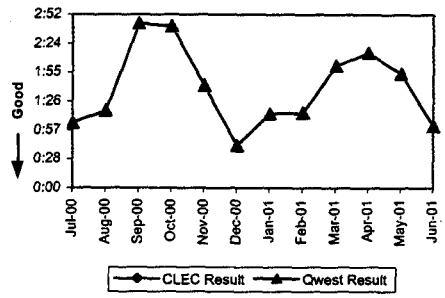
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					85	85	100.00%	N/A	
Aug-00					72	74	97.30%		
Sep-00					89	91	97.80%		
Oct-00					96	99	96.97%		
Nov-00					93	96	96.88%		
Dec-00					90	91	98.90%		
Jan-01					74	75	98.67%		
Feb-01					87	87	100.00%	N/A	
Mar-01					133	134	99.25%		
Apr-01					118	119	99.16%		
May-01					80	81	98.77%		
Jun-01					68	70	97.14%		



Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

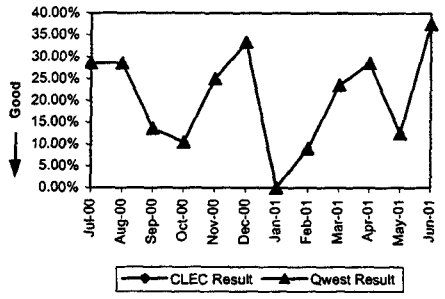
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					22:50	21	1:05		
Aug-00					17:54	14	1:17		
Sep-00					60:15	22	2:44		
Oct-00					50:52	19	2:41		
Nov-00					33:53	20	1:42		
Dec-00					10:37	15	0:42		
Jan-01					16:06	13	1:14		
Feb-01					13:50	11	1:15		
Mar-01					34:41	17	2:02		
Apr-01					31:28	14	2:15		
May-01					30:23	16	1:54		
Jun-01					16:36	16	1:02		



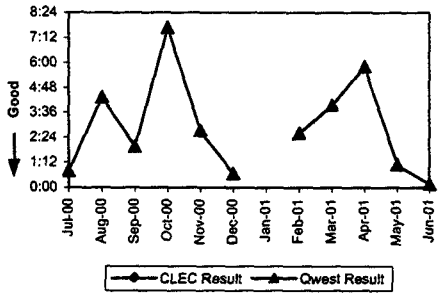
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					6	21	28.57%		
Aug-00					4	14	28.57%		
Sep-00					3	22	13.64%		
Oct-00					2	19	10.53%		
Nov-00					5	20	25.00%		
Dec-00					5	15	33.33%		
Jan-01					0	13	0.00%	N/A	
Feb-01					1	11	9.09%		
Mar-01					4	17	23.53%		
Apr-01					4	14	28.57%		
May-01					2	16	12.50%		
Jun-01					6	16	37.50%		



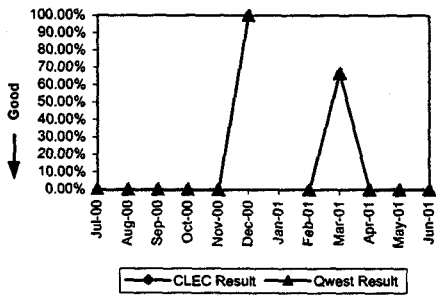
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1:34	2	0:47		
Aug-00					4:20	1	4:20		
Sep-00					1:58	1	1:58		
Oct-00					15:22	2	7:41		
Nov-00					8:13	3	2:44		
Dec-00					1:20	2	0:40		
Jan-01									
Feb-01					2:36	1	2:36		
Mar-01					11:52	3	3:57		
Apr-01					29:07	5	5:49		
May-01					1:06	1	1:06		
Jun-01					0:20	2	0:10		



Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

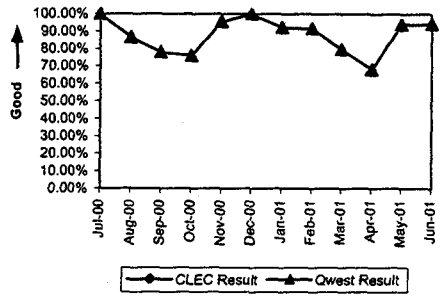
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					0	2	0.00%	N/A	
Aug-00					0	1	0.00%	N/A	
Sep-00					0	1	0.00%	N/A	
Oct-00					0	2	0.00%	N/A	
Nov-00					0	3	0.00%	N/A	
Dec-00					2	2	100.00%	N/A	
Jan-01									
Feb-01					0	1	0.00%	N/A	
Mar-01					2	3	66.67%		
Apr-01					0	5	0.00%	N/A	
May-01					0	1	0.00%	N/A	
Jun-01					0	2	0.00%	N/A	



Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

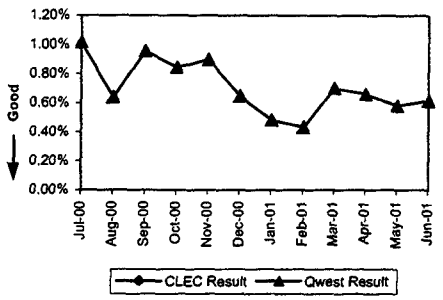
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					23	23	100.00%	N/A	
Aug-00					13	15	86.67%		
Sep-00					18	23	78.26%		
Oct-00					16	21	76.19%		
Nov-00					22	23	95.65%		
Dec-00					17	17	100.00%	N/A	
Jan-01					12	13	92.31%		
Feb-01					11	12	91.67%		
Mar-01					16	20	80.00%		
Apr-01					13	19	68.42%		
May-01					16	17	94.12%		
Jun-01					17	18	94.44%		



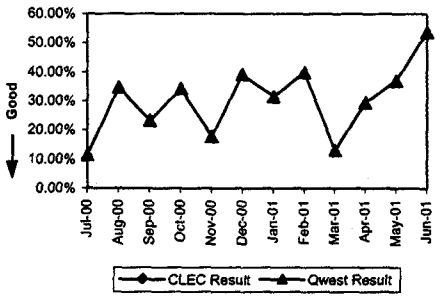
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					23	2267	1.01%		
Aug-00					15	2346	0.64%		
Sep-00					23	2401	0.96%		
Oct-00					21	2494	0.84%		
Nov-00					23	2566	0.90%		
Dec-00					17	2628	0.65%		
Jan-01					13	2684	0.48%		
Feb-01					12	2760	0.43%		
Mar-01					20	2853	0.70%		
Apr-01					19	2880	0.66%		
May-01					17	2929	0.58%		
Jun-01					18	2929	0.61%		



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

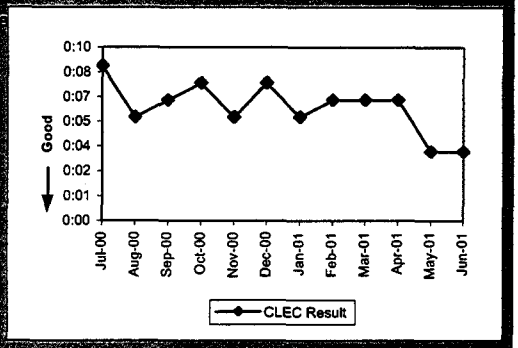
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3	26	11.54%		
Aug-00					8	23	34.78%		
Sep-00					7	30	23.33%		
Oct-00					11	32	34.38%		
Nov-00					5	28	17.86%		
Dec-00					11	28	39.29%		
Jan-01					6	19	31.58%		
Feb-01					8	20	40.00%		
Mar-01					3	23	13.04%		
Apr-01					8	27	29.63%		
May-01					10	27	37.04%		
Jun-01					21	39	53.85%		



Checklist #4 - Unbundled Loop Cutovers

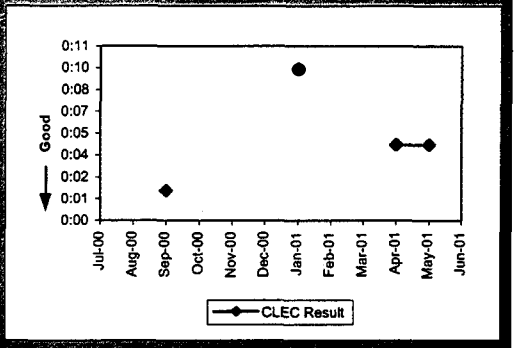
ordinated Hot Cut Interval (Hours:Minutes) Unbundled Loop - Analog (OP-7)– Interval Zone On

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	71:41	474	0:09
Aug-00	16:31	164	0:06
Sep-00	16:28	150	0:07
Oct-00	22:47	179	0:08
Nov-00	30:51	287	0:06
Dec-00	64:34	479	0:08
Jan-01	83:59	811	0:06
Feb-01	121:40	1024	0:07
Mar-01	162:25	1479	0:07
Apr-01	125:05	1085	0:07
May-01	68:44	1088	0:04
Jun-01	85:10	1169	0:04



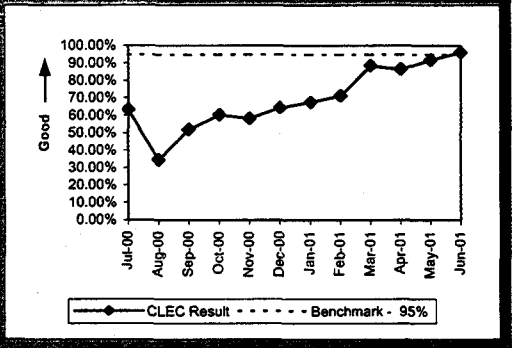
ordinated Hot Cut Interval (Hours:Minutes) Unbundled Loop Other (OP-7)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00			
Aug-00			
Sep-00	0:02	1	0:02
Oct-00			
Nov-00			
Dec-00			
Jan-01	0:10	1	0:10
Feb-01			
Mar-01			
Apr-01	0:05	1	0:05
May-01	0:05	1	0:05
Jun-01			



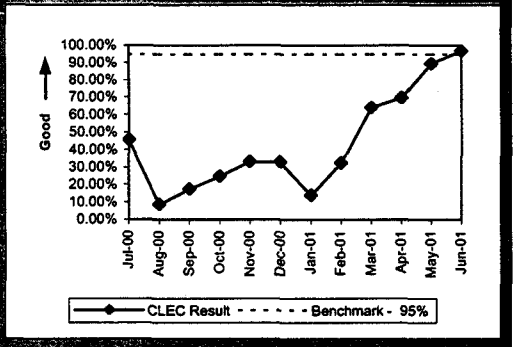
ed Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	107	169	63.31%
Aug-00	20	58	34.48%
Sep-00	28	54	51.85%
Oct-00	38	63	60.32%
Nov-00	61	105	58.10%
Dec-00	81	126	64.29%
Jan-01	176	261	67.43%
Feb-01	228	320	71.25%
Mar-01	363	410	88.54%
Apr-01	275	318	86.48%
May-01	319	348	91.67%
Jun-01	410	427	96.02%



ted Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A)– Interval Zone One a

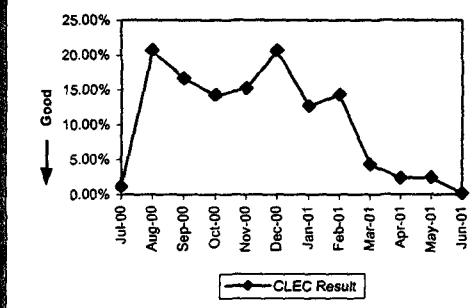
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	121	265	45.66%
Aug-00	33	382	8.64%
Sep-00	56	321	17.45%
Oct-00	94	381	24.67%
Nov-00	125	377	33.16%
Dec-00	76	230	33.04%
Jan-01	39	281	13.88%
Feb-01	132	408	32.35%
Mar-01	291	454	64.10%
Apr-01	269	387	69.51%
May-01	323	361	89.47%
Jun-01	233	241	96.68%



Checklist #4 - Unbundled Loop Cutovers

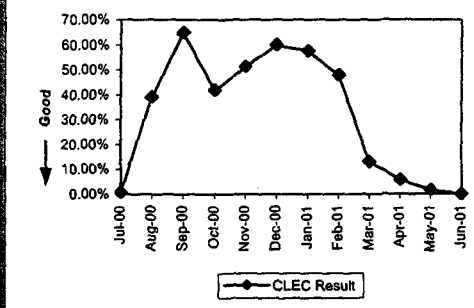
s Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B)– Interval Zone

Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	2	169	1.18%
Aug-00	12	58	20.69%
Sep-00	9	54	16.67%
Oct-00	9	63	14.29%
Nov-00	16	105	15.24%
Dec-00	26	126	20.63%
Jan-01	34	267	12.73%
Feb-01	47	328	14.33%
Mar-01	19	441	4.31%
Apr-01	8	337	2.37%
May-01	9	368	2.45%
Jun-01	1	427	0.23%



ts Started Without CLEC Approval (Percent) Unbundled Loop Other (OP-13B)– Interval Zone

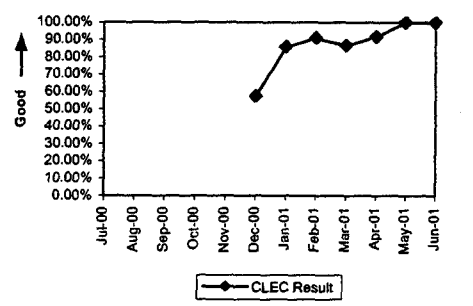
Date	CLEC Num	CLEC Denom	CLEC Result
Jul-00	2	265	0.75%
Aug-00	149	382	39.01%
Sep-00	208	321	64.80%
Oct-00	159	381	41.73%
Nov-00	193	377	51.19%
Dec-00	138	230	60.00%
Jan-01	167	290	57.59%
Feb-01	200	418	47.85%
Mar-01	64	489	13.09%
Apr-01	23	401	5.74%
May-01	6	362	1.66%
Jun-01	0	241	0.00%



Checklist #4 - Line Sharing Installation

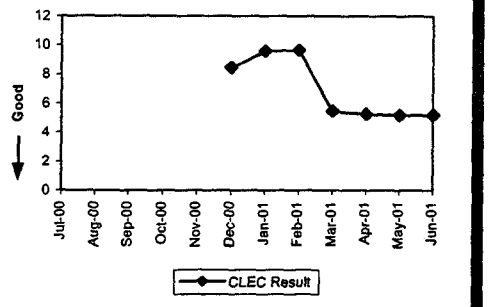
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	4	7	57.14%	49.49%
Jan-01	6	7	85.71%	34.99%
Feb-01	10	11	90.91%	28.75%
Mar-01	13	15	86.67%	33.99%
Apr-01	11	12	91.67%	27.64%
May-01	11	11	100.00%	0.00%
Jun-01	11	11	100.00%	0.00%



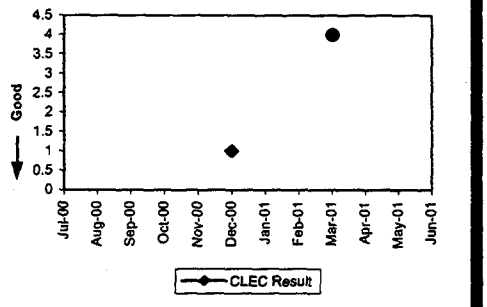
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	59	7	8.43	6.00
Jan-01	67	7	9.57	8.14
Feb-01	106	11	9.64	15.38
Mar-01	82	15	5.47	1.25
Apr-01	63	12	5.25	0.62
May-01	57	11	5.18	0.60
Jun-01	57	11	5.18	0.40



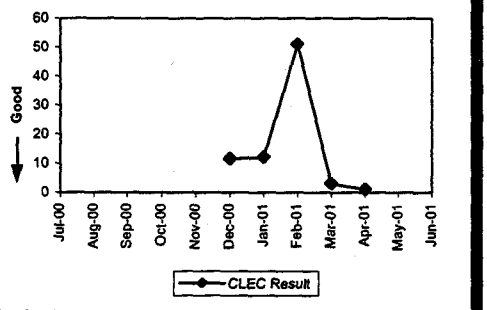
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	1	1	1.00	
Jan-01				
Feb-01				
Mar-01	4	1	4.00	
Apr-01				
May-01				
Jun-01				



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

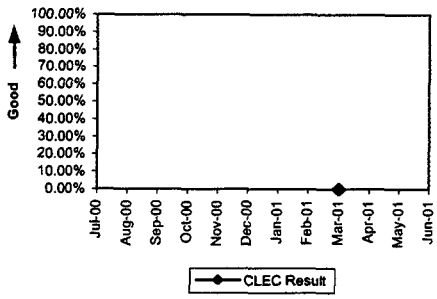
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	23	2	11.50	3.54
Jan-01	12	1	12.00	
Feb-01	51	1	51.00	
Mar-01	3	1	3.00	
Apr-01	1	1	1.00	
May-01				
Jun-01				



Checklist #4 - Line Sharing Installation

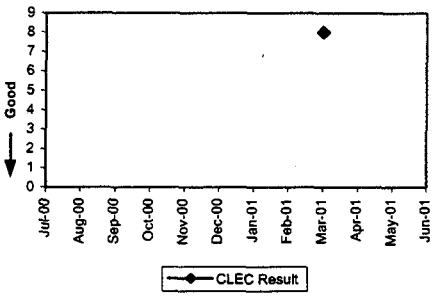
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	0	1	0.00%	0.00%
Apr-01				
May-01				
Jun-01				



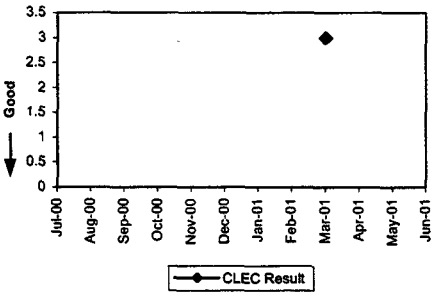
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	8	1	8.00	
Apr-01				
May-01				
Jun-01				



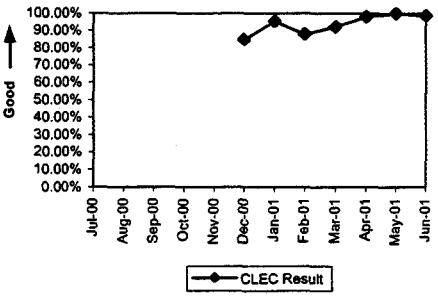
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	3	1	3.00	
Apr-01				
May-01				
Jun-01				



Installation Commitments Met (Percent) (OP-3)-- No Dispatches

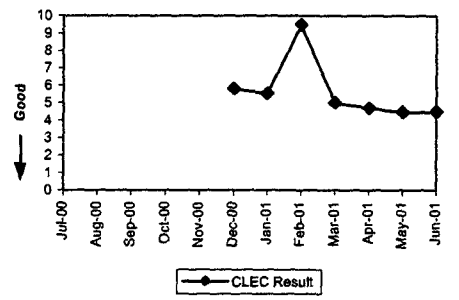
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	72	85	84.71%	35.99%
Jan-01	141	148	95.27%	21.23%
Feb-01	110	125	88.00%	32.50%
Mar-01	95	103	92.23%	26.77%
Apr-01	91	93	97.85%	14.51%
May-01	65	65	100.00%	0.00%
Jun-01	180	183	98.36%	12.70%



Checklist #4 - Line Sharing Installation

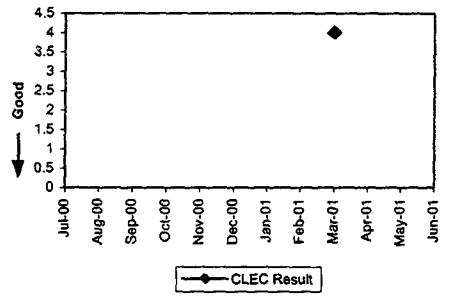
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	494	85	5.81	2.78
Jan-01	819	148	5.53	3.01
Feb-01	1187	125	9.50	13.94
Mar-01	516	103	5.01	2.92
Apr-01	437	93	4.70	1.67
May-01	291	65	4.48	1.72
Jun-01	824	183	4.50	2.38



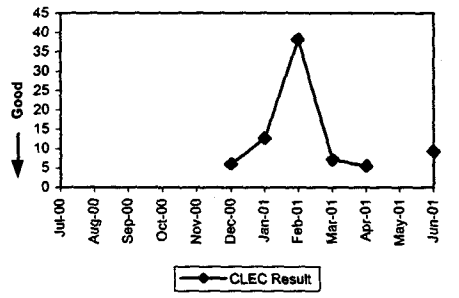
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	12	3	4.00	1.00
Apr-01				
May-01				
Jun-01				



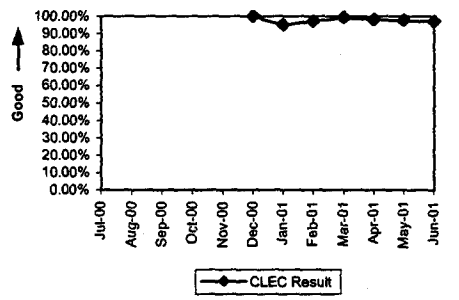
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	79	13	6.08	3.04
Jan-01	89	7	12.71	5.28
Feb-01	573	15	38.20	17.91
Mar-01	36	5	7.20	3.49
Apr-01	11	2	5.50	0.71
May-01				
Jun-01	28	3	9.33	6.66



New Service Installation without Trouble Reports (Percent) (OP-5)

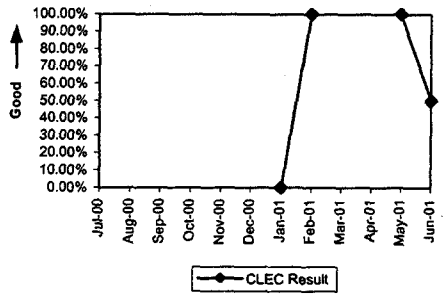
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	47	47	100.00%	0.00%
Jan-01	118	124	95.16%	21.46%
Feb-01	143	147	97.28%	16.27%
Mar-01	129	130	99.23%	8.74%
Apr-01	111	113	98.23%	13.19%
May-01	89	91	97.80%	14.66%
Jun-01	132	136	97.06%	16.90%



Checklist #4 - Line Sharing Repair

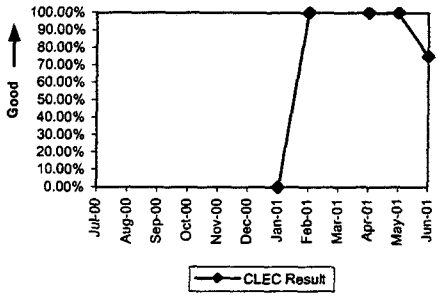
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	0	1	0.00%	0.00%
Feb-01	1	1	100.00%	0.00%
Mar-01				
Apr-01				
May-01	1	1	100.00%	0.00%
Jun-01	1	2	50.00%	50.00%



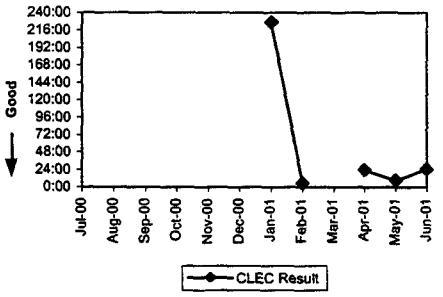
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	0	2	0.00%	0.00%
Feb-01	2	2	100.00%	0.00%
Mar-01				
Apr-01	1	1	100.00%	0.00%
May-01	1	1	100.00%	0.00%
Jun-01	3	4	75.00%	43.30%



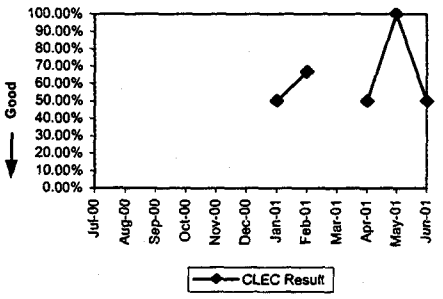
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	454:32	2	227:16	250:39
Feb-01	9:44	2	4:52	0:51
Mar-01				
Apr-01	23:50	1	23:50	
May-01	9:19	1	9:19	
Jun-01	98:29	4	24:37	30:55



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

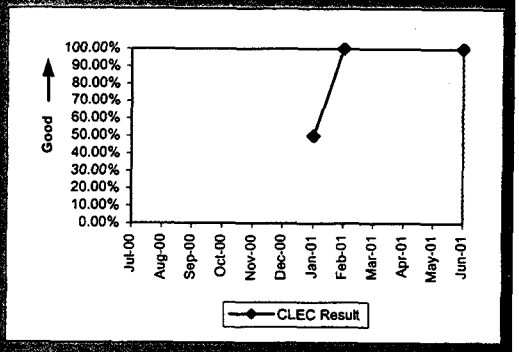
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	1	2	50.00%	50.00%
Feb-01	2	3	66.67%	47.14%
Mar-01				
Apr-01	1	2	50.00%	50.00%
May-01	1	1	100.00%	0.00%
Jun-01	2	4	50.00%	50.00%



Checklist #4 - Line Sharing Repair

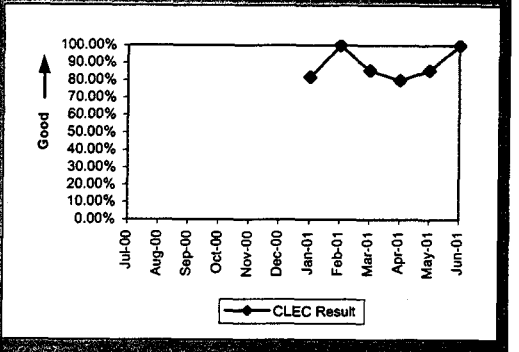
Out of Service Cleared within 24 hours (Percent) (MR-3)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	2	4	50.00%	50.00%
Feb-01	3	3	100.00%	0.00%
Mar-01				
Apr-01				
May-01				
Jun-01	1	1	100.00%	0.00%



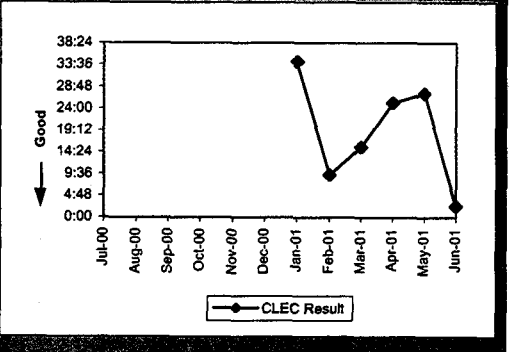
All Troubles Cleared within 48 hours (Percent) (MR-4)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	18	22	81.82%	38.57%
Feb-01	15	15	100.00%	0.00%
Mar-01	6	7	85.71%	34.99%
Apr-01	4	5	80.00%	40.00%
May-01	6	7	85.71%	34.99%
Jun-01	5	5	100.00%	0.00%



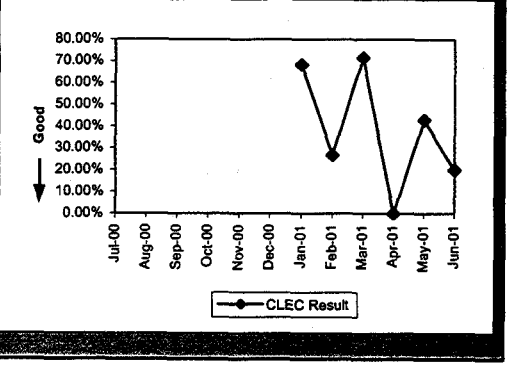
Mean Time to Restore (Hours:Minutes) (MR-6)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	754:21	22	34:17	53:49
Feb-01	140:49	15	9:23	12:43
Mar-01	108:15	7	15:28	26:37
Apr-01	126:04	5	25:13	27:26
May-01	191:02	7	27:17	43:48
Jun-01	12:21	5	2:28	0:46



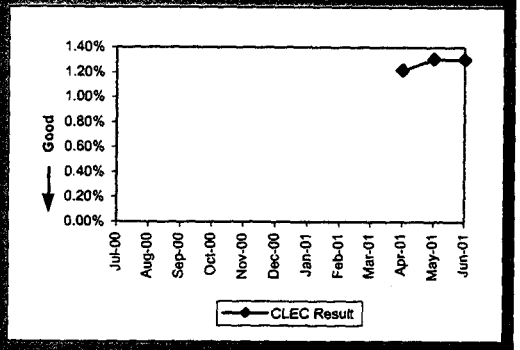
Repair Repeat Report Rate (Percent) (MR-7)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	15	22	68.18%	46.58%
Feb-01	4	15	26.67%	44.22%
Mar-01	5	7	71.43%	45.18%
Apr-01	0	5	0.00%	0.00%
May-01	3	7	42.86%	49.49%
Jun-01	1	5	20.00%	40.00%



Checklist #4 - Line Sharing Repair

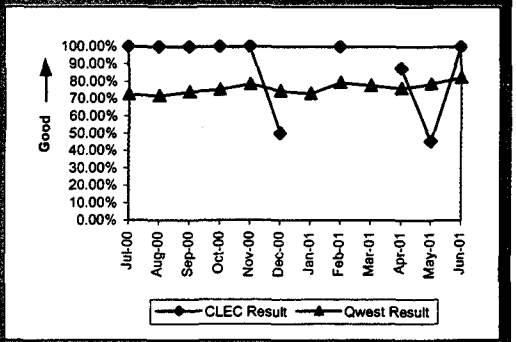
Trouble Rate (Percent) (MR-8)				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	24	0		
Feb-01	18	0		
Mar-01	7	0		
Apr-01	7	574	1.22%	10.98%
May-01	8	612	1.31%	11.36%
Jun-01	9	691	1.30%	11.34%



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

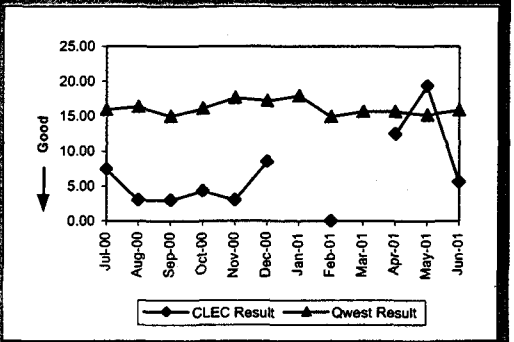
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	27	27	100.00%	416	573	72.60%	-3.12	-2.9
Aug-00	3	3	100.00%	586	816	71.81%	-1.08	-1.66
Sep-00	1	1	100.00%	464	627	74.00%	-0.59	-1.36
Oct-00	3	3	100.00%	393	522	75.29%	-0.99	-1.6
Nov-00	2	2	100.00%	436	556	78.42%	-0.74	-1.45
Dec-00	1	2	50.00%	487	653	74.58%	0.28	-0.83
Jan-01				424	580	73.10%		
Feb-01	1	1	100.00%	498	627	79.43%	-0.51	-1.31
Mar-01				540	695	77.70%		
Apr-01	7	8	87.50%	535	703	76.10%	-0.75	-1.46
May-01	5	11	45.45%	388	493	78.70%	6.14	2.73
Jun-01	11	11	100.00%	531	644	82.45%	-1.52	-1.92



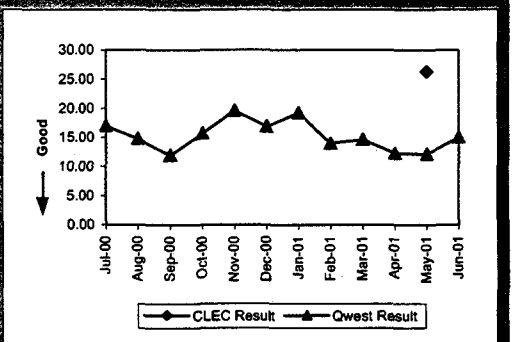
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	201	27	7.44	9077	569	15.95	-2.43	-2.48
Aug-00	9	3	3.00	13372	815	16.41	-1.55	-1.94
Sep-00	3	1	3.00	9406	627	15.00	-0.87	-1.53
Oct-00	13	3	4.33	8315	515	16.15	-1.21	-1.73
Nov-00	6	2	3.00	9732	552	17.63	-1.38	-1.84
Dec-00	17	2	8.50	11182	649	17.23	-0.76	-1.46
Jan-01				10412	580	17.95		
Feb-01	0	1	0.00	9143	611	14.96	-1.31	-1.8
Mar-01				10655	679	15.69		
Apr-01	100	8	12.50	10983	699	15.71	-0.69	-1.42
May-01	213	11	19.36	7439	489	15.21	1.01	-0.39
Jun-01	62	11	5.64	10256	644	15.93	-2.26	-2.37



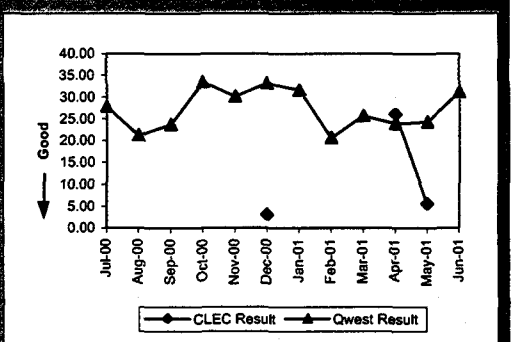
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				1547	91	17.00		
Aug-00				1954	132	14.80		
Sep-00				1136	95	11.96		
Oct-00				1319	84	15.70		
Nov-00				1607	82	19.60		
Dec-00				1795	106	16.93		
Jan-01				2042	106	19.26		
Feb-01				1311	94	13.95		
Mar-01				1698	116	14.64		
Apr-01				1521	124	12.27		
May-01	105	4	26.25	821	68	12.07	2.57	0.56
Jun-01				1199	80	14.99		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

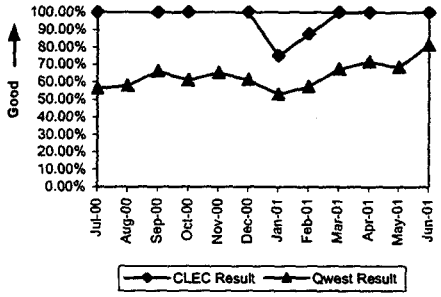
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				1836	66	27.82		
Aug-00				2080	98	21.22		
Sep-00				1613	68	23.72		
Oct-00				1506	45	33.47		
Nov-00				1143	38	30.08		
Dec-00	3	1	3.00	1992	60	33.20	-1.1	-1.67
Jan-01				1582	50	31.64		
Feb-01				721	35	20.60		
Mar-01				1002	39	25.69		
Apr-01	26	1	26.00	1050	44	23.86	0.08	-0.95
May-01	11	2	5.50	898	37	24.27	-0.95	-1.58
Jun-01				1031	33	31.24		



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

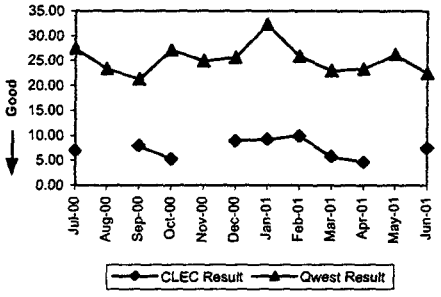
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1	1	100.00%	40	71	56.34%	-0.87	-1.53
Aug-00				59	102	57.84%		
Sep-00	1	1	100.00%	70	106	66.04%	-0.71	-1.43
Oct-00	4	4	100.00%	92	151	60.93%	-1.58	-1.96
Nov-00				62	95	65.26%		
Dec-00	1	1	100.00%	57	93	61.29%	-0.79	-1.48
Jan-01	3	4	75.00%	73	138	52.90%	-0.87	-1.53
Feb-01	7	8	87.50%	71	124	57.26%	-1.68	-2.02
Mar-01	6	6	100.00%	120	178	67.42%	-1.67	-2.02
Apr-01	3	3	100.00%	111	155	71.61%	-1.08	-1.66
May-01				50	73	68.49%		
Jun-01	2	2	100.00%	187	230	81.30%	-0.68	-1.41



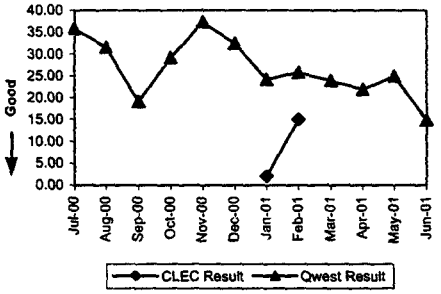
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	7	1	7.00	1952	71	27.49	-0.81	-1.49
Aug-00				2392	102	23.45		
Sep-00	8	1	8.00	2259	106	21.31	-0.64	-1.39
Oct-00	21	4	5.25	4096	151	27.13	-1.81	-2.1
Nov-00				2343	94	24.93		
Dec-00	9	1	9.00	2335	91	25.66	-0.55	-1.33
Jan-01	37	4	9.25	4456	138	32.29	-1.35	-1.82
Feb-01	80	8	10.00	3217	124	25.94	-1.84	-2.12
Mar-01	35	6	5.83	4100	178	23.03	-1.81	-2.1
Apr-01	14	3	4.67	3622	155	23.37	-1.45	-1.88
May-01				1841	70	26.30		
Jun-01	15	2	7.50	5162	229	22.54	-1.37	-1.83



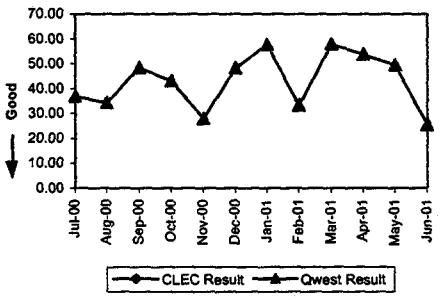
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				824	23	35.83		
Aug-00				757	24	31.54		
Sep-00				555	29	19.14		
Oct-00				1252	43	29.12		
Nov-00				895	24	37.29		
Dec-00				779	24	32.46		
Jan-01	2	1	2.00	750	31	24.19	-0.98	-1.6
Feb-01	15	1	15.00	827	32	25.84	-0.39	-1.24
Mar-01				1053	44	23.93		
Apr-01				680	31	21.94		
May-01				225	9	25.00		
Jun-01				372	25	14.88		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

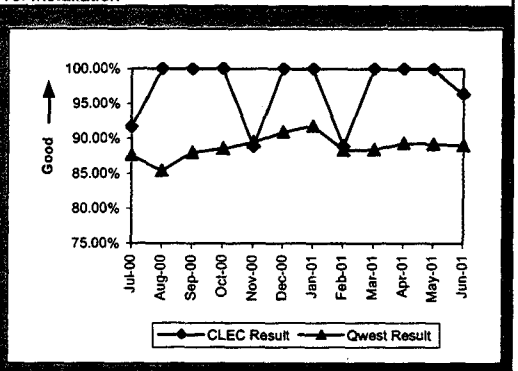
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				295	8	36.88		
Aug-00				651	19	34.26		
Sep-00				338	7	48.29		
Oct-00				690	16	43.12		
Nov-00				251	9	27.89		
Dec-00				578	12	48.17		
Jan-01				1960	34	57.65		
Feb-01				698	21	33.24		
Mar-01				810	14	57.86		
Apr-01				699	13	53.77		
May-01				691	14	49.36		
Jun-01				455	18	25.28		



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

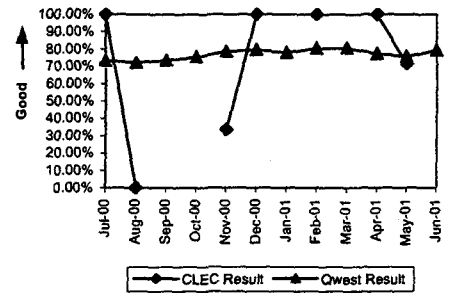
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	22	24	91.67%	900	1027	87.63%	-0.59	-1.36
Aug-00	22	22	100.00%	1042	1220	85.41%	-1.92	-2.17
Sep-00	8	8	100.00%	1146	1302	88.02%	-1.04	-1.63
Oct-00	12	12	100.00%	1078	1217	88.58%	-1.24	-1.75
Nov-00	8	9	88.89%	1055	1179	89.48%	0.06	-0.86
Dec-00	4	4	100.00%	1073	1180	90.93%	-0.63	-1.38
Jan-01	7	7	100.00%	1087	1184	91.81%	-0.79	-1.48
Feb-01	8	9	88.89%	970	1097	88.42%	-0.04	-1.03
Mar-01	8	8	100.00%	1116	1262	88.43%	-1.02	-1.62
Apr-01	12	12	100.00%	1195	1337	89.38%	-1.19	-1.72
May-01	27	27	100.00%	981	1099	89.26%	-1.78	-2.08
Jun-01	27	28	96.43%	969	1088	89.06%	-1.23	-1.75



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

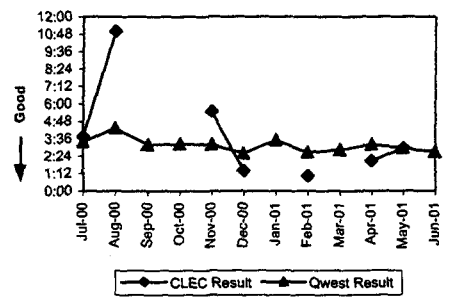
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1	1	100.00%	790	1078	73.28%	-0.6	-1.37
Aug-00	0	1	0.00%	976	1352	72.19%	8.08	3.91
Sep-00				889	1208	73.59%		
Oct-00				987	1307	75.52%		
Nov-00	1	3	33.33%	795	1012	78.56%	8.04	3.89
Dec-00	1	1	100.00%	709	890	79.66%	-0.5	-1.31
Jan-01				782	1004	77.89%		
Feb-01	2	2	100.00%	761	945	80.53%	-0.69	-1.42
Mar-01				842	1043	80.73%		
Apr-01	2	2	100.00%	871	1127	77.28%	-0.77	-1.47
May-01	5	7	71.43%	860	1135	75.77%	0.09	-0.94
Jun-01				859	1081	79.46%		



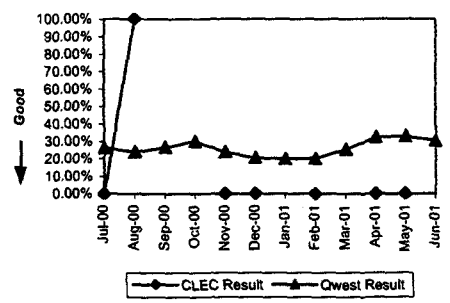
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	3:45	1	3:45	3671:51	1078	3:24	0.07	-0.96
Aug-00	10:59	1	10:59	5867:53	1352	4:20	0.73	-0.56
Sep-00				3866:05	1208	3:12		
Oct-00				4254:22	1307	3:15		
Nov-00	16:26	3	5:29	3246:55	1012	3:13	0.68	-0.59
Dec-00	1:23	1	1:23	2311:24	890	2:36	-0.33	-1.2
Jan-01				3550:46	1004	3:32		
Feb-01	2:05	2	1:02	2540:31	945	2:41	-0.62	-1.38
Mar-01				2971:54	1043	2:51		
Apr-01	4:08	2	2:04	3628:45	1127	3:13	-0.31	-1.19
May-01	20:36	7	2:57	3360:02	1135	2:58	-0.01	-1.01
Jun-01				2940:37	1081	2:43		



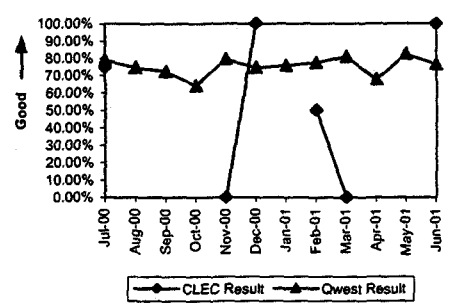
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	0	1	0.00%	283	1078	26.25%	-0.6	-1.36
Aug-00	1	1	100.00%	326	1352	24.11%	1.18	-0.29
Sep-00				321	1208	26.57%		
Oct-00				393	1307	30.07%		
Nov-00	0	3	0.00%	241	1012	23.81%	-0.97	-1.59
Dec-00	0	1	0.00%	183	890	20.56%	-0.51	-1.31
Jan-01				202	1004	20.12%		
Feb-01	0	2	0.00%	192	945	20.32%	-0.71	-1.43
Mar-01				266	1043	25.50%		
Apr-01	0	2	0.00%	364	1127	32.30%	-0.98	-1.59
May-01	0	7	0.00%	376	1135	33.13%	-1.86	-2.13
Jun-01				329	1081	30.43%		



All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two

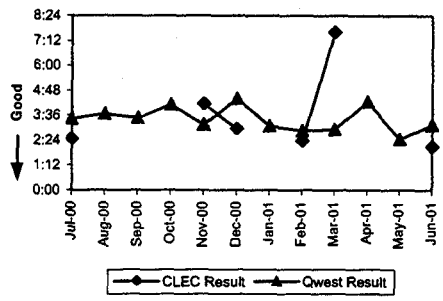
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	3	4	75.00%	171	216	79.17%	0.27	-0.83
Aug-00				196	262	74.81%		
Sep-00				185	255	72.55%		
Oct-00				213	332	64.16%		
Nov-00	0	4	0.00%	222	279	79.57%	3.72	1.26
Dec-00	1	1	100.00%	164	220	74.55%	-0.58	-1.35
Jan-01				188	248	75.81%		
Feb-01	1	2	50.00%	187	241	77.59%	2.03	0.24
Mar-01	0	1	0.00%	200	247	80.97%	8.21	3.99
Apr-01				228	337	67.66%		
May-01				259	314	82.48%		
Jun-01	2	2	100.00%	267	349	76.50%	-0.78	-1.48



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

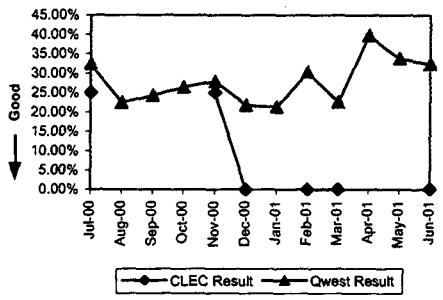
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	9:57	4	2:29	745:01	216	3:27	-0.25	-1.15
Aug-00				963:14	262	3:41		
Sep-00				886:32	255	3:29		
Oct-00				1374:12	332	4:08		
Nov-00	16:38	4	4:09	879:53	279	3:09	0.44	-0.73
Dec-00	2:57	1	2:57	970:49	220	4:25	-0.15	-1.09
Jan-01				766:58	248	3:06		
Feb-01	4:44	2	2:22	692:12	241	2:52	-0.17	-1.11
Mar-01	7:36	1	7:36	722:02	247	2:55	1.09	-0.34
Apr-01				1437:23	337	4:16		
May-01				770:06	314	2:27		
Jun-01	4:12	2	2:06	1092:20	349	3:08	-0.36	-1.22



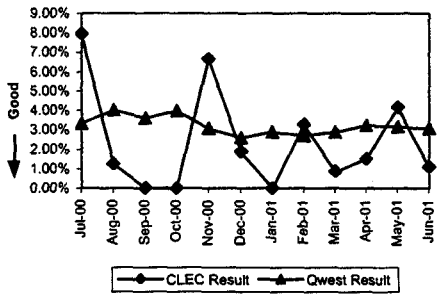
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1	4	25.00%	70	216	32.41%	-0.31	-1.19
Aug-00				59	262	22.52%		
Sep-00				62	255	24.31%		
Oct-00				88	332	26.51%		
Nov-00	1	4	25.00%	78	279	27.96%	-0.13	-1.08
Dec-00	0	1	0.00%	48	220	21.82%	-0.53	-1.32
Jan-01				53	248	21.37%		
Feb-01	0	2	0.00%	73	241	30.29%	-0.93	-1.56
Mar-01	0	1	0.00%	56	247	22.67%	-0.54	-1.33
Apr-01				134	337	39.76%		
May-01				106	314	33.76%		
Jun-01	0	2	0.00%	113	349	32.38%	-0.98	-1.59



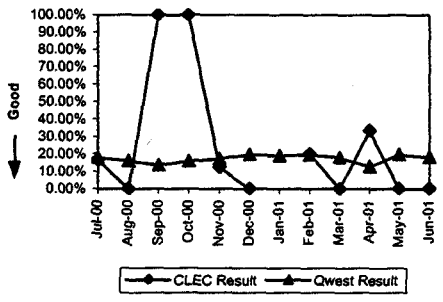
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	5	63	7.94%	1294	38882	3.33%	2.04	0.09
Aug-00	1	79	1.27%	1614	40035	4.03%	-1.25	-1.76
Sep-00	0	85	0.00%	1463	40465	3.62%	-1.78	-2.08
Oct-00	0	99	0.00%	1639	41191	3.98%	-2.02	-2.23
Nov-00	7	105	6.67%	1291	41897	3.08%	2.12	0.13
Dec-00	2	106	1.89%	1110	42573	2.61%	-0.46	-1.28
Jan-01	0	115	0.00%	1252	43227	2.90%	-1.85	-2.12
Feb-01	4	122	3.28%	1186	43866	2.70%	0.39	-0.74
Mar-01	1	115	0.87%	1290	44616	2.89%	-1.29	-1.79
Apr-01	2	133	1.50%	1464	45180	3.24%	-1.13	-1.69
May-01	7	168	4.17%	1449	45828	3.16%	0.74	-0.53
Jun-01	2	183	1.09%	1430	46384	3.08%	-1.55	-1.94



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

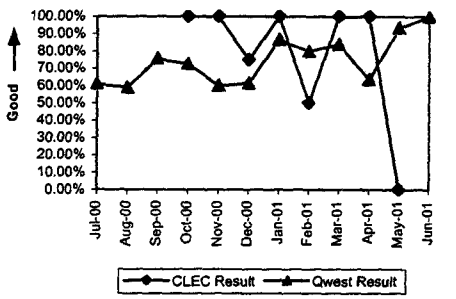
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1	6	16.67%	286	1580	18.10%	-0.09	-1.06
Aug-00	0	1	0.00%	310	1924	16.11%	-0.44	-1.27
Sep-00	1	1	100.00%	231	1694	13.64%	1.49	-0.09
Oct-00	2	2	100.00%	309	1948	15.86%	2.28	0.38
Nov-00	1	8	12.50%	270	1561	17.30%	-0.36	-1.22
Dec-00	0	2	0.00%	274	1384	19.80%	-0.7	-1.43
Jan-01				295	1547	19.07%		
Feb-01	1	5	20.00%	288	1474	19.54%	0.09	-0.95
Mar-01	0	1	0.00%	284	1574	18.04%	-0.47	-1.29
Apr-01	1	3	33.33%	214	1678	12.75%	0.87	-0.47
May-01	0	7	0.00%	357	1806	19.77%	-1.31	-1.8
Jun-01	0	2	0.00%	316	1746	18.10%	-0.66	-1.4



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

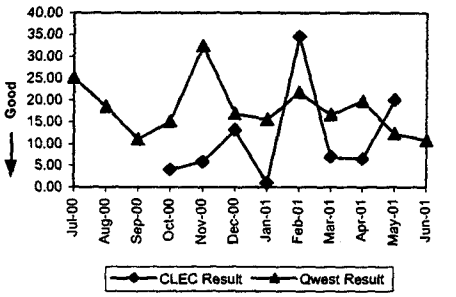
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				11	18	61.11%		
Aug-00				10	17	58.82%		
Sep-00				22	29	75.86%		
Oct-00	1	1	100.00%	16	22	72.73%	-0.6	-1.36
Nov-00	6	6	100.00%	15	25	60.00%	-1.8	-2.09
Dec-00	6	8	75.00%	19	31	61.29%	-0.71	-1.43
Jan-01	1	1	100.00%	13	15	86.67%	-0.38	-1.23
Feb-01	1	2	50.00%	28	35	80.00%	1.46	-0.11
Mar-01	1	1	100.00%	42	50	84.00%	-0.43	-1.26
Apr-01	4	4	100.00%	14	22	63.64%	-1.39	-1.85
May-01	0	1	0.00%	29	31	93.55%	8.13	3.94
Jun-01				19	19	100.00%	N/A	



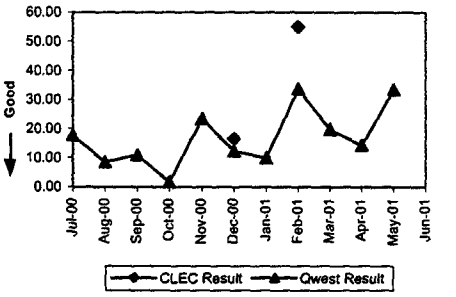
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				452	18	25.11		
Aug-00				315	17	18.53		
Sep-00				322	29	11.10		
Oct-00	4	1	4.00	333	22	15.14	-0.74	-1.45
Nov-00	35	6	5.83	810	25	32.40	-1.52	-1.92
Dec-00	105	8	13.12	525	31	16.94	-0.52	-1.32
Jan-01	1	1	1.00	234	15	15.60	-0.54	-1.33
Feb-01	69	2	34.50	762	35	21.77	0.89	-0.46
Mar-01	7	1	7.00	835	50	16.70	-0.54	-1.33
Apr-01	26	4	6.50	436	22	19.82	-1.73	-2.05
May-01	20	1	20.00	384	31	12.39	0.56	-0.66
Jun-01				185	17	10.88		



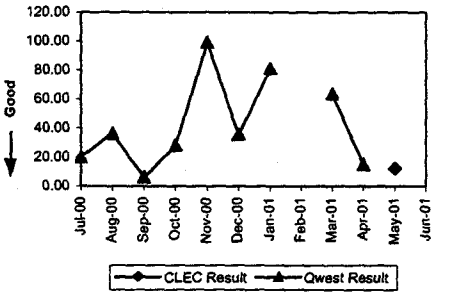
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				71	4	17.75		
Aug-00				34	4	8.50		
Sep-00				44	4	11.00		
Oct-00				5	3	1.67		
Nov-00				164	7	23.43		
Dec-00	33	2	16.50	98	8	12.25	0.4	-0.76
Jan-01				10	1	10.00		
Feb-01	55	1	55.00	237	7	33.86	0.67	-0.59
Mar-01				119	6	19.83		
Apr-01				100	7	14.29		
May-01				67	2	33.50		
Jun-01								



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

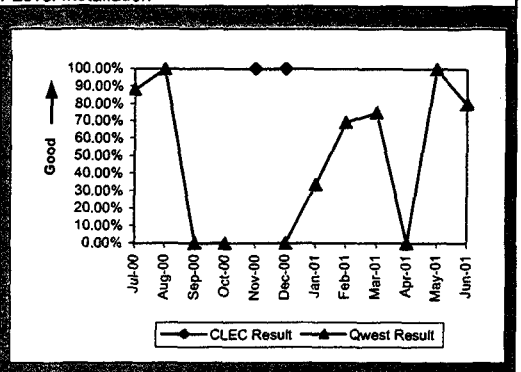
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				60	3	20.00		
Aug-00				109	3	36.33		
Sep-00				18	3	6.00		
Oct-00				84	3	28.00		
Nov-00				297	3	99.00		
Dec-00				142	4	35.50		
Jan-01				81	1	81.00		
Feb-01								
Mar-01				127	2	63.50		
Apr-01				15	1	15.00		
May-01	12	1	12.00					
Jun-01								



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

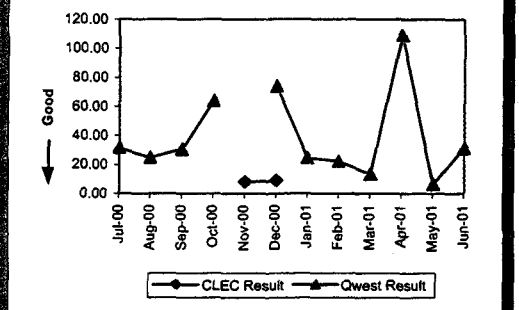
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				15	17	88.24%		
Aug-00				6	6	100.00%	N/A	
Sep-00				0	3	0.00%	N/A	
Oct-00				0	1	0.00%	N/A	
Nov-00	1	1	100.00%					
Dec-00	1	1	100.00%	0	2	0.00%	N/A	
Jan-01				2	6	33.33%		
Feb-01				9	13	69.23%		
Mar-01				3	4	75.00%		
Apr-01				0	1	0.00%	N/A	
May-01				4	4	100.00%	N/A	
Jun-01				4	5	80.00%		



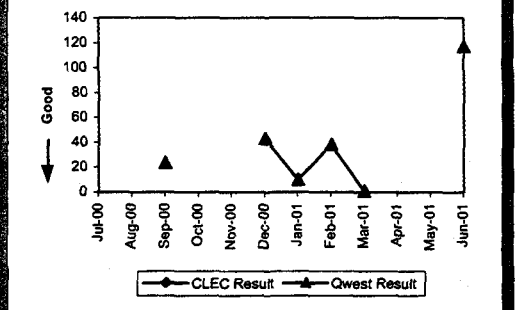
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				539	17	31.71		
Aug-00				150	6	25.00		
Sep-00				92	3	30.67		
Oct-00				64	1	64.00		
Nov-00	8	1	8.00					
Dec-00	9	1	9.00	148	2	74.00	-1.01	-1.62
Jan-01				148	6	24.67		
Feb-01				288	13	22.15		
Mar-01				54	4	13.50		
Apr-01				109	1	109.00		
May-01				26	4	6.50		
Jun-01				157	5	31.40		



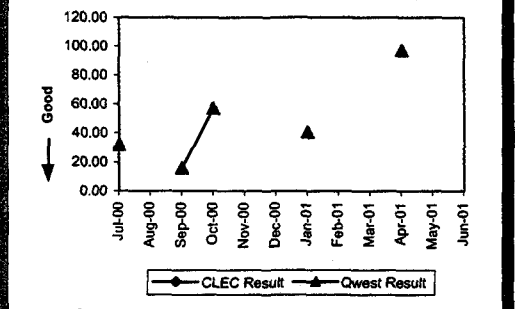
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00								
Aug-00								
Sep-00				47	2	23.50		
Oct-00								
Nov-00								
Dec-00				86	2	43.00		
Jan-01				20	2	10.00		
Feb-01				153	4	38.25		
Mar-01				1	1	1.00		
Apr-01								
May-01								
Jun-01				117	1	117.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

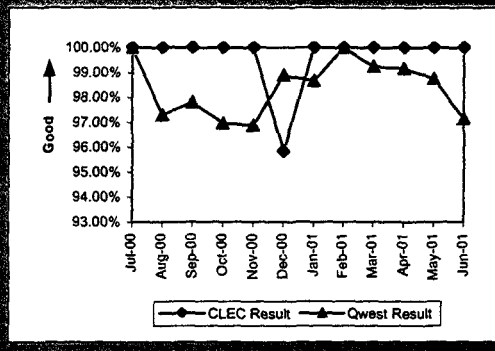
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				64	2	32.00		
Aug-00								
Sep-00				16	1	16.00		
Oct-00				57	1	57.00		
Nov-00								
Dec-00								
Jan-01				81	2	40.50		
Feb-01								
Mar-01								
Apr-01				97	1	97.00		
May-01								
Jun-01								



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

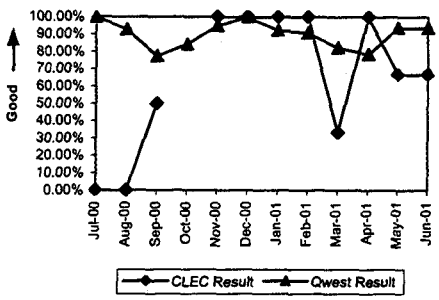
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	4	4	100.00%	85	85	100.00%	N/A	N/A
Aug-00	2	2	100.00%	72	74	97.30%	-0.23	-1.14
Sep-00	1	1	100.00%	89	91	97.80%	-0.15	-1.09
Oct-00	3	3	100.00%	96	99	96.97%	-0.3	-1.18
Nov-00	12	12	100.00%	93	96	96.88%	-0.59	-1.36
Dec-00	23	24	95.83%	90	91	98.90%	1.28	-0.34
Jan-01	17	17	100.00%	74	75	98.67%	-0.43	-1.26
Feb-01	6	6	100.00%	87	87	100.00%	N/A	N/A
Mar-01	3	3	100.00%	133	134	99.25%	-0.15	-1.09
Apr-01	5	5	100.00%	118	119	99.16%	-0.2	-1.12
May-01	6	6	100.00%	80	81	98.77%	-0.26	-1.16
Jun-01	2	2	100.00%	68	70	97.14%	-0.24	-1.15



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

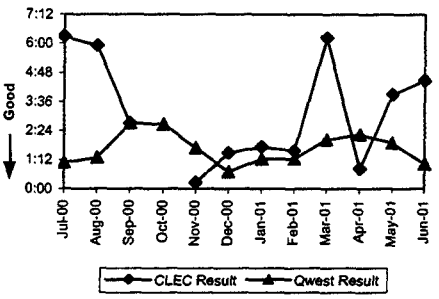
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	0	1	0.00%	21	21	100.00%	N/A	N/A
Aug-00	0	1	0.00%	13	14	92.86%	6.48	2.94
Sep-00	1	2	50.00%	17	22	77.27%	0.61	-0.63
Oct-00				16	19	84.21%		
Nov-00	1	1	100.00%	19	20	95.00%	-0.22	-1.14
Dec-00	3	3	100.00%	15	15	100.00%	N/A	N/A
Jan-01	4	4	100.00%	12	13	92.31%	-0.5	-1.31
Feb-01	1	1	100.00%	10	11	90.91%	-0.3	-1.18
Mar-01	1	3	33.33%	14	17	82.35%	2.56	0.56
Apr-01	1	1	100.00%	11	14	78.57%	-0.5	-1.31
May-01	2	3	66.67%	15	16	93.75%	2.17	0.32
Jun-01	2	3	66.67%	15	16	93.75%	2.17	0.32



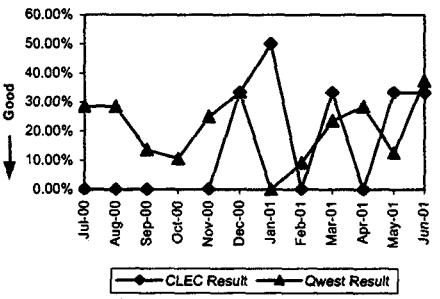
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	6:18	1	6:18	22:50	21	1:05	5.45	2.31
Aug-00	5:54	1	5:54	17:54	14	1:17	2.43	0.48
Sep-00	5:26	2	2:43	60:15	22	2:44	-0.01	-1
Oct-00				50:52	19	2:41		
Nov-00	0:15	1	0:15	33:53	20	1:42	-0.97	-1.59
Dec-00	4:26	3	1:29	10:37	15	0:42	2.06	0.25
Jan-01	6:54	4	1:44	16:06	13	1:14	0.63	-0.62
Feb-01	1:34	1	1:34	13:50	11	1:15	0.21	-0.88
Mar-01	18:42	3	6:14	34:41	17	2:02	2.53	0.54
Apr-01	0:49	1	0:49	31:28	14	2:15	-0.49	-1.3
May-01	11:42	3	3:54	30:23	16	1:54	1.95	0.18
Jun-01	13:23	3	4:28	16:36	16	1:02	3.96	1.41



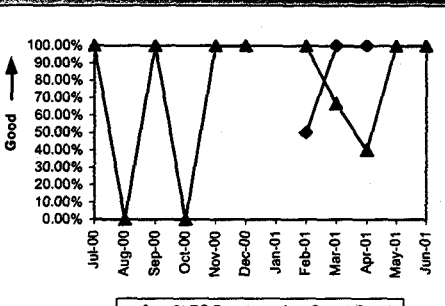
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	0	1	0.00%	6	21	28.57%	-0.62	-1.38
Aug-00	0	1	0.00%	4	14	28.57%	-0.61	-1.37
Sep-00	0	2	0.00%	3	22	13.64%	-0.54	-1.33
Oct-00				2	19	10.53%		
Nov-00	0	1	0.00%	5	20	25.00%	-0.56	-1.34
Dec-00	1	3	33.33%	5	15	33.33%		
Jan-01	2	4	50.00%	0	13	0.00%	N/A	0.27
Feb-01	0	1	0.00%	1	11	9.09%	-0.3	-1.18
Mar-01	1	3	33.33%	4	17	23.53%	0.51	-0.69
Apr-01	0	1	0.00%	4	14	28.57%	-0.61	-1.37
May-01	1	3	33.33%	2	16	12.50%	1.02	-0.38
Jun-01	1	3	33.33%	6	16	37.50%	-0.14	-1.08



All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two

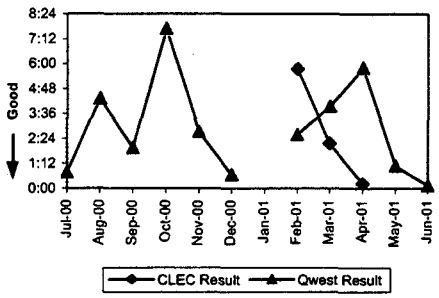
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				2	2	100.00%	N/A	
Aug-00				0	1	0.00%	N/A	
Sep-00				1	1	100.00%	N/A	
Oct-00				0	2	0.00%	N/A	
Nov-00				3	3	100.00%	N/A	
Dec-00				2	2	100.00%	N/A	
Jan-01								
Feb-01	1	2	50.00%	1	1	100.00%	N/A	-0.67
Mar-01	1	1	100.00%	2	3	66.67%	-0.61	-1.37
Apr-01	1	1	100.00%	2	5	40.00%	-1.12	-1.68
May-01				1	1	100.00%	N/A	
Jun-01				2	2	100.00%	N/A	



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

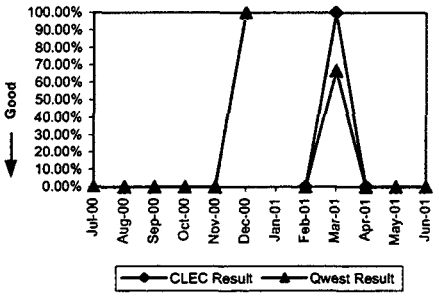
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				1:34	2	0:47		
Aug-00				4:20	1	4:20		
Sep-00				1:58	1	1:58		
Oct-00				15:22	2	7:41		
Nov-00				8:13	3	2:44		
Dec-00				1:20	2	0:40		
Jan-01								
Feb-01	11:28	2	5:44	2:36	1	2:36		
Mar-01	2:10	1	2:10	11:52	3	3:57	-0.35	-1.21
Apr-01	0:14	1	0:14	29:07	5	5:49	-1.09	-1.66
May-01				1:06	1	1:06		
Jun-01				0:20	2	0:10		



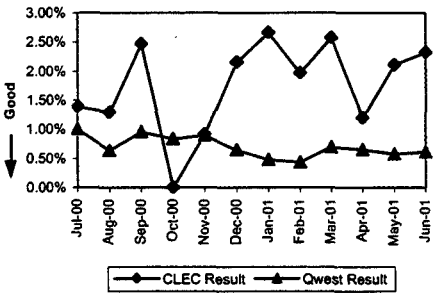
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00				0	2	0.00%	N/A	
Aug-00				0	1	0.00%	N/A	
Sep-00				0	1	0.00%	N/A	
Oct-00				0	2	0.00%	N/A	
Nov-00				0	3	0.00%	N/A	
Dec-00				2	2	100.00%	N/A	
Jan-01								
Feb-01	0	2	0.00%	0	1	0.00%	N/A	
Mar-01	1	1	100.00%	2	3	66.67%	1.19	-0.28
Apr-01	0	1	0.00%	0	5	0.00%	N/A	
May-01				0	1	0.00%	N/A	
Jun-01				0	2	0.00%	N/A	



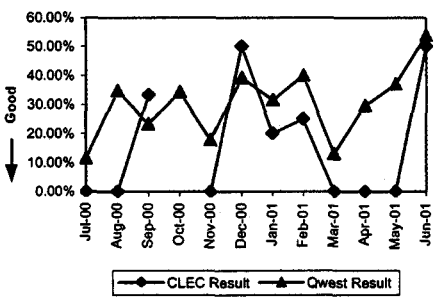
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	1	72	1.39%	23	2267	1.01%	0.31	-0.78
Aug-00	1	77	1.30%	15	2346	0.64%	0.71	-0.59
Sep-00	2	81	2.47%	23	2401	0.96%	1.37	-0.24
Oct-00	0	85	0.00%	21	2494	0.84%	-0.84	-1.51
Nov-00	1	109	0.92%	23	2566	0.90%	0.02	-0.89
Dec-00	3	139	2.16%	17	2628	0.65%	2.17	0.13
Jan-01	4	150	2.67%	13	2684	0.48%	3.75	0.56
Feb-01	3	152	1.97%	12	2760	0.43%	2.81	0.29
Mar-01	4	155	2.58%	20	2853	0.70%	2.73	0.28
Apr-01	2	166	1.20%	19	2880	0.66%	0.84	-0.47
May-01	3	142	2.11%	17	2929	0.58%	2.35	0.15
Jun-01	3	129	2.33%	18	2929	0.61%	2.43	0.22



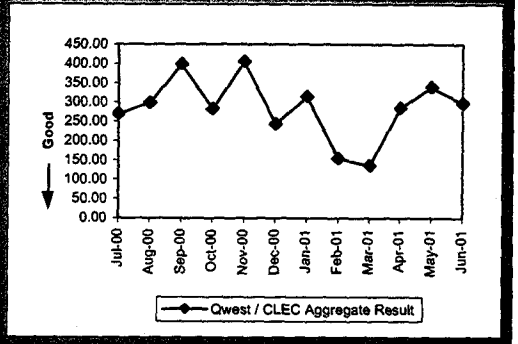
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Jul-00	0	1	0.00%	3	26	11.54%	-0.35	-1.22
Aug-00	0	1	0.00%	8	23	34.78%	-0.71	-1.43
Sep-00	1	3	33.33%	7	30	23.33%	0.31	-0.81
Oct-00				11	32	34.38%		
Nov-00	0	1	0.00%	5	28	17.86%	-0.46	-1.28
Dec-00	3	6	50.00%	11	28	39.29%	0.54	-0.67
Jan-01	1	5	20.00%	6	19	31.58%	-0.5	-1.3
Feb-01	1	4	25.00%	8	20	40.00%	-0.56	-1.34
Mar-01	0	4	0.00%	3	23	13.04%	-0.71	-1.43
Apr-01	0	2	0.00%	8	27	29.63%	-0.89	-1.54
May-01	0	3	0.00%	10	27	37.04%	-1.26	-1.77
Jun-01	3	6	50.00%	21	39	53.85%	-0.18	-1.11



Checklist #7 - E911

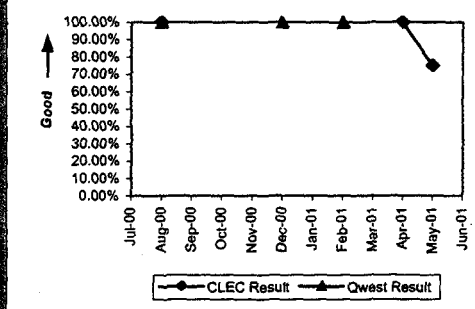
Time to Update Databases (Avg Min) (DB-1 A)	
Date	Qwest / CLEC Aggregate Result
Jul-00	269.95
Aug-00	298.56
Sep-00	399.34
Oct-00	282.84
Nov-00	405.67
Dec-00	243.69
Jan-01	314.02
Feb-01	154.53
Mar-01	136.33
Apr-01	285.34
May-01	339.74
Jun-01	298.11



Checklist #7 - E911/911 Trunk Installation

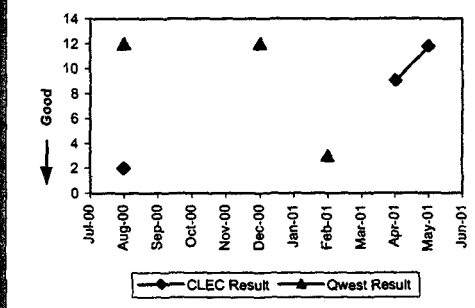
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Sep-00									
Oct-00									
Nov-00									
Dec-00					1	1	100.00%	N/A	
Jan-01									
Feb-01					1	1	100.00%	N/A	
Mar-01									
Apr-01	1	1	100.00%	0.00%					
May-01	3	4	75.00%	43.30%					
Jun-01									



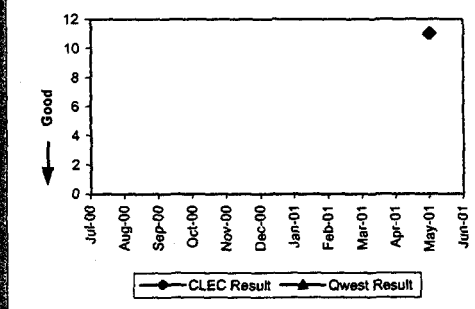
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00	2	1	2.00		12	1	12.00		
Sep-00									
Oct-00									
Nov-00									
Dec-00					12	1	12.00		
Jan-01									
Feb-01					3	1	3.00		
Mar-01									
Apr-01	9	1	9.00						
May-01	47	4	11.75	5.50					
Jun-01									



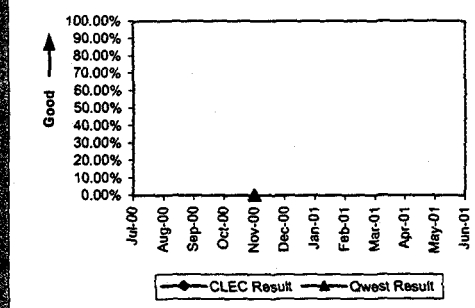
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01	11	1	11.00						
Jun-01									



Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

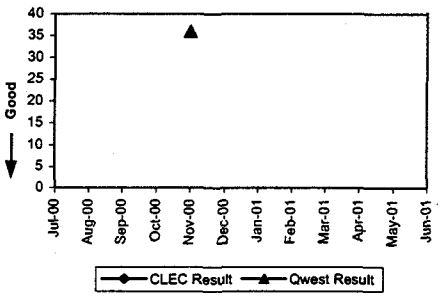
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00					0	1	0.00%	N/A	
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



Checklist #7 - E911/911 Trunk Installation

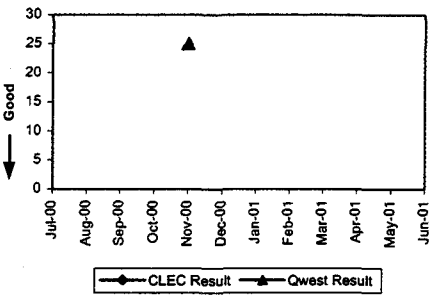
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00					36	1	36.00		
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



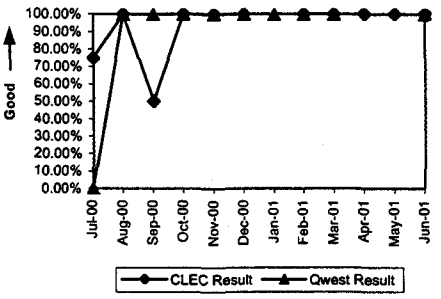
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00					25	1	25.00		
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

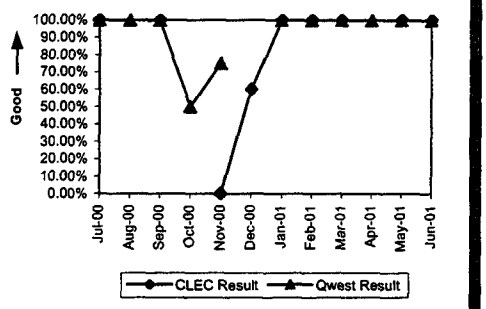
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	4	75.00%	43.30%	0	1	0.00%	N/A	
Aug-00	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Sep-00	1	2	50.00%	50.00%	2	2	100.00%	N/A	-0.63
Oct-00	2	2	100.00%	0.00%	4	4	100.00%	N/A	N/A
Nov-00	7	7	100.00%	0.00%	5	5	100.00%	N/A	N/A
Dec-00	7	7	100.00%	0.00%	2	2	100.00%	N/A	N/A
Jan-01					1	1	100.00%	N/A	
Feb-01	4	4	100.00%	0.00%	1	1	100.00%	N/A	N/A
Mar-01	4	4	100.00%	0.00%	1	1	100.00%	N/A	N/A
Apr-01	4	4	100.00%	0.00%					
May-01	6	6	100.00%	0.00%					
Jun-01	4	4	100.00%	0.00%	2	2	100.00%	N/A	N/A



Checklist #7 - E911/911 Trunk Repair

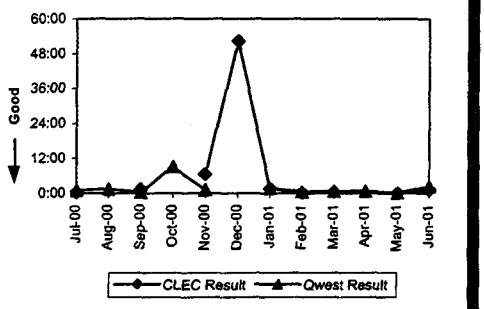
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	3	3	100.00%	0.00%	4	4	100.00%	N/A	N/A
Aug-00					2	2	100.00%	N/A	
Sep-00	4	4	100.00%	0.00%	6	6	100.00%	N/A	N/A
Oct-00					1	2	50.00%		
Nov-00	0	2	0.00%	0.00%	3	4	75.00%	1.42	-0.14
Dec-00	3	5	60.00%	48.99%					
Jan-01	5	5	100.00%	0.00%	3	3	100.00%	N/A	N/A
Feb-01	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Mar-01	1	1	100.00%	0.00%	3	3	100.00%	N/A	N/A
Apr-01					2	2	100.00%	N/A	
May-01	1	1	100.00%	0.00%	5	5	100.00%	N/A	N/A
Jun-01	8	8	100.00%	0.00%	5	5	100.00%	N/A	N/A



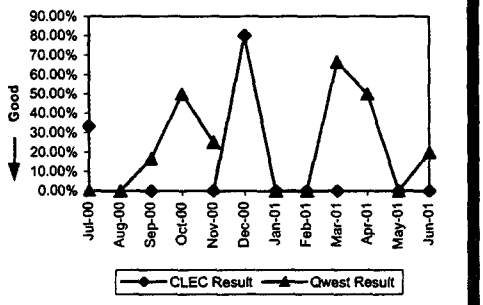
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1:14	3	0:25	0:08	3:59	4	1:00	-1.31	-1.79
Aug-00					3:09	2	1:34		
Sep-00	5:35	4	1:24	1:12	1:44	6	0:17	2.77	0.69
Oct-00					18:19	2	9:10		
Nov-00	13:18	2	6:39	0:47	5:04	4	1:16	2.59	0.57
Dec-00	261:48	5	52:22	71:16					
Jan-01	8:22	5	1:40	0:51	5:14	3	1:45	-0.08	-1.05
Feb-01	0:14	1	0:14		0:34	1	0:34		
Mar-01	0:23	1	0:23		2:06	3	0:42	-0.33	-1.2
Apr-01					1:31	2	0:45		
May-01	0:01	1	0:01		0:43	5	0:09	-0.76	-1.46
Jun-01	10:08	8	1:16	1:34	11:39	5	2:20	-1.74	-2.06



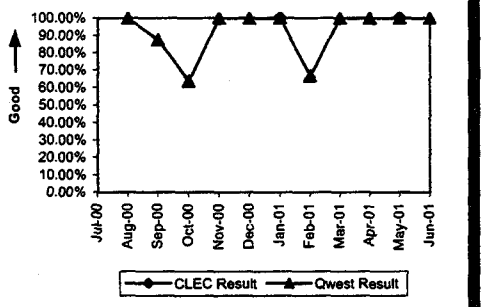
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1	3	33.33%	47.14%	0	4	0.00%	N/A	0
Aug-00					0	2	0.00%	N/A	
Sep-00	0	4	0.00%	0.00%	1	6	16.67%	-0.69	-1.42
Oct-00					1	2	50.00%		
Nov-00	0	2	0.00%	0.00%	1	4	25.00%	-0.67	-1.41
Dec-00	4	5	80.00%	40.00%					
Jan-01	0	5	0.00%	0.00%	0	3	0.00%	N/A	
Feb-01	0	1	0.00%	0.00%	0	1	0.00%	N/A	
Mar-01	0	1	0.00%	0.00%	2	3	66.67%	-1.22	-1.74
Apr-01					1	2	50.00%		
May-01	0	1	0.00%	0.00%	0	5	0.00%	N/A	
Jun-01	0	8	0.00%	0.00%	1	5	20.00%	-0.88	-1.53



All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

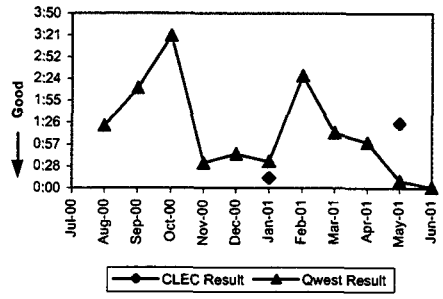
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00									
Aug-00					2	2	100.00%	N/A	
Sep-00					7	8	87.50%		
Oct-00					7	11	63.64%		
Nov-00					7	7	100.00%	N/A	
Dec-00					2	2	100.00%	N/A	
Jan-01	3	3	100.00%	0.00%	3	3	100.00%	N/A	N/A
Feb-01					2	3	66.67%		
Mar-01					2	2	100.00%	N/A	
Apr-01					3	3	100.00%	N/A	
May-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Jun-01					1	1	100.00%	N/A	



Checklist #7 - E911/911 Trunk Repair

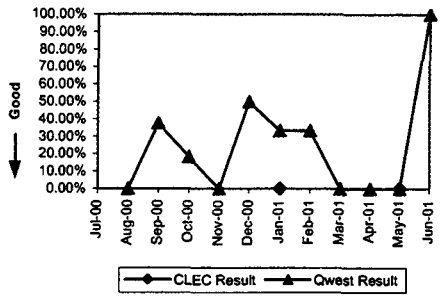
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00									
Aug-00					2:45	2	1:22		
Sep-00					17:35	8	2:12		
Oct-00					36:47	11	3:21		
Nov-00					3:49	7	0:33		
Dec-00					1:29	2	0:45		
Jan-01	0:38	3	0:13	0:06	1:46	3	0:35	-0.72	-1.44
Feb-01					7:24	3	2:28		
Mar-01					2:26	2	1:13		
Apr-01					3:00	3	1:00		
May-01	1:25	1	1:25		0:21	2	0:10	4.53	1.75
Jun-01					0:01	1	0:01		



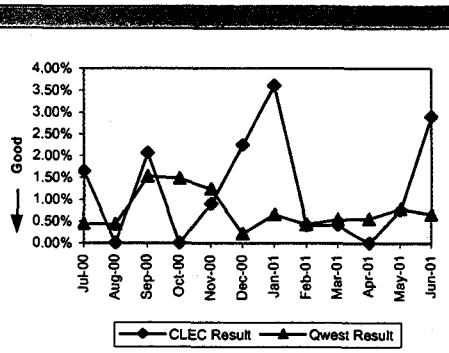
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00									
Aug-00					0	2	0.00%	N/A	
Sep-00					3	8	37.50%		
Oct-00					2	11	18.18%		
Nov-00					0	7	0.00%	N/A	
Dec-00					1	2	50.00%		
Jan-01	0	3	0.00%	0.00%	1	3	33.33%	-0.87	-1.53
Feb-01					1	3	33.33%		
Mar-01					0	2	0.00%	N/A	
Apr-01					0	3	0.00%	N/A	
May-01	0	1	0.00%	0.00%	0	2	0.00%	N/A	
Jun-01					1	1	100.00%	N/A	



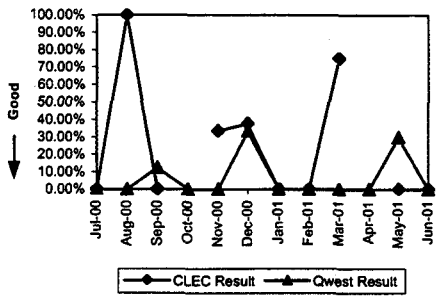
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	3	182	1.65%	12.73%	4	895	0.45%	2.22	0.05
Aug-00	0	186	0.00%	0.00%	4	911	0.44%	-0.83	-1.5
Sep-00	4	194	2.06%	14.21%	14	916	1.53%	0.55	-0.63
Oct-00	0	196	0.00%	0.00%	13	874	1.49%	-1.55	-1.95
Nov-00	2	222	0.90%	9.45%	11	884	1.24%	-0.41	-1.25
Dec-00	5	222	2.25%	14.84%	2	910	0.22%	5.8	0.76
Jan-01	8	222	3.60%	18.64%	6	910	0.66%	4.86	0.84
Feb-01	1	244	0.41%	6.39%	4	912	0.44%	-0.06	-1.04
Mar-01	1	238	0.42%	6.47%	5	912	0.55%	-0.24	-1.14
Apr-01	0	257	0.00%	0.00%	5	888	0.56%	-1.06	-1.65
May-01	2	266	0.75%	8.64%	7	888	0.79%	-0.06	-1.04
Jun-01	8	276	2.90%	16.78%	6	903	0.66%	4	0.63



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

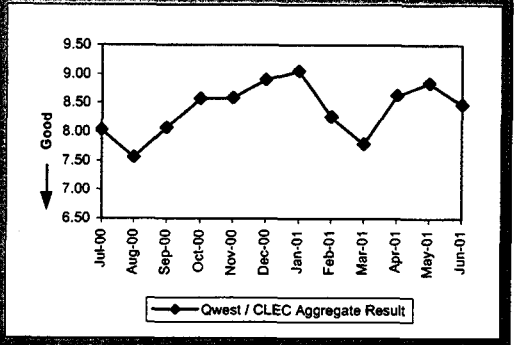
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	0	3	0.00%	0.00%	0	4	0.00%	N/A	
Aug-00	1	1	100.00%	0.00%	0	4	0.00%	N/A	-0.15
Sep-00	0	4	0.00%	0.00%	2	16	12.50%	-0.68	-1.41
Oct-00					0	13	0.00%	N/A	
Nov-00	1	3	33.33%	47.14%	0	11	0.00%	N/A	0.33
Dec-00	3	8	37.50%	48.41%	1	3	33.33%	-0.06	-1.04
Jan-01	0	8	0.00%	0.00%	0	6	0.00%	N/A	
Feb-01	0	1	0.00%	0.00%	0	4	0.00%	N/A	
Mar-01	3	4	75.00%	43.30%	0	5	0.00%	N/A	0.27
Apr-01					0	5	0.00%	N/A	
May-01	0	2	0.00%	0.00%	3	10	30.00%	-0.85	-1.51
Jun-01	0	8	0.00%	0.00%	0	6	0.00%	N/A	



Checklist #7 - Operator Services - Directory Assistance

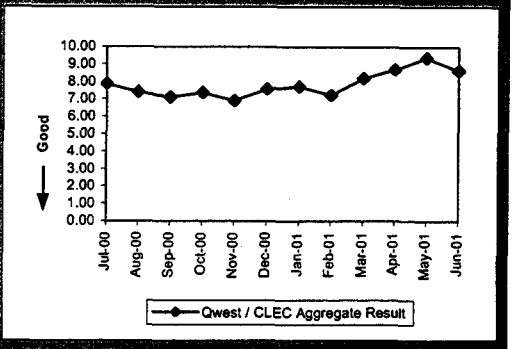
Speed of Answer - Directory Assistance (Avg Sec) (DA-1)

Date	Qwest / CLEC Aggregate Result
Jul-00	8.03
Aug-00	7.56
Sep-00	8.07
Oct-00	8.57
Nov-00	8.58
Dec-00	8.90
Jan-01	9.05
Feb-01	8.26
Mar-01	7.79
Apr-01	8.63
May-01	8.84
Jun-01	8.47



Speed of Answer - Operator Services (Avg Sec) (OS-1)

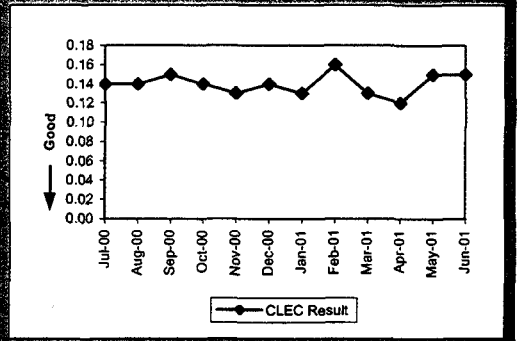
Date	Qwest / CLEC Aggregate Result
Jul-00	7.88
Aug-00	7.41
Sep-00	7.11
Oct-00	7.37
Nov-00	6.91
Dec-00	7.58
Jan-01	7.72
Feb-01	7.24
Mar-01	8.20
Apr-01	8.70
May-01	9.37
Jun-01	8.63



Checklist #8 - Directory Listings

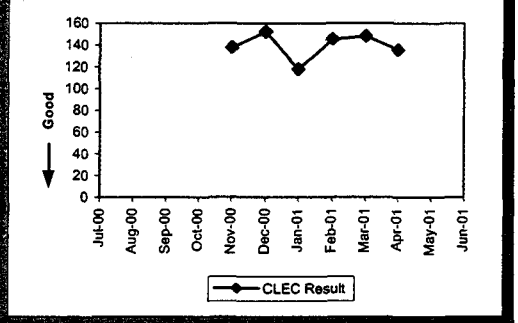
Time to Update Databases (Avg Sec) (DB-1 C-1)

Date	CLEC Result
Jul-00	0.14
Aug-00	0.14
Sep-00	0.15
Oct-00	0.14
Nov-00	0.13
Dec-00	0.14
Jan-01	0.13
Feb-01	0.16
Mar-01	0.13
Apr-01	0.12
May-01	0.15
Jun-01	0.15



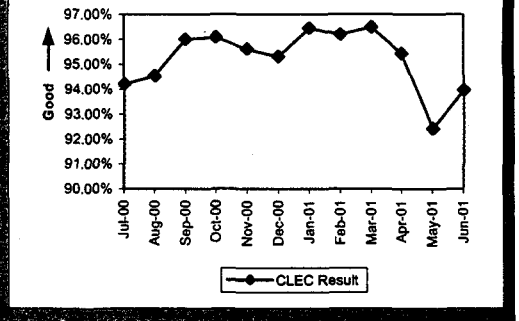
Time to Update Databases (Avg Sec) (DB-1 C-2)

Date	CLEC Result
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	137.89
Dec-00	152.29
Jan-01	118.02
Feb-01	145.32
Mar-01	148.11
Apr-01	135.73
May-01	
Jun-01	



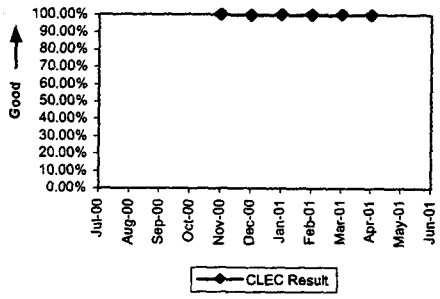
Accurate Database Updates (Percent) (DB-2 C-1)

Date	CLEC Result
Jul-00	94.21%
Aug-00	94.55%
Sep-00	96.01%
Oct-00	96.09%
Nov-00	95.61%
Dec-00	95.31%
Jan-01	96.46%
Feb-01	96.20%
Mar-01	96.49%
Apr-01	95.45%
May-01	92.43%
Jun-01	93.96%



Checklist #8 - Directory Listings

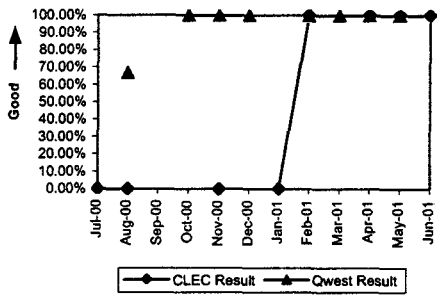
Accurate Database Updates (Percent) (DB-2 C-2)	
Record Date	CLEC Result
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	99.98%
Dec-00	99.44%
Jan-01	99.99%
Feb-01	99.83%
Mar-01	99.95%
Apr-01	99.89%
May-01	
Jun-01	



Checklist #9 - NXX Code Activation

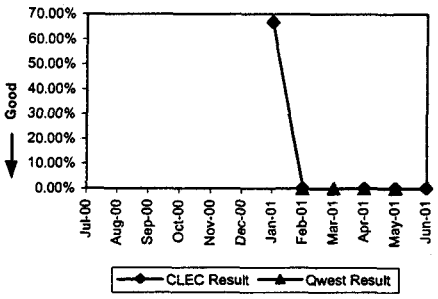
NXX Code Activation (Percent) (NP-1 A)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00	0	1	0.00%			
Aug-00	0	1	0.00%	2	3	66.67%
Sep-00						
Oct-00				6	6	100.00%
Nov-00	0	1	0.00%	2	2	100.00%
Dec-00				1	1	100.00%
Jan-01	0	1	0.00%			
Feb-01	3	3	100.00%	1	1	100.00%
Mar-01				1	1	100.00%
Apr-01	1	1	100.00%	3	3	100.00%
May-01	1	1	100.00%	1	1	100.00%
Jun-01	7	7	100.00%			



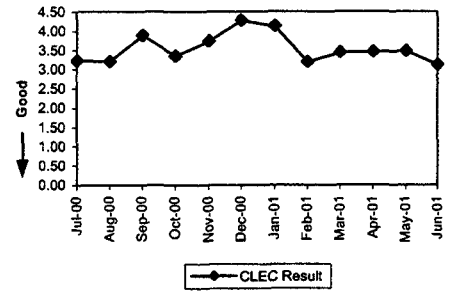
NXX Code Activation - Facility Delays (Percent) (NP-1 B)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00						
Aug-00						
Sep-00						
Oct-00						
Nov-00						
Dec-00						
Jan-01	2	3	66.67%			
Feb-01	0	3	0.00%	0	1	0.00%
Mar-01				0	1	0.00%
Apr-01	0	1	0.00%	0	3	0.00%
May-01	0	1	0.00%	0	1	0.00%
Jun-01	0	7	0.00%			



Checklist #10 - Databases and Signaling

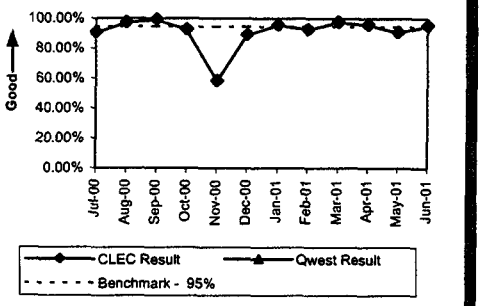
Time to Update Databases (Avg Sec) LIDB (DB-1 B)	
Date	CLEC Result
Jul-00	3.23
Aug-00	3.21
Sep-00	3.89
Oct-00	3.35
Nov-00	3.74
Dec-00	4.28
Jan-01	4.13
Feb-01	3.19
Mar-01	3.44
Apr-01	3.46
May-01	3.48
Jun-01	3.12



Checklist #11 - Number Portability**

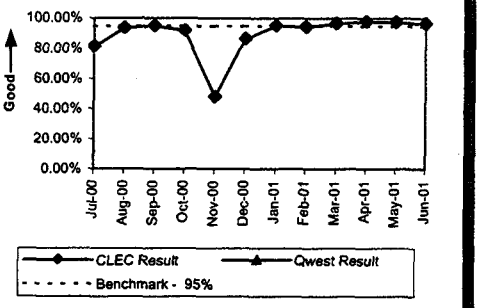
Number Portability Timeliness (Percent) (OP-8 B)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	286	315	90.79%	28.91%					
Aug-00	145	149	97.32%	16.16%					
Sep-00	131	132	99.24%	8.67%					
Oct-00	191	206	92.72%	25.98%					
Nov-00	158	272	58.09%	49.34%					
Dec-00	380	426	89.20%	31.04%					
Jan-01	833	870	95.75%	20.18%					
Feb-01	968	1044	92.72%	25.98%					
Mar-01	1485	1519	97.76%	14.79%					
Apr-01	1038	1082	95.93%	19.75%					
May-01	937	1031	90.88%	28.79%					
Jun-01	1008	1057	95.36%	21.03%					



Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C)

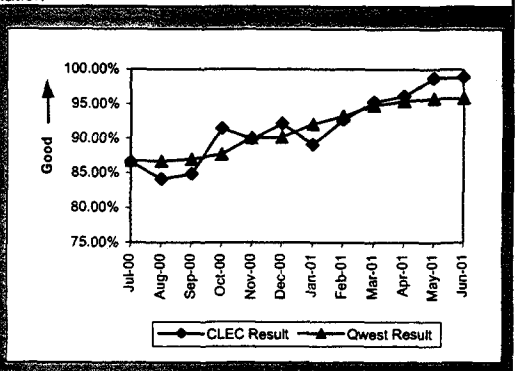
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	782	963	81.20%	39.07%					
Aug-00	1947	2082	93.52%	24.62%					
Sep-00	2123	2241	94.73%	22.33%					
Oct-00	2123	2313	91.79%	27.46%					
Nov-00	762	1590	47.92%	49.96%					
Dec-00	1863	2156	86.41%	34.27%					
Jan-01	2328	2450	95.02%	21.75%					
Feb-01	3031	3220	94.13%	23.51%					
Mar-01	4148	4295	96.58%	18.18%					
Apr-01	3831	3915	97.85%	14.49%					
May-01	4052	4157	97.47%	15.69%					
Jun-01	3593	3720	96.59%	18.16%					



Checklist #14 - Resale - Residence Installation

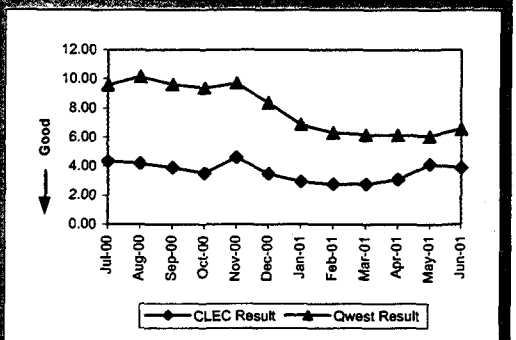
Installation Commitments Met (Percent) (OP-3)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	516	596	86.58%	34.09%	18188	20951	86.81%	0.17	-0.9
Aug-00	735	874	84.10%	36.57%	21492	24781	86.73%	2.25	0.37
Sep-00	627	739	84.84%	35.86%	18470	21233	86.99%	1.7	0.03
Oct-00	638	698	91.40%	28.03%	17695	20174	87.71%	-2.92	-2.78
Nov-00	606	674	89.91%	30.12%	19257	21385	90.05%	0.12	-0.93
Dec-00	480	521	92.13%	26.93%	19555	21694	90.14%	-1.51	-1.92
Jan-01	415	466	89.06%	31.22%	21898	23794	92.03%	2.26	0.37
Feb-01	470	507	92.70%	26.01%	19513	20921	93.27%	0.5	-0.69
Mar-01	502	527	95.26%	21.26%	20945	22091	94.81%	-0.45	-1.28
Apr-01	416	433	96.07%	19.42%	19655	20604	95.39%	-0.67	-1.41
May-01	520	527	98.67%	11.45%	21593	22544	95.78%	-3.26	-2.98
Jun-01	511	517	98.84%	10.71%	21760	22711	95.81%	-3.4	-3.07



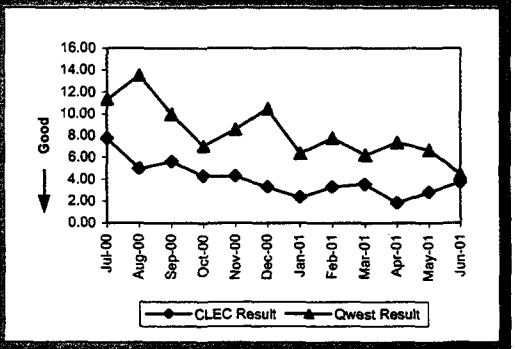
Installation Interval (Average Days) (OP-4)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2593	596	4.35	7.33	201037	20950	9.60	-9.56	-6.81
Aug-00	3691	874	4.22	4.02	252307	24777	10.18	-11.75	-8.14
Sep-00	2903	739	3.93	4.66	204371	21230	9.63	-10.33	-7.28
Oct-00	2464	698	3.53	3.76	189232	20172	9.38	-10.25	-7.23
Nov-00	3103	674	4.60	6.09	207566	21376	9.71	-8.52	-6.18
Dec-00	1817	521	3.49	4.51	182005	21687	8.39	-8.02	-5.87
Jan-01	1370	466	2.94	4.40	164153	23781	6.90	-7.95	-5.83
Feb-01	1409	507	2.78	2.72	132436	20913	6.33	-8.59	-6.22
Mar-01	1463	527	2.78	3.28	136683	22079	6.19	-9.33	-6.67
Apr-01	1345	433	3.11	6.98	127044	20596	6.17	-6.98	-5.25
May-01	2193	527	4.16	3.15	137229	22540	6.09	-5.62	-4.42
Jun-01	2023	517	3.91	2.35	149464	22710	6.58	-8.22	-6



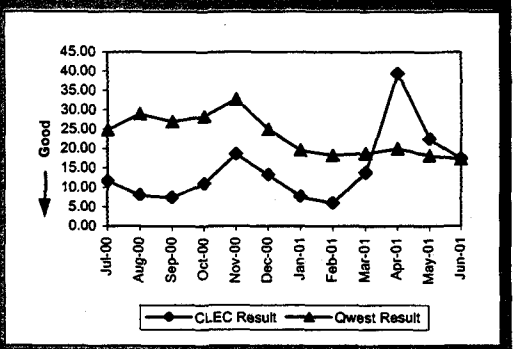
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	395	51	7.75	8.97	6540	576	11.35	-1.19	-1.73
Aug-00	477	96	4.97	4.18	9155	676	13.54	-3.25	-2.97
Sep-00	449	80	5.61	8.79	6061	607	9.99	-1.75	-2.06
Oct-00	169	39	4.33	3.94	3780	538	7.03	-0.95	-1.58
Nov-00	184	43	4.28	5.05	3838	447	8.59	-1.3	-1.79
Dec-00	79	24	3.29	4.13	3808	363	10.49	-1.27	-1.77
Jan-01	52	22	2.36	2.34	2361	371	6.36	-1.12	-1.68
Feb-01	69	21	3.29	3.96	2045	263	7.78	-1.02	-1.62
Mar-01	46	13	3.54	4.27	1660	266	6.24	-0.6	-1.36
Apr-01	22	12	1.83	0.94	1903	259	7.35	-1.06	-1.64
May-01	14	5	2.80	1.92	2205	329	6.70	-0.38	-1.23
Jun-01	11	3	3.67	1.15	1669	374	4.46	-0.17	-1.1



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Within MSAs

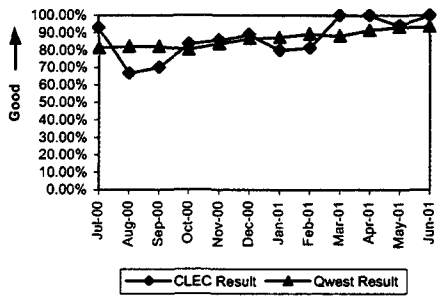
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	337	29	11.62	22.76	54297	2187	24.83	-2.87	-2.74
Aug-00	345	43	8.02	5.44	75584	2613	28.93	-5.13	-4.12
Sep-00	236	32	7.38	5.36	58287	2156	27.03	-3.92	-3.38
Oct-00	230	21	10.95	12.18	55022	1941	28.35	-2.58	-2.57
Nov-00	465	25	18.60	20.96	54995	1681	32.72	-1.96	-2.19
Dec-00	225	17	13.24	14.68	44367	1776	24.98	-1.52	-1.93
Jan-01	222	29	7.66	9.13	29882	1525	19.59	-2.23	-2.36
Feb-01	96	16	6.00	5.23	20969	1145	18.31	-1.94	-2.18
Mar-01	165	12	13.75	9.27	16538	880	18.79	-0.72	-1.44
Apr-01	197	5	39.40	49.12	13786	690	19.98	1.41	-0.15
May-01	45	2	22.50	24.75	11348	622	18.24	0.28	-0.83
Jun-01	52	3	17.33	4.04	9946	577	17.24	0.01	-1



Checklist #14 - Resale - Residence Installation

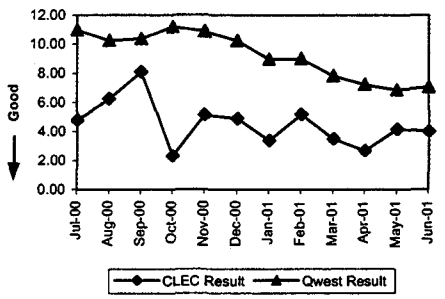
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	13	14	92.86%	25.75%	1697	2088	81.27%	-1.11	-1.67
Aug-00	8	12	66.67%	47.14%	2029	2467	82.25%	1.31	-0.2
Sep-00	7	10	70.00%	45.83%	1932	2350	82.21%	1.08	-0.34
Oct-00	5	6	83.33%	37.27%	1629	2031	80.21%	-0.19	-1.12
Nov-00	6	7	85.71%	34.99%	1609	1927	83.50%	-0.16	-1.1
Dec-00	8	9	88.89%	31.43%	1695	1956	86.66%	-0.2	-1.12
Jan-01	4	5	80.00%	40.00%	1847	2116	87.29%	-0.02	-1.01
Feb-01	13	16	81.25%	39.03%	1840	2060	89.32%	0.98	-0.4
Mar-01	8	8	100.00%	0.00%	2002	2268	88.27%	-1.03	-1.63
Apr-01	16	16	100.00%	0.00%	1978	2162	91.49%	-1.22	-1.74
May-01	16	17	94.12%	23.53%	2253	2417	93.21%	-0.15	-1.09
Jun-01	17	17	100.00%	0.00%	2588	2765	93.60%	-1.07	-1.65



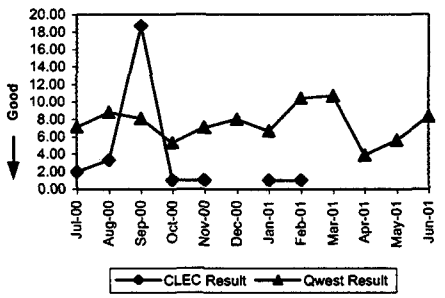
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	67	14	4.79	3.47	22933	2088	10.98	-1.63	-1.99
Aug-00	75	12	6.25	5.24	25314	2467	10.26	-1.07	-1.65
Sep-00	81	10	8.10	15.88	24424	2350	10.39	-0.48	-1.29
Oct-00	14	6	2.33	2.16	22731	2031	11.19	-1.13	-1.69
Nov-00	36	7	5.14	3.89	20972	1927	10.88	-1	-1.61
Dec-00	44	9	4.89	5.88	20054	1956	10.25	-1.04	-1.63
Jan-01	17	5	3.40	5.50	18954	2116	8.96	-1.12	-1.68
Feb-01	83	16	5.19	3.95	18590	2060	9.02	-1.16	-1.71
Mar-01	28	8	3.50	0.76	17756	2268	7.83	-1.11	-1.67
Apr-01	43	16	2.69	1.25	15672	2162	7.25	-1.74	-2.06
May-01	71	17	4.18	1.24	16606	2417	6.87	-1.25	-1.76
Jun-01	68	17	4.00	1.12	19507	2765	7.05	-1.56	-1.95



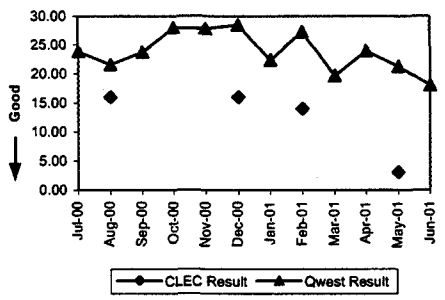
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	1	2.00		534	75	7.12	-0.4	-1.24
Aug-00	10	3	3.33	1.15	820	93	8.82	-0.55	-1.34
Sep-00	56	3	18.67	28.01	665	82	8.11	1.41	-0.14
Oct-00	1	1	1.00		386	73	5.29	-0.5	-1.3
Nov-00	1	1	1.00		522	74	7.05	-0.48	-1.29
Dec-00					418	52	8.04		
Jan-01	1	1	1.00		394	59	6.68	-0.41	-1.25
Feb-01	1	1	1.00		438	42	10.43	-0.49	-1.29
Mar-01					503	47	10.70		
Apr-01					201	52	3.87		
May-01					274	49	5.59		
Jun-01					573	69	8.30		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Outside MSAs

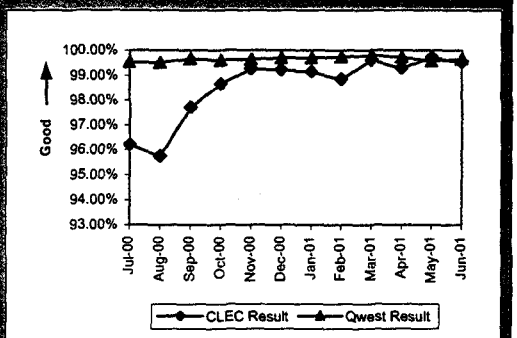
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					7552	316	23.90		
Aug-00	16	1	16.00		7450	345	21.59	-0.29	-1.18
Sep-00					7993	336	23.79		
Oct-00					9199	329	27.96		
Nov-00					6791	244	27.83		
Dec-00	16	1	16.00		5959	209	28.51	-0.39	-1.23
Jan-01					4699	210	22.38		
Feb-01	28	2	14.00	2.83	4857	178	27.29	-0.63	-1.38
Mar-01					4306	219	19.66		
Apr-01					3163	132	23.96		
May-01	3	1	3.00		2450	115	21.30	-0.89	-1.54
Jun-01					1945	108	18.01		



Checklist #14 - Resale - Residence Installation

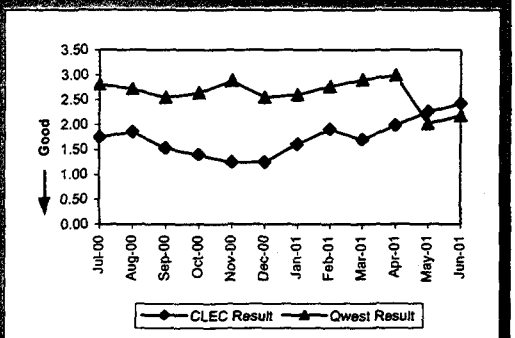
Installation Commitments Met (Percent) (OP-3)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3627	3770	96.21%	19.10%	124321	124910	99.53%	29.33	16.83
Aug-00	3832	4002	95.75%	20.17%	141623	142322	99.51%	33.53	19.38
Sep-00	4017	4111	97.71%	14.95%	129748	130195	99.66%	20.97	11.75
Oct-00	4234	4292	98.65%	11.55%	137832	138382	99.60%	9.78	4.95
Nov-00	3962	3992	99.25%	8.64%	144530	145051	99.64%	4.09	1.49
Dec-00	2899	2922	99.21%	8.84%	122488	122856	99.70%	4.77	1.9
Jan-01	1613	1627	99.14%	9.24%	109379	109707	99.70%	4.12	1.5
Feb-01	1874	1896	98.84%	10.71%	97216	97481	99.73%	7.36	3.47
Mar-01	2858	2869	99.62%	6.18%	114953	115181	99.80%	2.21	0.34
Apr-01	1766	1779	99.27%	8.52%	108410	108714	99.72%	3.57	1.17
May-01	2047	2053	99.71%	5.40%	126623	127158	99.58%	-0.89	-1.54
Jun-01	1840	1849	99.51%	6.96%	142197	142705	99.64%	0.94	-0.43



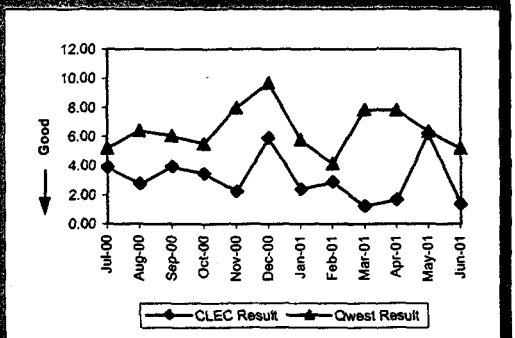
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6601	3770	1.75	3.30	351531	124906	2.81	-17.75	-11.79
Aug-00	7414	4002	1.85	3.28	387020	142322	2.72	-14.94	-10.08
Sep-00	6273	4111	1.53	2.62	332533	130194	2.55	-18.45	-12.22
Oct-00	6016	4292	1.40	2.42	365658	138382	2.64	-21.18	-13.88
Nov-00	4992	3992	1.25	2.19	417917	145051	2.88	-25.72	-16.64
Dec-00	3650	2922	1.25	3.24	313044	122856	2.55	-18.65	-12.34
Jan-01	2613	1627	1.61	2.82	285755	109706	2.60	-11.16	-7.79
Feb-01	3625	1896	1.91	2.78	270059	97480	2.77	-11.78	-8.16
Mar-01	4879	2869	1.70	2.36	334331	115178	2.90	-18.88	-12.48
Apr-01	3519	1779	1.98	3.12	325448	108713	2.99	-11.9	-8.23
May-01	4137	1829	2.26	0.98	196190	97351	2.02	6.19	2.76
Jun-01	3889	1607	2.42	0.99	228486	104792	2.18	7.1	3.32



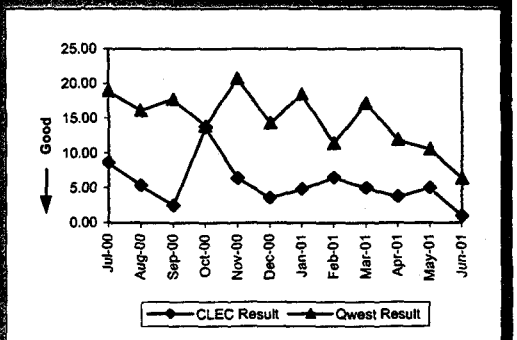
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	539	138	3.91	5.84	2035	393	5.18	-1.32	-1.8
Aug-00	435	157	2.77	3.00	3046	475	6.41	-2.57	-2.56
Sep-00	347	88	3.94	5.26	1589	262	6.06	-1.16	-1.7
Oct-00	177	51	3.47	4.49	2076	376	5.52	-0.92	-1.56
Nov-00	56	25	2.24	1.59	1917	240	7.99	-1.54	-1.94
Dec-00	106	18	5.89	12.36	1533	158	9.70	-0.78	-1.48
Jan-01	19	8	2.38	1.41	990	171	5.79	-0.44	-1.27
Feb-01	58	20	2.90	2.40	649	156	4.16	-0.81	-1.49
Mar-01	5	4	1.25	0.50	1125	143	7.87	-0.63	-1.38
Apr-01	15	9	1.67	1.94	1612	206	7.83	-0.99	-1.6
May-01	31	5	6.20	2.77	2311	364	6.35	-0.02	-1.01
Jun-01	11	8	1.38	0.52	2081	399	5.22	-1.06	-1.64



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- No Dispatches

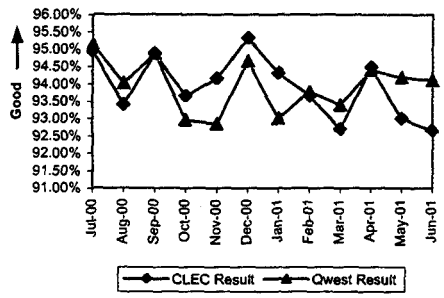
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	43	5	8.60	9.61	3707	196	18.91	-0.98	-1.6
Aug-00	70	13	5.38	4.74	3606	224	16.10	-1.73	-2.05
Sep-00	15	6	2.50	1.52	3282	185	17.74	-1.13	-1.69
Oct-00	96	7	13.71	23.14	2418	174	13.90	-0.02	-1.01
Nov-00	32	5	6.40	6.88	5820	281	20.71	-1.19	-1.72
Dec-00	18	5	3.60	2.07	3010	210	14.33	-1.12	-1.68
Jan-01	29	6	4.83	2.99	2895	157	18.44	-0.94	-1.57
Feb-01	13	2	6.50	2.12	1247	109	11.44	-0.42	-1.26
Mar-01	35	7	5.00	5.94	1456	85	17.13	-0.84	-1.51
Apr-01	15	4	3.75	0.50	1167	98	11.91	-0.51	-1.31
May-01	5	1	5.00		1802	171	10.54	-0.43	-1.26
Jun-01	1	1	1.00		697	109	6.39	-0.53	-1.32



Checklist #14 - Resale - Residence Installation

New Service Installation without Trouble Reports (Percent) (OP-5)

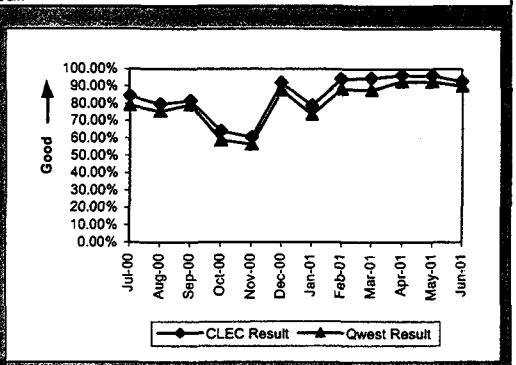
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4281	4509	94.94%	21.91%	151368	159087	95.15%	0.63	-0.62
Aug-00	4633	4960	93.41%	24.82%	153856	163641	94.02%	1.79	0.09
Sep-00	4963	5231	94.88%	22.05%	158019	166548	94.88%	0.01	-1
Oct-00	4974	5311	93.65%	24.38%	150194	161563	92.96%	-1.94	-2.18
Nov-00	4919	5224	94.16%	23.45%	156481	168534	92.85%	-3.63	-3.21
Dec-00	4161	4365	95.33%	21.11%	152598	161202	94.66%	-1.93	-2.17
Jan-01	2901	3076	94.31%	23.16%	134548	144671	93.00%	-2.81	-2.71
Feb-01	2454	2620	93.66%	24.36%	123259	131439	93.78%	0.24	-0.86
Mar-01	3010	3247	92.70%	26.01%	124609	133424	93.39%	1.57	-0.05
Apr-01	2897	3066	94.49%	22.82%	131245	139026	94.40%	-0.2	-1.12
May-01	2394	2574	93.01%	25.50%	136899	145348	94.19%	2.54	0.54
Jun-01	2412	2603	92.66%	26.08%	154472	164128	94.12%	3.13	0.9



Checklist #14 - Resale - Residence Repair

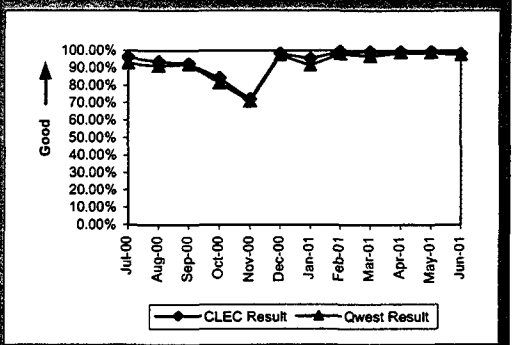
Out of Service Cleared within 24 hours (Percent) (MR-3)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	312	369	84.55%	36.14%	25001	31604	79.11%	-2.56	-2.56
Aug-00	431	540	79.81%	40.14%	29566	39111	75.60%	-2.27	-2.38
Sep-00	348	426	81.69%	38.67%	23535	29636	79.41%	-1.15	-1.7
Oct-00	338	527	64.14%	47.96%	23006	39086	58.86%	-2.45	-2.49
Nov-00	327	541	60.44%	48.90%	22312	39520	56.46%	-1.86	-2.13
Dec-00	342	372	91.94%	27.23%	21265	24248	87.70%	-2.47	-2.5
Jan-01	286	362	79.01%	40.73%	25062	34004	73.70%	-2.28	-2.39
Feb-01	276	293	94.20%	23.38%	22793	25776	88.43%	-3.07	-2.87
Mar-01	466	492	94.72%	22.37%	26064	29686	87.80%	-4.65	-3.83
Apr-01	368	381	96.59%	18.15%	24116	25978	92.83%	-2.82	-2.72
May-01	386	401	96.26%	18.98%	24567	26504	92.69%	-2.72	-2.66
Jun-01	413	445	92.81%	25.83%	24243	26851	90.29%	-1.78	-2.08



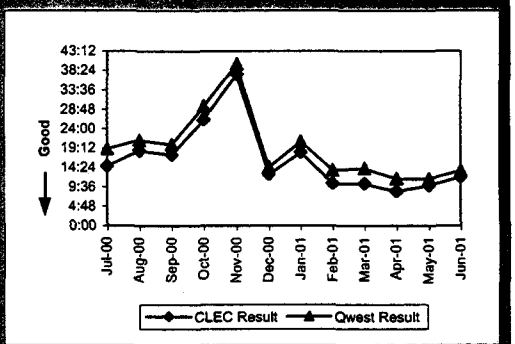
All Troubles Cleared within 48 hours (Percent) (MR-4)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	404	420	96.19%	19.14%	37753	40723	92.71%	-2.73	-2.66
Aug-00	565	604	93.54%	24.58%	45477	49844	91.24%	-1.99	-2.21
Sep-00	450	487	92.40%	26.50%	35580	38660	92.03%	-0.3	-1.18
Oct-00	517	614	84.20%	36.47%	40162	49320	81.43%	-1.75	-2.07
Nov-00	465	644	72.21%	44.80%	35923	50642	70.94%	-0.71	-1.43
Dec-00	407	414	98.31%	12.89%	30312	31119	97.41%	-1.15	-1.7
Jan-01	415	435	95.40%	20.94%	39842	43535	91.52%	-2.89	-2.76
Feb-01	352	354	99.44%	7.50%	32525	33156	98.10%	-1.83	-2.11
Mar-01	569	573	99.30%	8.33%	36863	38059	96.86%	-3.33	-3.02
Apr-01	456	459	99.35%	8.06%	32642	33048	98.77%	-1.11	-1.68
May-01	481	484	99.38%	7.85%	33814	34205	98.86%	-1.08	-1.65
Jun-01	529	539	98.14%	13.49%	33939	34756	97.65%	-0.75	-1.46



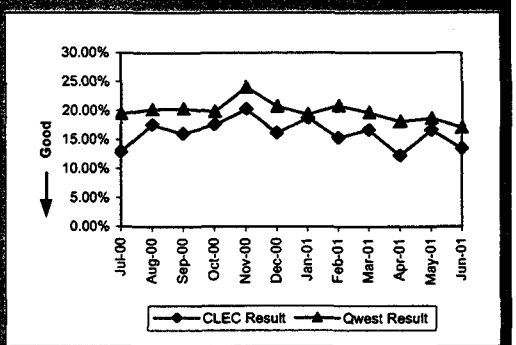
Mean Time to Restore (Hours:Minutes) (MR-6)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6171:20	420	14:42	17:07	771954:58	40723	18:57	-4.11	-3.5
Aug-00	11181:14	604	18:31	20:27	1055345:57	49844	21:10	-2.61	-2.58
Sep-00	8548:20	487	17:33	20:59	776159:47	38660	20:05	-2.2	-2.34
Oct-00	16095:03	614	26:13	23:38	1460291:36	49320	29:37	-3.01	-2.83
Nov-00	24107:39	644	37:26	41:25	2023089:26	50642	39:57	-1.4	-1.85
Dec-00	5242:20	414	12:40	11:45	452205:01	31119	14:32	-2.27	-2.38
Jan-01	7886:42	435	18:08	20:21	908423:56	43535	20:52	-2.84	-2.72
Feb-01	3702:05	354	10:27	10:19	456098:36	33156	13:45	-4.61	-3.8
Mar-01	5958:25	573	10:24	10:03	540242:48	38059	14:12	-6.12	-4.72
Apr-01	3877:55	459	8:27	8:23	385315:01	33048	11:40	-6.08	-4.7
May-01	4773:06	484	9:52	10:32	396877:29	34205	11:36	-3.28	-3
Jun-01	6471:57	539	12:00	11:36	474116:59	34756	13:38	-2.66	-2.61



Repair Repeat Report Rate (Percent) (MR-7)– Dispatches Within MSAs

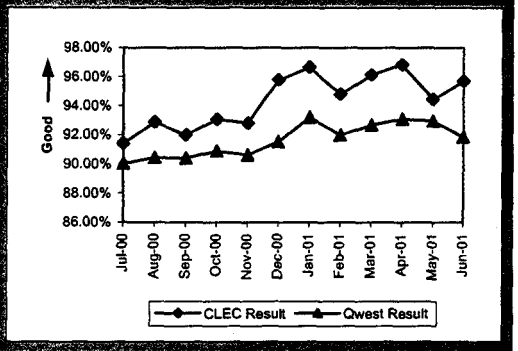
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	54	420	12.86%	33.47%	7898	40723	19.39%	-3.37	-3.05
Aug-00	106	604	17.55%	38.04%	10075	49844	20.21%	-1.62	-1.98
Sep-00	78	487	16.02%	36.68%	7866	38660	20.35%	-2.36	-2.43
Oct-00	112	636	17.61%	38.09%	10294	51944	19.82%	-1.39	-1.84
Nov-00	135	667	20.24%	40.18%	12881	53551	24.05%	-2.29	-2.39
Dec-00	69	427	16.16%	36.81%	6786	32755	20.72%	-2.31	-2.4
Jan-01	84	448	18.75%	39.03%	8826	45568	19.37%	-0.33	-1.2
Feb-01	56	366	15.30%	36.00%	7249	34831	20.81%	-2.58	-2.57
Mar-01	99	595	16.64%	37.24%	7835	39827	19.67%	-1.85	-2.12
Apr-01	58	474	12.24%	32.77%	6273	34615	18.12%	-3.3	-3.01
May-01	84	505	16.63%	37.24%	6664	35711	18.66%	-1.16	-1.71
Jun-01	75	557	13.47%	34.13%	6216	36423	17.07%	-2.24	-2.36



Checklist #14 - Resale - Residence Repair

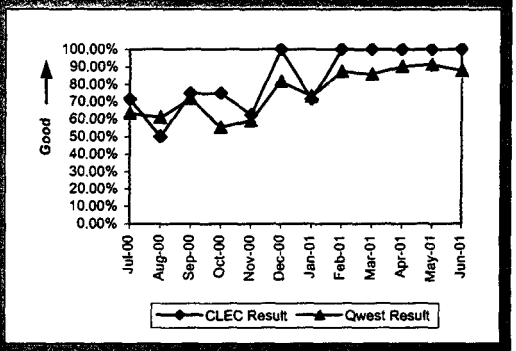
Repair Appointments Met (Percent) (MR-9)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	384	420	91.43%	27.99%	36674	40723	90.06%	-0.93	-1.57
Aug-00	561	604	92.88%	25.71%	45080	49844	90.44%	-2.03	-2.23
Sep-00	448	487	91.99%	27.14%	34952	38660	90.41%	-1.18	-1.72
Oct-00	592	636	93.08%	25.38%	47221	51944	90.91%	-1.9	-2.15
Nov-00	619	667	92.80%	25.84%	48538	53551	90.64%	-1.91	-2.16
Dec-00	409	427	95.78%	20.09%	29978	32755	91.52%	-3.14	-2.91
Jan-01	433	448	96.65%	17.99%	42468	45568	93.20%	-2.89	-2.76
Feb-01	347	366	94.81%	22.19%	32043	34831	92.00%	-1.97	-2.2
Mar-01	572	595	96.13%	19.28%	36915	39827	92.69%	-3.21	-2.95
Apr-01	459	474	96.84%	17.51%	32225	34615	93.10%	-3.19	-2.94
May-01	477	505	94.46%	22.88%	33193	35711	92.95%	-1.31	-1.8
Jun-01	533	557	95.69%	20.31%	33453	36423	91.85%	-3.29	-3



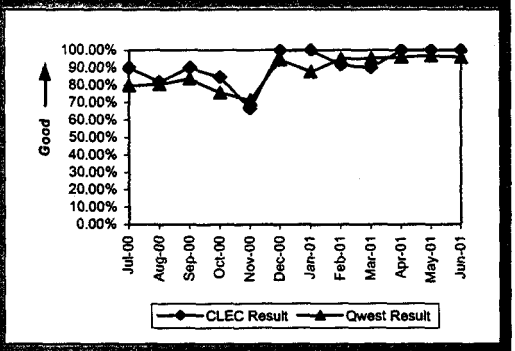
Out of Service Cleared within 24 hours (Percent) (MR-3)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	7	71.43%	45.18%	2154	3390	63.54%	-0.43	-1.26
Aug-00	3	6	50.00%	50.00%	3148	5157	61.04%	0.68	-0.59
Sep-00	6	8	75.00%	43.30%	2178	3033	71.81%	-0.2	-1.12
Oct-00	9	12	75.00%	43.30%	2269	4092	55.45%	-1.36	-1.83
Nov-00	5	8	62.50%	48.41%	2109	3567	59.13%	-0.19	-1.12
Dec-00	3	3	100.00%	0.00%	2241	2736	81.91%	-0.81	-1.49
Jan-01	5	7	71.43%	45.18%	1982	2708	73.19%	0.25	-0.85
Feb-01	9	9	100.00%	0.00%	2018	2308	87.44%	-1.14	-1.69
Mar-01	7	7	100.00%	0.00%	1987	2315	85.83%	-1.07	-1.65
Apr-01	6	6	100.00%	0.00%	2061	2280	90.39%	-0.8	-1.48
May-01	10	10	100.00%	0.00%	2255	2468	91.37%	-0.97	-1.59
Jun-01	9	9	100.00%	0.00%	2914	3313	87.96%	-1.11	-1.67



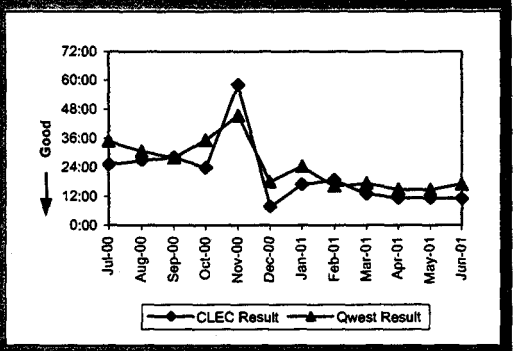
All Troubles Cleared within 48 hours (Percent) (MR-4)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	9	10	90.00%	30.00%	3490	4376	79.75%	-0.81	-1.49
Aug-00	9	11	81.82%	38.57%	5146	6394	80.48%	-0.11	-1.07
Sep-00	9	10	90.00%	30.00%	3471	4141	83.82%	-0.53	-1.32
Oct-00	11	13	84.62%	36.08%	3910	5166	75.69%	-0.75	-1.46
Nov-00	8	12	66.67%	47.14%	3380	4732	71.43%	0.5	-0.69
Dec-00	6	6	100.00%	0.00%	3276	3460	94.68%	-0.58	-1.35
Jan-01	7	7	100.00%	0.00%	3193	3646	87.58%	-1	-1.61
Feb-01	11	12	91.67%	27.64%	2917	3068	95.08%	-0.11	-1.07
Mar-01	9	10	90.00%	30.00%	2993	3142	95.26%	1.52	-0.08
Apr-01	7	7	100.00%	0.00%	2948	3069	96.06%	-0.54	-1.33
May-01	10	10	100.00%	0.00%	3210	3318	96.75%	-0.58	-1.35
Jun-01	9	9	100.00%	0.00%	4138	4319	95.81%	-0.63	-1.38



Mean Time to Restore (Hours:Minutes) (MR-6)– Dispatches Outside MSAs

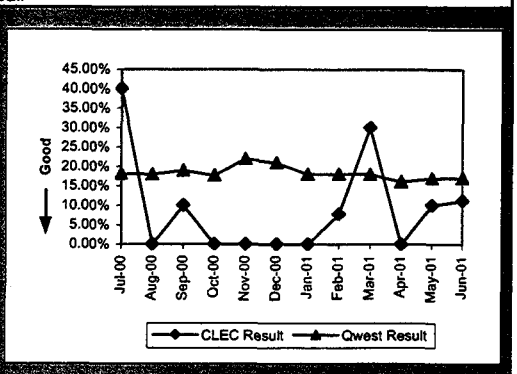
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	252:48	10	25:17	49:06	152328:31	4376	34:49	-0.67	-1.41
Aug-00	296:35	11	26:58	16:56	195538:26	6394	30:35	-0.38	-1.23
Sep-00	281:39	10	28:10	34:25	115871:25	4141	27:59	0.02	-0.99
Oct-00	311:21	13	23:57	22:01	182051:03	5166	35:14	-1.12	-1.68
Nov-00	696:46	12	58:04	75:02	214844:29	4732	45:24	0.74	-0.55
Dec-00	46:58	6	7:50	6:09	62434:18	3460	18:03	-1.34	-1.81
Jan-01	118:34	7	16:56	10:58	89016:49	3646	24:25	-0.79	-1.48
Feb-01	226:03	12	18:50	19:18	50015:42	3068	16:18	0.53	-0.67
Mar-01	130:36	10	13:04	22:18	54850:58	3142	17:27	-0.83	-1.51
Apr-01	79:15	7	11:19	10:05	45851:06	3069	14:56	-0.64	-1.39
May-01	113:45	10	11:22	8:05	49295:00	3318	14:51	-0.78	-1.47
Jun-01	99:34	9	11:04	9:09	73557:11	4319	17:02	-1.07	-1.65



Checklist #14 - Resale - Residence Repair

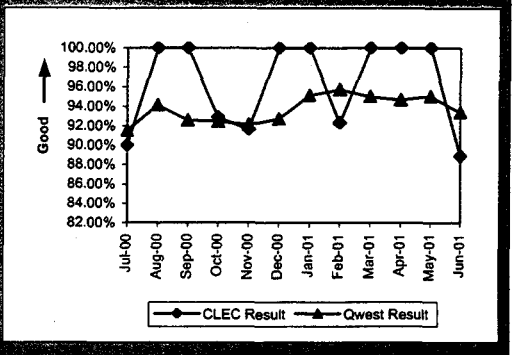
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	10	40.00%	48.99%	795	4376	18.17%	1.6	-0.03
Aug-00	0	11	0.00%	0.00%	1148	6394	17.95%	-1.55	-1.94
Sep-00	1	10	10.00%	30.00%	788	4141	19.03%	-0.73	-1.44
Oct-00	0	14	0.00%	0.00%	948	5354	17.71%	-1.73	-2.05
Nov-00	0	12	0.00%	0.00%	1087	4955	21.94%	-1.83	-2.12
Dec-00	0	6	0.00%	0.00%	743	3548	20.94%	-1.26	-1.77
Jan-01	0	7	0.00%	0.00%	673	3738	18.00%	-1.24	-1.75
Feb-01	1	13	7.69%	26.65%	570	3151	18.09%	-0.97	-1.59
Mar-01	3	10	30.00%	45.83%	582	3240	17.96%	0.95	-0.42
Apr-01	0	7	0.00%	0.00%	510	3158	16.15%	-1.16	-1.71
May-01	1	10	10.00%	30.00%	577	3400	16.97%	-0.59	-1.36
Jun-01	1	9	11.11%	31.43%	763	4464	17.09%	-0.48	-1.29



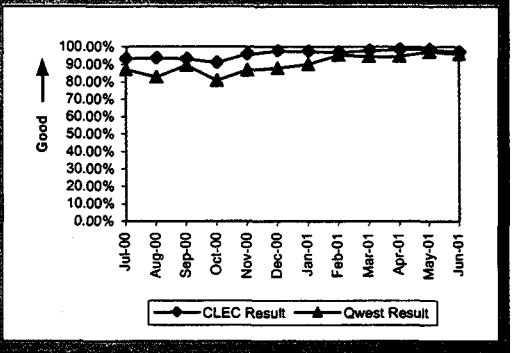
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	9	10	90.00%	30.00%	4006	4376	91.54%	0.22	-0.87
Aug-00	11	11	100.00%	0.00%	6020	6394	94.15%	-0.83	-1.5
Sep-00	10	10	100.00%	0.00%	3834	4141	92.59%	-0.89	-1.54
Oct-00	13	14	92.86%	25.75%	4950	5354	92.45%	-0.06	-1.03
Nov-00	11	12	91.67%	27.64%	4565	4955	92.13%	0.29	-0.82
Dec-00	6	6	100.00%	0.00%	3289	3548	92.70%	-0.69	-1.42
Jan-01	7	7	100.00%	0.00%	3556	3738	95.13%	-0.6	-1.36
Feb-01	12	13	92.31%	26.65%	3017	3151	95.75%	-0.15	-1.09
Mar-01	10	10	100.00%	0.00%	3079	3240	95.03%	-0.72	-1.44
Apr-01	7	7	100.00%	0.00%	2990	3158	94.68%	-0.63	-1.38
May-01	10	10	100.00%	0.00%	3232	3400	95.06%	-0.72	-1.44
Jun-01	8	9	88.89%	31.43%	4169	4464	93.39%	-0.1	-1.06



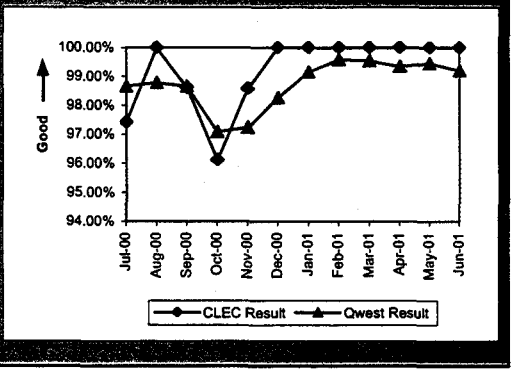
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	56	60	93.33%	24.94%	3419	3924	87.13%	-1.42	-1.87
Aug-00	88	94	93.62%	24.44%	4404	5316	82.84%	-2.75	-2.67
Sep-00	70	75	93.33%	24.94%	3352	3739	89.65%	-1.04	-1.63
Oct-00	92	101	91.09%	28.49%	4702	5804	81.01%	-2.56	-2.56
Nov-00	98	102	96.08%	19.41%	6049	6961	86.90%	-2.73	-2.66
Dec-00	86	88	97.73%	14.90%	5322	6054	87.91%	-2.8	-2.71
Jan-01	78	80	97.50%	15.61%	5608	6219	90.18%	-2.19	-2.33
Feb-01	63	65	96.92%	17.27%	4562	4776	95.52%	-0.54	-1.33
Mar-01	93	95	97.89%	14.36%	5920	6255	94.64%	-1.4	-1.85
Apr-01	69	70	98.57%	11.87%	5085	5368	94.73%	-1.43	-1.87
May-01	76	77	98.70%	11.32%	6431	6610	97.29%	-0.76	-1.46
Jun-01	69	71	97.18%	16.55%	6086	6335	96.07%	-0.48	-1.29



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

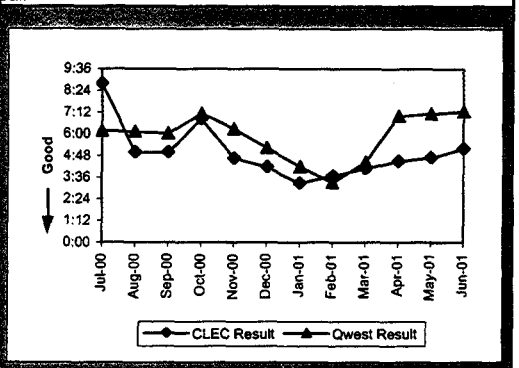
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	151	155	97.42%	15.86%	24091	24417	98.66%	1.38	-0.16
Aug-00	302	302	100.00%	0.00%	28652	29003	98.79%	-1.91	-2.16
Sep-00	214	217	98.62%	11.68%	23415	23734	98.66%	-0.03	-1.02
Oct-00	272	283	96.11%	19.33%	27173	27988	97.09%	0.9	-0.45
Nov-00	208	211	98.58%	11.84%	23722	24395	97.24%	-1.18	-1.72
Dec-00	190	190	100.00%	0.00%	20048	20402	98.26%	-1.82	-2.11
Jan-01	194	194	100.00%	0.00%	24036	24239	99.16%	-1.27	-1.78
Feb-01	170	170	100.00%	0.00%	20840	20927	99.58%	-0.84	-1.51
Mar-01	216	216	100.00%	0.00%	19145	19232	99.55%	-0.99	-1.6
Apr-01	111	111	100.00%	0.00%	10582	10652	99.34%	-0.85	-1.52
May-01	124	124	100.00%	0.00%	12429	12498	99.45%	-0.83	-1.5
Jun-01	121	121	100.00%	0.00%	12423	12523	99.20%	-0.98	-1.6



Checklist #14 - Resale - Residence Repair

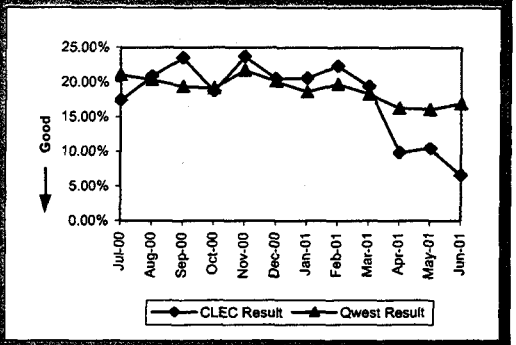
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1361:08	155	8:47	28:47	150718:03	24417	6:10	1.74	0.06
Aug-00	1505:40	302	4:59	7:42	177578:16	29003	6:07	-1.73	-2.05
Sep-00	1081:45	217	4:59	9:04	142753:45	23734	6:01	-1.12	-1.68
Oct-00	1930:27	283	6:49	14:48	198954:08	27988	7:07	-0.29	-1.18
Nov-00	979:48	211	4:39	11:16	152838:49	24395	6:16	-1.15	-1.7
Dec-00	796:19	190	4:11	7:08	106617:16	20402	5:14	-1.02	-1.62
Jan-01	638:31	194	3:17	6:34	101615:37	24239	4:12	-1.2	-1.73
Feb-01	625:21	170	3:41	6:31	69268:37	20927	3:19	0.57	-0.65
Mar-01	882:38	216	4:05	6:38	85542:17	19232	4:27	-0.55	-1.34
Apr-01	499:06	111	4:30	6:59	74318:57	10652	6:59	-2.4	-2.46
May-01	582:42	124	4:42	7:05	88955:08	12498	7:07	-2.51	-2.53
Jun-01	627:53	121	5:11	7:16	90700:45	12523	7:15	-2.14	-2.3



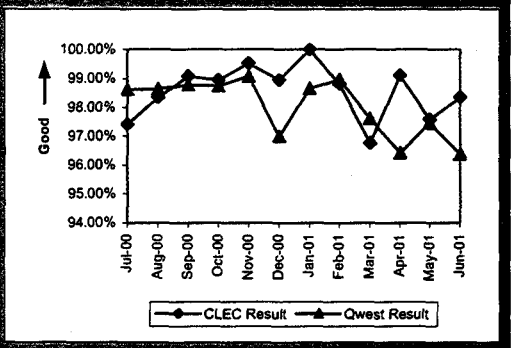
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	27	155	17.42%	37.93%	5159	24417	21.13%	-1.13	-1.69
Aug-00	63	302	20.86%	40.63%	5910	29003	20.38%	0.19	-0.88
Sep-00	51	217	23.50%	42.40%	4615	23734	19.44%	1.44	-0.13
Oct-00	53	283	18.73%	39.01%	5365	27989	19.17%	-0.19	-1.11
Nov-00	50	211	23.70%	42.52%	5314	24418	21.76%	0.67	-0.59
Dec-00	39	190	20.53%	40.39%	4117	20404	20.18%	0.13	-0.92
Jan-01	40	194	20.62%	40.46%	4519	24239	18.64%	0.68	-0.58
Feb-01	38	170	22.35%	41.66%	4140	20928	19.78%	0.82	-0.5
Mar-01	42	216	19.44%	39.58%	3530	19233	18.35%	0.4	-0.76
Apr-01	11	111	9.91%	29.88%	1740	10655	16.33%	-1.82	-2.11
May-01	13	124	10.48%	30.63%	2016	12498	16.13%	-1.7	-2.03
Jun-01	8	121	6.61%	24.85%	2119	12523	16.92%	-3.01	-2.83



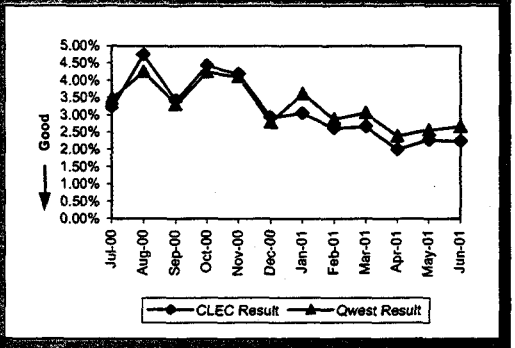
Repair Appointments Met (Percent) (MR-9)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	151	155	97.42%	15.86%	24079	24417	98.62%	1.23	-0.25
Aug-00	297	302	98.34%	12.76%	28612	29003	98.65%	0.46	-0.72
Sep-00	215	217	99.08%	9.56%	23447	23734	98.79%	-0.39	-1.23
Oct-00	280	283	98.94%	10.24%	27637	27989	98.74%	-0.3	-1.18
Nov-00	210	211	99.53%	6.87%	24193	24418	99.08%	-0.68	-1.41
Dec-00	188	190	98.95%	10.21%	19792	20404	97.00%	-1.57	-1.95
Jan-01	194	194	100.00%	0.00%	23914	24239	98.66%	-1.62	-1.98
Feb-01	168	170	98.82%	10.78%	20713	20928	98.97%	0.06	-0.96
Mar-01	209	216	96.76%	17.71%	18777	19233	97.63%	0.78	-0.53
Apr-01	110	111	99.10%	9.45%	10274	10655	96.42%	-1.51	-1.92
May-01	121	124	97.58%	15.37%	12180	12498	97.46%	-0.09	-1.05
Jun-01	119	121	98.35%	12.75%	12070	12523	96.38%	-1.15	-1.7



Trouble Rate (Percent) (MR-8)

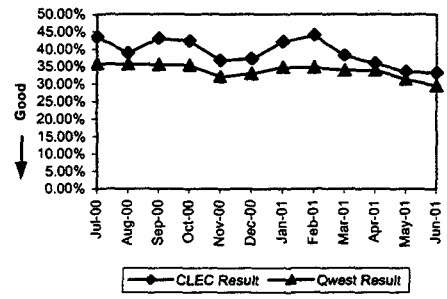
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	585	18154	3.22%	17.66%	69516	1998246	3.48%	-1.88	-2.14
Aug-00	917	19295	4.75%	21.28%	85241	2001235	4.26%	3.38	1.05
Sep-00	714	20877	3.42%	18.17%	66535	2007874	3.31%	0.85	-0.48
Oct-00	933	21028	4.44%	20.59%	85287	2011509	4.24%	1.41	-0.14
Nov-00	890	21258	4.19%	20.03%	82924	2018424	4.11%	0.57	-0.65
Dec-00	623	21223	2.94%	16.88%	56707	2027074	2.80%	1.21	-0.26
Jan-01	649	21263	3.05%	17.20%	73545	2035781	3.61%	-4.36	-3.65
Feb-01	549	21006	2.61%	15.95%	58910	2043681	2.88%	-2.32	-2.41
Mar-01	821	30808	2.66%	16.11%	62300	2029706	3.07%	-4.09	-3.48
Apr-01	592	29516	2.01%	14.02%	48428	2018968	2.40%	-4.38	-3.66
May-01	639	28066	2.28%	14.92%	51609	2013080	2.56%	-3.02	-2.84
Jun-01	687	30654	2.24%	14.80%	53410	2002005	2.67%	-4.6	-3.8



Checklist #14 - Resale - Residence Repair

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

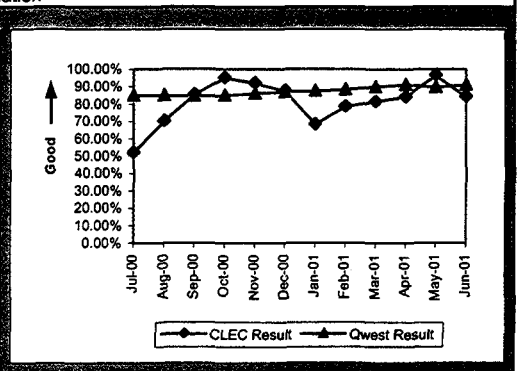
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	449	1034	43.42%	49.57%	38744	108260	35.79%	5.1	2.1
Aug-00	582	1499	38.83%	48.74%	47415	132656	35.74%	2.48	0.51
Sep-00	539	1253	43.02%	49.51%	36645	103180	35.52%	5.52	2.35
Oct-00	685	1618	42.34%	49.41%	46731	132018	35.40%	5.8	2.53
Nov-00	518	1408	36.79%	48.22%	39118	122042	32.05%	3.79	1.3
Dec-00	369	992	37.20%	48.33%	27893	84600	32.97%	2.82	0.71
Jan-01	471	1120	42.05%	49.36%	39170	112715	34.75%	5.11	2.1
Feb-01	430	979	43.92%	49.63%	31284	90194	34.69%	6.04	2.67
Mar-01	507	1328	38.18%	48.58%	31986	94286	33.92%	3.25	0.98
Apr-01	331	923	35.86%	47.96%	24934	73362	33.99%	1.19	-0.27
May-01	323	962	33.58%	47.23%	23630	75239	31.41%	1.44	-0.12
Jun-01	342	1029	33.24%	47.11%	22400	75810	29.55%	2.58	0.57



Checklist #14 - Resale - Business Installation

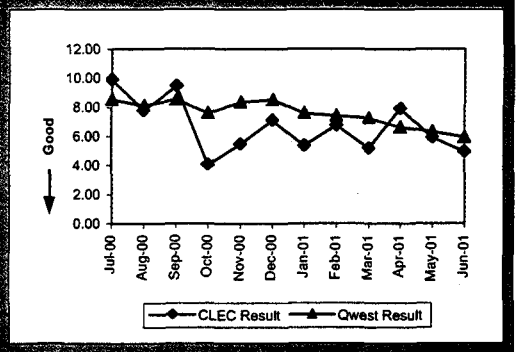
Installation Commitments Met (Percent) (OP-3)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	12	23	52.17%	49.95%	2926	3441	85.03%	8.13	3.94
Aug-00	26	37	70.27%	45.71%	3445	4055	84.96%	2.91	0.77
Sep-00	29	34	85.29%	35.42%	3093	3658	84.55%	-0.12	-1.07
Oct-00	39	41	95.12%	21.54%	3427	4030	85.04%	-1.8	-2.1
Nov-00	57	62	91.94%	27.23%	3095	3597	86.04%	-1.33	-1.81
Dec-00	71	81	87.65%	32.90%	3003	3457	86.87%	-0.21	-1.13
Jan-01	47	69	68.12%	46.60%	3434	3930	87.38%	3.72	1.26
Feb-01	51	65	78.46%	41.11%	3269	3704	88.26%	2.76	0.68
Mar-01	83	102	81.37%	38.93%	3646	4058	89.85%	3.17	0.93
Apr-01	48	57	84.21%	36.46%	3546	3885	91.27%	2.06	0.25
May-01	169	175	96.57%	18.20%	3314	3697	89.64%	-2.94	-2.79
Jun-01	96	114	84.21%	36.46%	3225	3542	91.05%	2.81	0.71



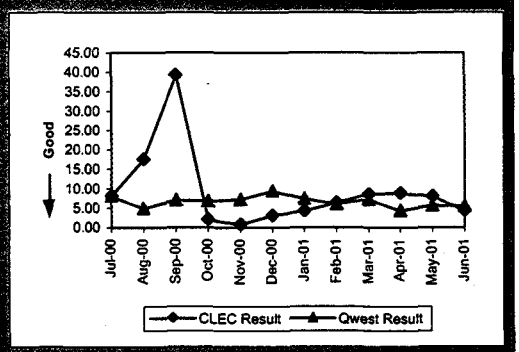
Installation Interval (Average Days) (OP-4)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	228	23	9.91	8.00	29300	3436	8.53	0.44	-0.73
Aug-00	288	37	7.78	6.91	32897	4053	8.12	-0.15	-1.09
Sep-00	322	34	9.47	17.43	31187	3657	8.53	0.37	-0.78
Oct-00	167	41	4.07	2.81	30630	4028	7.60	-2.05	-2.24
Nov-00	340	62	5.48	4.57	30104	3596	8.37	-1.62	-1.98
Dec-00	574	81	7.09	5.81	29452	3451	8.53	-0.87	-1.53
Jan-01	369	69	5.35	3.15	29789	3925	7.59	-1.44	-1.88
Feb-01	439	65	6.75	10.37	27420	3700	7.41	-0.45	-1.27
Mar-01	529	102	5.19	7.13	29444	4053	7.26	-1.74	-2.06
Apr-01	451	57	7.91	18.04	25793	3882	6.64	0.84	-0.49
May-01	1039	175	5.94	3.94	23396	3693	6.34	-0.49	-1.3
Jun-01	564	114	4.95	5.10	21084	3540	5.96	-1.02	-1.62



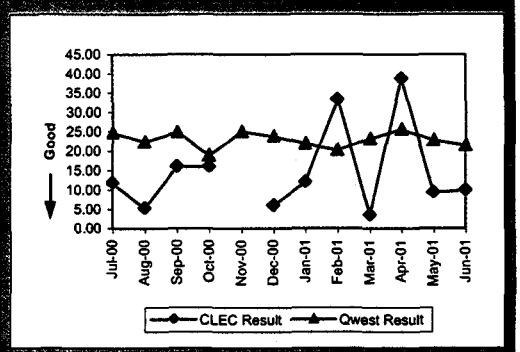
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	49	6	8.17	6.18	1423	176	8.09	0.01	-1
Aug-00	88	5	17.60	7.09	930	190	4.89	2.29	0.39
Sep-00	157	4	39.25	35.71	1400	198	7.07	3.52	1.14
Oct-00	2	1	2.00		1325	194	6.83	-0.38	-1.23
Nov-00	4	5	0.80	0.45	1198	166	7.22	-1.08	-1.66
Dec-00	28	9	3.11	2.37	1327	141	9.41	-0.63	-1.38
Jan-01	90	21	4.29	2.72	1202	162	7.42	-0.77	-1.47
Feb-01	69	11	6.27	6.42	777	130	5.98	0.09	-0.94
Mar-01	146	17	8.59	15.64	1045	145	7.21	0.28	-0.83
Apr-01	44	5	8.80	13.86	419	96	4.36	1.14	-0.31
May-01	24	3	8.00	10.44	898	159	5.65	0.42	-0.74
Jun-01	48	11	4.36	5.33	789	143	5.52	-0.36	-1.22



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Within MSAs

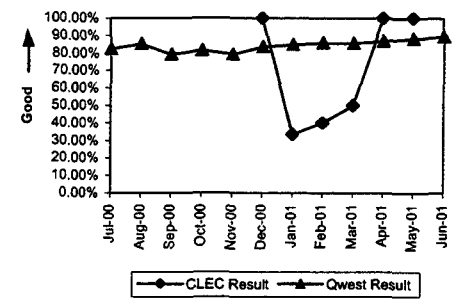
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	59	5	11.80	4.66	8377	339	24.71	-0.96	-1.58
Aug-00	32	6	5.33	2.25	9387	420	22.35	-1.52	-1.92
Sep-00	16	1	16.00		9127	367	24.87	-0.27	-1.16
Oct-00	16	1	16.00		7723	409	18.88	-0.14	-1.09
Nov-00					8406	336	25.02		
Dec-00	6	1	6.00		7464	313	23.85	-0.67	-1.41
Jan-01	12	1	12.00		7305	334	21.87	-0.34	-1.21
Feb-01	100	3	33.33	27.74	6186	305	20.28	0.88	-0.47
Mar-01	7	2	3.50	3.54	6168	267	23.10	-1	-1.61
Apr-01	155	4	38.75	60.46	6234	243	25.65	0.99	-0.4
May-01	28	3	9.33	7.51	5110	224	22.81	-0.99	-1.6
Jun-01	69	7	9.86	8.53	3742	174	21.51	-1.11	-1.68



Checklist #14 - Resale - Business Installation

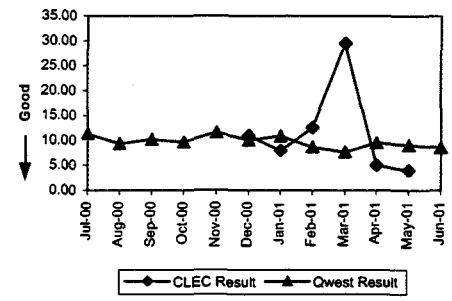
Installation Commitments Met (Percent) (OP-3)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					305	370	82.43%		
Aug-00					325	381	85.30%		
Sep-00					283	357	79.27%		
Oct-00					287	352	81.53%		
Nov-00					280	353	79.32%		
Dec-00	4	4	100.00%	0.00%	259	310	83.55%	-0.88	-1.54
Jan-01	1	3	33.33%	47.14%	302	356	84.83%	3.72	1.26
Feb-01	2	5	40.00%	48.99%	304	354	85.88%	8.01	3.87
Mar-01	1	2	50.00%	50.00%	305	356	85.67%	8.08	3.91
Apr-01	1	1	100.00%	0.00%	355	409	86.80%	-0.39	-1.24
May-01	2	2	100.00%	0.00%	311	352	88.35%	-0.51	-1.31
Jun-01					346	387	89.41%		



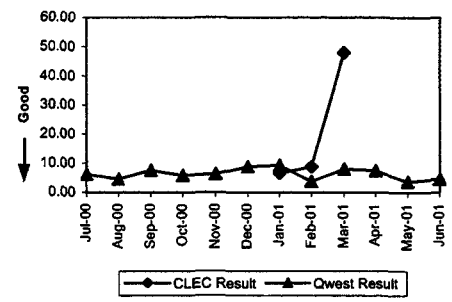
Installation Interval (Average Days) (OP-4)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4223	370	11.41		
Aug-00					3584	381	9.41		
Sep-00					3663	357	10.26		
Oct-00					3412	352	9.69		
Nov-00					4097	353	11.61		
Dec-00	44	4	11.00	9.27	3129	310	10.09	0.13	-0.92
Jan-01	24	3	8.00	3.00	3908	356	10.98	-0.31	-1.19
Feb-01	63	5	12.60	7.92	3089	354	8.73	0.71	-0.57
Mar-01	59	2	29.50	34.65	2750	356	7.72	2.58	0.57
Apr-01	5	1	5.00		3923	409	9.59	-0.3	-1.18
May-01	8	2	4.00	1.41	3198	352	9.09	-0.43	-1.26
Jun-01					3324	387	8.59		



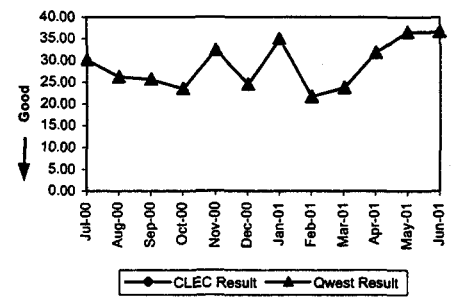
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					112	18	6.22		
Aug-00					78	17	4.59		
Sep-00					226	30	7.53		
Oct-00					117	20	5.85		
Nov-00					174	28	6.21		
Dec-00					150	17	8.82		
Jan-01	13	2	6.50	2.12	131	14	9.36	-0.28	-1.17
Feb-01	26	3	8.67	8.96	45	12	3.75	2.01	0.22
Mar-01	48	1	48.00		159	20	7.95	2.22	0.35
Apr-01					105	14	7.50		
May-01					29	8	3.62		
Jun-01					68	15	4.53		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Outside MSAs

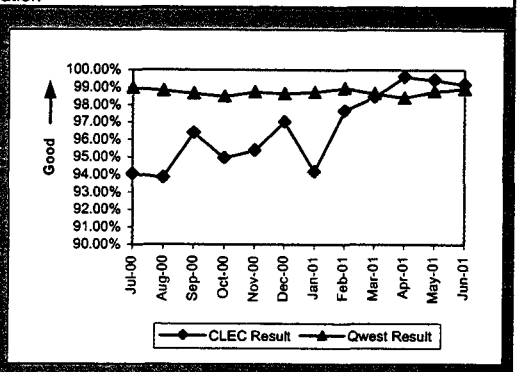
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1418	47	30.17		
Aug-00					1023	39	26.23		
Sep-00					1129	44	25.66		
Oct-00					1060	45	23.56		
Nov-00					1455	45	32.33		
Dec-00					835	34	24.56		
Jan-01					1402	40	35.05		
Feb-01					822	38	21.63		
Mar-01					735	31	23.71		
Apr-01					1272	40	31.80		
May-01					1205	33	36.52		
Jun-01					954	26	36.69		



Checklist #14 - Resale - Business Installation

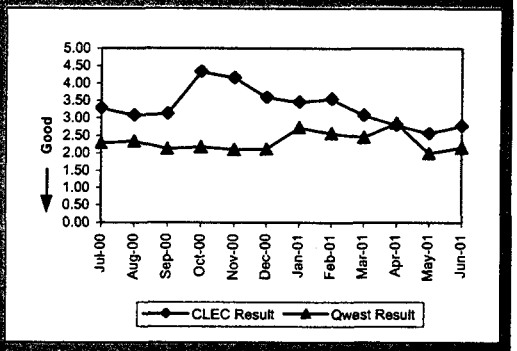
Installation Commitments Met (Percent) (OP-3)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	189	201	94.03%	23.69%	6147	6211	98.97%	3.72	1.26
Aug-00	426	454	93.83%	24.06%	7394	7482	98.82%	3.72	1.26
Sep-00	266	276	96.38%	18.69%	6708	6800	98.65%	4.42	1.69
Oct-00	282	297	94.95%	21.90%	7126	7236	98.48%	7.72	3.69
Nov-00	351	368	95.38%	20.99%	7084	7174	98.75%	3.72	1.26
Dec-00	487	502	97.01%	17.03%	6448	6537	98.64%	3.03	0.84
Jan-01	468	497	94.17%	23.44%	4884	4947	98.73%	8.21	3.99
Feb-01	457	468	97.65%	15.15%	4718	4768	98.95%	2.97	0.81
Mar-01	704	715	98.46%	12.31%	4855	4921	98.66%	0.43	-0.74
Apr-01	503	505	99.60%	6.28%	4970	5050	98.42%	-2.04	-2.24
May-01	519	522	99.43%	7.56%	6235	6313	98.76%	-1.31	-1.8
Jun-01	479	483	99.17%	9.06%	6586	6657	98.93%	-0.49	-1.3



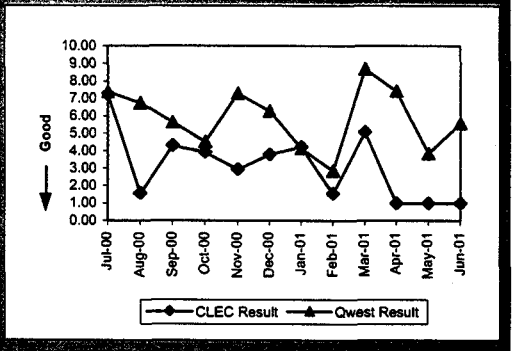
Installation Interval (Average Days) (OP-4)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	661	201	3.29	3.15	14209	6211	2.29	1.76	0.07
Aug-00	1398	454	3.08	2.18	17494	7482	2.34	2.58	0.57
Sep-00	862	276	3.12	2.26	14451	6800	2.13	2.88	0.75
Oct-00	1287	297	4.33	3.32	15758	7236	2.18	3.72	1.26
Nov-00	1529	368	4.15	5.03	15089	7173	2.10	3.72	1.26
Dec-00	1804	502	3.59	3.33	13831	6535	2.12	3.72	1.26
Jan-01	1720	497	3.46	2.81	13516	4945	2.73	3.72	1.26
Feb-01	1662	468	3.55	3.61	12264	4768	2.57	1.37	-0.17
Mar-01	2199	715	3.08	2.93	12100	4921	2.46	3.73	1.27
Apr-01	1416	505	2.80	2.40	14453	5048	2.86	-0.26	-1.16
May-01	1196	468	2.56	1.06	11173	5595	2.00	3.72	1.26
Jun-01	1151	414	2.78	1.04	12344	5703	2.16	3.72	1.26



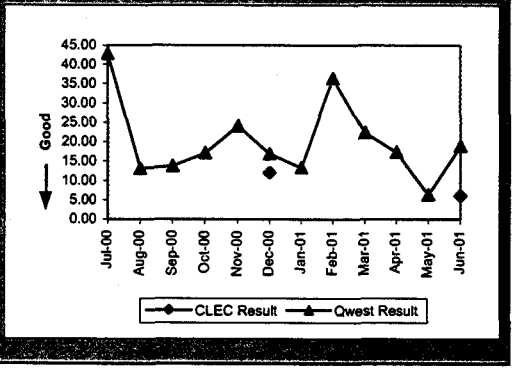
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	87	12	7.25	7.53	369	50	7.38	-0.02	-1.01
Aug-00	44	28	1.57	0.84	472	70	6.74	-1.49	-1.9
Sep-00	43	10	4.30	4.45	429	76	5.64	-0.35	-1.21
Oct-00	59	15	3.93	2.84	344	76	4.53	-0.22	-1.13
Nov-00	50	17	2.94	4.15	394	54	7.30	-1.17	-1.71
Dec-00	53	14	3.79	1.81	390	62	6.29	-0.81	-1.49
Jan-01	123	29	4.24	3.98	191	46	4.15	0.06	-0.96
Feb-01	17	11	1.55	1.13	92	32	2.88	-1.4	-1.85
Mar-01	56	11	5.09	4.18	374	43	8.70	-0.62	-1.38
Apr-01	2	2	1.00	0.00	461	62	7.44	-0.43	-1.26
May-01	3	3	1.00	0.00	212	55	3.85	-0.97	-1.59
Jun-01	3	3	1.00	0.00	324	58	5.59	-1.15	-1.7



Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches

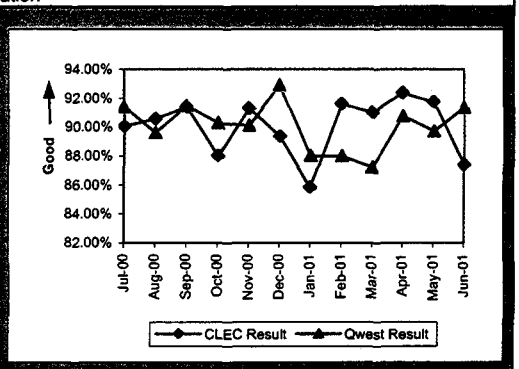
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					599	14	42.79		
Aug-00					235	18	13.06		
Sep-00					221	16	13.81		
Oct-00					583	34	17.15		
Nov-00					868	36	24.11		
Dec-00	12	1	12.00		457	27	16.93	-0.27	-1.16
Jan-01					227	17	13.35		
Feb-01					655	18	36.39		
Mar-01					515	23	22.39		
Apr-01					313	18	17.39		
May-01					145	23	6.30		
Jun-01	6	1	6.00		246	13	18.92	-0.43	-1.26



Checklist #14 - Resale - Business Installation

New Service Installation without Trouble Reports (Percent) (OP-5)

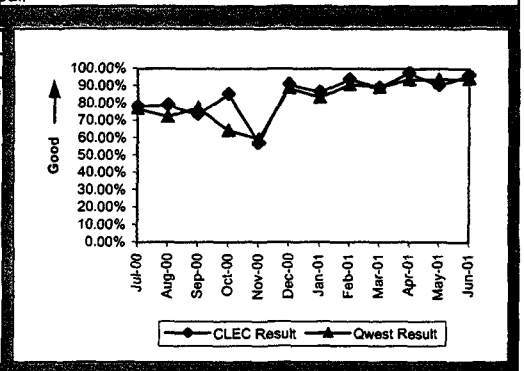
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	181	201	90.05%	29.93%	10292	11259	91.41%	0.68	-0.61
Aug-00	327	361	90.58%	29.21%	10336	11535	89.61%	-0.6	-1.36
Sep-00	371	406	91.38%	28.07%	10945	11966	91.47%	0.06	-0.99
Oct-00	294	334	88.02%	32.47%	10707	11856	90.31%	1.39	-0.19
Nov-00	367	402	91.29%	28.19%	10814	12000	90.12%	-0.78	-1.47
Dec-00	479	536	89.37%	30.83%	10473	11272	92.91%	3.13	0.9
Jan-01	534	622	85.85%	34.85%	9053	10284	88.03%	1.62	-0.01
Feb-01	546	596	91.61%	27.72%	8382	9525	88.00%	-2.63	-2.6
Mar-01	648	712	91.01%	28.60%	8376	9603	87.22%	-2.92	-2.78
Apr-01	665	720	92.36%	26.56%	8944	9854	90.77%	-1.43	-1.87
May-01	600	654	91.74%	27.52%	9270	10334	89.70%	-1.66	-2.01
Jun-01	589	674	87.39%	33.20%	10065	11017	91.36%	3.56	1.16



Checklist #14 - Resale - Business Repair

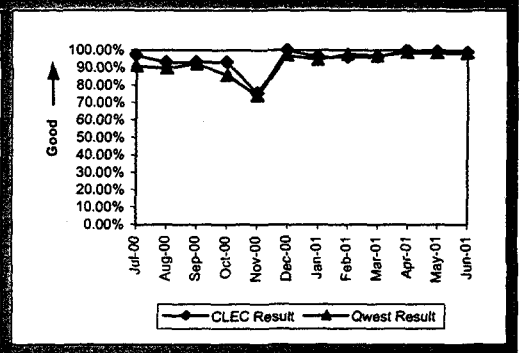
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	25	32	78.13%	41.34%	2818	3657	77.06%	-0.14	-1.09
Aug-00	34	43	79.07%	40.68%	3414	4723	72.28%	-0.99	-1.6
Sep-00	28	38	73.68%	44.03%	2827	3645	77.56%	0.52	-0.68
Oct-00	29	34	85.29%	35.42%	2920	4526	64.52%	-2.52	-2.53
Nov-00	36	63	57.14%	49.49%	2755	4631	59.49%	0.37	-0.78
Dec-00	40	44	90.91%	28.75%	2498	2810	88.90%	-0.42	-1.26
Jan-01	83	96	86.46%	34.22%	3616	4336	83.39%	-0.8	-1.49
Feb-01	76	81	93.83%	24.07%	2845	3128	90.95%	-0.89	-1.54
Mar-01	91	102	89.22%	31.02%	3242	3629	89.34%	0.01	-0.99
Apr-01	82	84	97.62%	15.25%	2932	3123	93.88%	-1.41	-1.86
May-01	104	115	90.43%	29.41%	3140	3336	94.12%	1.73	0.05
Jun-01	131	136	96.32%	18.82%	2844	3019	94.20%	-1.04	-1.63



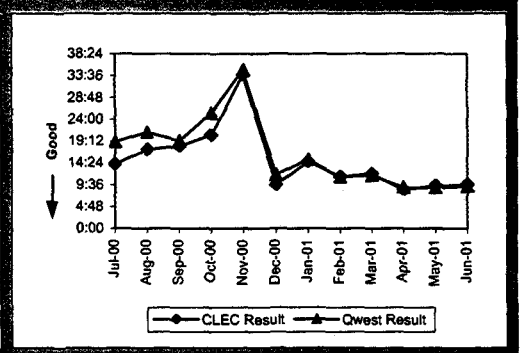
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	36	37	97.30%	16.22%	4272	4696	90.97%	-1.34	-1.81
Aug-00	54	58	93.10%	25.34%	5430	6050	89.75%	-0.84	-1.51
Sep-00	42	45	93.33%	24.94%	4293	4659	92.14%	-0.3	-1.18
Oct-00	41	44	93.18%	25.21%	4936	5752	85.81%	-1.4	-1.85
Nov-00	52	69	75.36%	43.09%	4255	5750	74.00%	-0.26	-1.16
Dec-00	55	55	100.00%	0.00%	3429	3525	97.28%	-1.23	-1.75
Jan-01	108	112	96.43%	18.56%	5168	5462	94.62%	-0.84	-1.51
Feb-01	100	104	96.15%	19.23%	3873	3961	97.78%	1.21	-0.27
Mar-01	132	137	96.35%	18.75%	4428	4567	96.96%	0.37	-0.78
Apr-01	114	114	100.00%	0.00%	3907	3958	98.71%	-1.2	-1.73
May-01	153	154	99.35%	8.03%	4184	4240	98.68%	-0.72	-1.44
Jun-01	169	171	98.83%	10.75%	3831	3893	98.41%	-0.43	-1.26



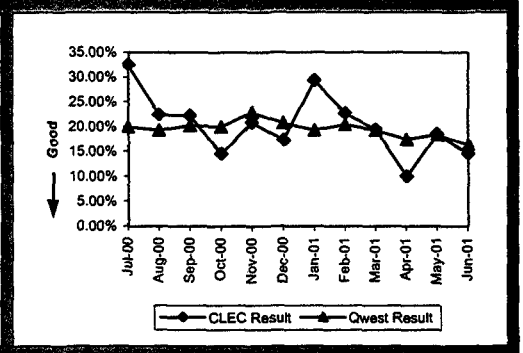
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	522:15	37	14:07	16:52	89363:33	4696	19:02	-1.28	-1.78
Aug-00	1007:17	58	17:22	20:27	128006:14	6050	21:09	-1.15	-1.7
Sep-00	814:35	45	18:06	18:41	89746:42	4659	19:16	-0.31	-1.19
Oct-00	904:16	44	20:33	22:12	146037:35	5752	25:23	-1.12	-1.68
Nov-00	2326:48	69	33:43	34:40	200573:47	5750	34:53	-0.21	-1.13
Dec-00	525:28	55	9:33	8:40	41779:24	3525	11:51	-1.1	-1.67
Jan-01	1641:49	112	14:40	17:13	82746:01	5462	15:09	-0.28	-1.17
Feb-01	1178:50	104	11:20	14:31	44616:49	3961	11:16	0.04	-0.98
Mar-01	1642:18	137	11:59	12:51	53486:48	4567	11:43	0.22	-0.87
Apr-01	967:39	114	8:29	7:45	35692:51	3958	9:01	-0.49	-1.3
May-01	1448:53	154	9:24	10:45	37689:14	4240	8:53	0.52	-0.69
Jun-01	1647:41	171	9:38	12:13	36172:04	3893	9:17	0.35	-0.79



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

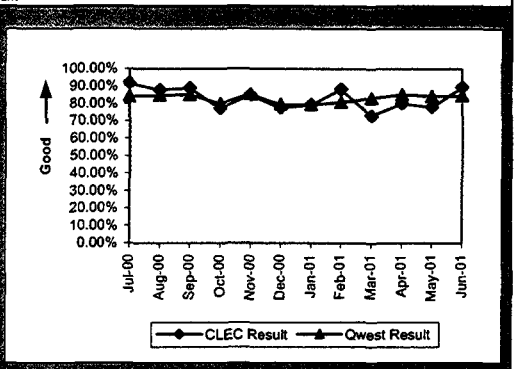
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	12	37	32.43%	46.81%	937	4696	19.95%	1.79	0.09
Aug-00	13	58	22.41%	41.70%	1166	6050	19.27%	0.62	-0.62
Sep-00	10	45	22.22%	41.57%	941	4659	20.20%	0.37	-0.78
Oct-00	7	48	14.58%	35.29%	1200	6007	19.98%	-0.93	-1.57
Nov-00	15	72	20.83%	40.61%	1372	5998	22.87%	-0.41	-1.25
Dec-00	10	58	17.24%	37.77%	757	3645	20.77%	-0.66	-1.4
Jan-01	34	116	29.31%	45.52%	1093	5674	19.26%	2.57	0.56
Feb-01	25	110	22.73%	41.91%	838	4101	20.43%	0.59	-0.64
Mar-01	28	144	19.44%	39.58%	909	4719	19.26%	0.06	-0.96
Apr-01	12	120	10.00%	30.00%	710	4085	17.38%	-2.1	-2.28
May-01	30	162	18.52%	38.84%	803	4382	18.33%	0.07	-0.96
Jun-01	26	178	14.61%	35.32%	668	4069	16.42%	-0.64	-1.39



Checklist #14 - Resale - Business Repair

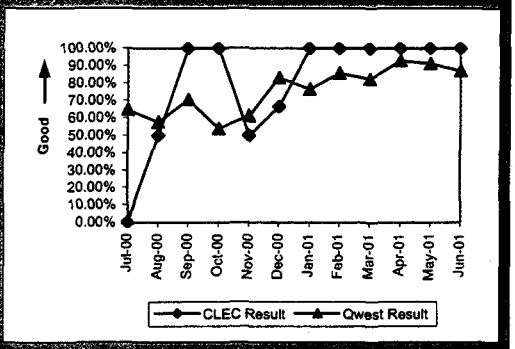
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	34	37	91.89%	27.30%	3958	4696	84.28%	-1.27	-1.77
Aug-00	51	58	87.93%	32.58%	5129	6050	84.78%	-0.67	-1.4
Sep-00	40	45	88.89%	31.43%	3976	4659	85.34%	-0.67	-1.41
Oct-00	37	48	77.08%	42.03%	4801	6007	79.92%	0.45	-0.73
Nov-00	61	72	84.72%	35.98%	5123	5998	85.41%	0.12	-0.93
Dec-00	45	58	77.59%	41.70%	2900	3645	79.56%	0.34	-0.79
Jan-01	92	116	79.31%	40.51%	4503	5674	79.36%	-0.01	-1
Feb-01	97	110	88.18%	32.28%	3308	4101	80.66%	-1.97	-2.2
Mar-01	105	144	72.92%	44.44%	3916	4719	82.98%	3.37	1.05
Apr-01	96	120	80.00%	40.00%	3481	4085	85.21%	1.63	-0.01
May-01	126	162	77.78%	41.57%	3689	4382	84.19%	2.28	0.38
Jun-01	159	178	89.33%	30.88%	3439	4069	84.52%	-1.74	-2.06



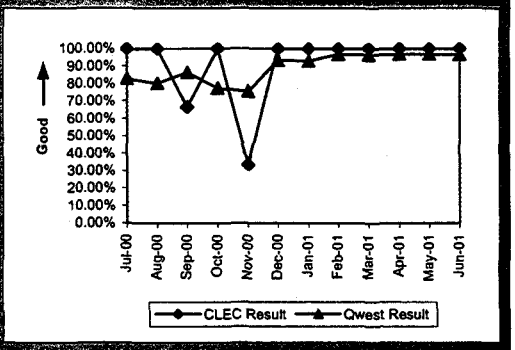
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	299	461	64.86%	8.08	3.91
Aug-00	1	2	50.00%	50.00%	365	631	57.84%	0.43	-0.74
Sep-00	2	2	100.00%	0.00%	274	388	70.62%	-0.91	-1.55
Oct-00	1	1	100.00%	0.00%	247	458	53.93%	-0.92	-1.56
Nov-00	1	2	50.00%	50.00%	284	464	61.21%	0.32	-0.8
Dec-00	2	3	66.67%	47.14%	342	411	83.21%	0.49	-0.7
Jan-01	1	1	100.00%	0.00%	289	377	76.66%	-0.55	-1.34
Feb-01	2	2	100.00%	0.00%	267	311	85.85%	-0.57	-1.35
Mar-01	3	3	100.00%	0.00%	270	328	82.32%	-0.8	-1.49
Apr-01	1	1	100.00%	0.00%	263	283	92.93%	-0.28	-1.17
May-01	2	2	100.00%	0.00%	330	361	91.41%	-0.43	-1.26
Jun-01	2	2	100.00%	0.00%	379	435	87.13%	-0.54	-1.33



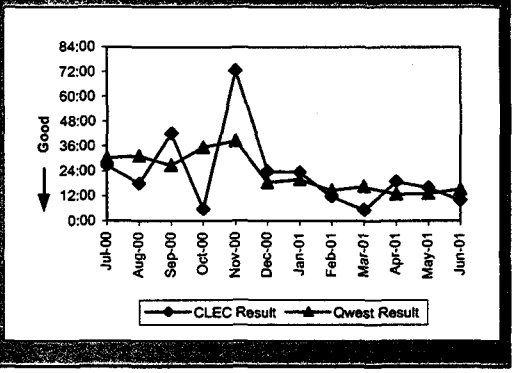
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	478	575	83.13%	-0.45	-1.27
Aug-00	2	2	100.00%	0.00%	631	786	80.28%	-0.7	-1.43
Sep-00	2	3	66.67%	47.14%	439	507	86.59%	4.15	1.52
Oct-00	1	1	100.00%	0.00%	453	585	77.44%	-0.54	-1.33
Nov-00	1	3	33.33%	47.14%	438	580	75.52%	8.04	3.89
Dec-00	3	3	100.00%	0.00%	477	511	93.35%	-0.46	-1.28
Jan-01	1	1	100.00%	0.00%	447	481	92.93%	-0.28	-1.17
Feb-01	2	2	100.00%	0.00%	382	395	96.71%	-0.26	-1.16
Mar-01	3	3	100.00%	0.00%	403	418	96.41%	-0.33	-1.2
Apr-01	1	1	100.00%	0.00%	345	357	96.64%	-0.19	-1.11
May-01	3	3	100.00%	0.00%	494	510	96.86%	-0.31	-1.19
Jun-01	3	3	100.00%	0.00%	550	570	96.49%	-0.33	-1.2



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

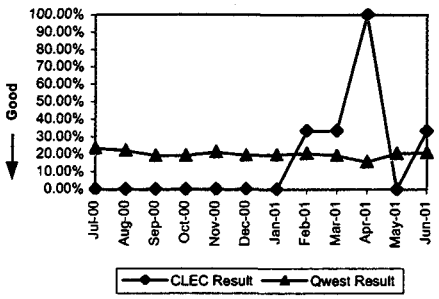
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	26:45	1	26:45		17346:37	575	30:10	-0.09	-1.05
Aug-00	36:10	2	18:05	17:49	24638:58	786	31:21	-0.61	-1.37
Sep-00	127:02	3	42:21	53:39	13659:34	507	26:57	0.76	-0.54
Oct-00	5:38	1	5:38		20722:17	585	35:25	-0.72	-1.44
Nov-00	217:26	3	72:29	57:06	22387:37	580	38:36	1.15	-0.3
Dec-00	71:54	3	23:58	3:08	9441:26	511	18:29	0.45	-0.73
Jan-01	23:28	1	23:28		9610:46	481	19:59	0.18	-0.89
Feb-01	23:37	2	11:49	9:42	5876:57	395	14:53	-0.31	-1.19
Mar-01	16:19	3	5:26	2:13	6966:33	418	16:40	-0.84	-1.51
Apr-01	19:00	1	19:00		4636:03	357	12:59	0.39	-0.76
May-01	47:59	3	16:00	11:51	6721:36	510	13:11	0.34	-0.79
Jun-01	30:14	3	10:05	7:19	8679:24	570	15:14	-0.55	-1.34



Checklist #14 - Resale - Business Repair

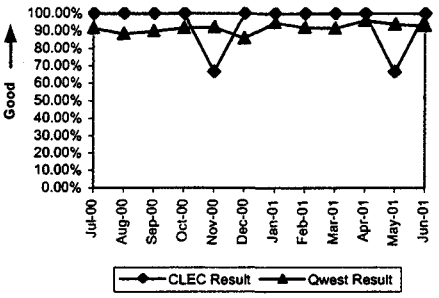
Repair Repeat Report Rate (Percent) (MR-7)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	135	575	23.48%	-0.55	-1.34
Aug-00	0	2	0.00%	0.00%	174	786	22.14%	-0.75	-1.46
Sep-00	0	3	0.00%	0.00%	97	507	19.13%	-0.84	-1.51
Oct-00	0	1	0.00%	0.00%	115	600	19.17%	-0.49	-1.3
Nov-00	0	3	0.00%	0.00%	128	601	21.30%	-0.9	-1.55
Dec-00	0	3	0.00%	0.00%	103	530	19.43%	-0.85	-1.52
Jan-01	0	2	0.00%	0.00%	98	497	19.72%	-0.7	-1.43
Feb-01	1	3	33.33%	47.14%	83	404	20.54%	0.5	-0.7
Mar-01	1	3	33.33%	47.14%	83	429	19.35%	0.55	-0.67
Apr-01	1	1	100.00%	0.00%	57	362	15.75%	1.42	-0.14
May-01	0	3	0.00%	0.00%	108	525	20.57%	-0.88	-1.53
Jun-01	1	3	33.33%	47.14%	123	582	21.13%	0.48	-0.71



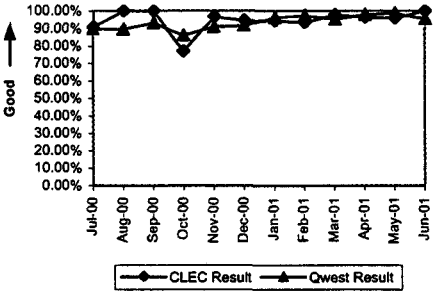
Repair Appointments Met (Percent) (MR-9)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	527	575	91.65%	-0.3	-1.18
Aug-00	2	2	100.00%	0.00%	695	786	88.42%	-0.51	-1.31
Sep-00	3	3	100.00%	0.00%	456	507	89.94%	-0.58	-1.35
Oct-00	1	1	100.00%	0.00%	550	600	91.67%	-0.3	-1.18
Nov-00	2	3	66.67%	47.14%	554	601	92.18%	3.72	1.26
Dec-00	3	3	100.00%	0.00%	455	530	85.85%	-0.7	-1.43
Jan-01	2	2	100.00%	0.00%	471	497	94.77%	-0.33	-1.2
Feb-01	3	3	100.00%	0.00%	372	404	92.08%	-0.51	-1.31
Mar-01	3	3	100.00%	0.00%	393	429	91.61%	-0.52	-1.32
Apr-01	1	1	100.00%	0.00%	348	362	96.13%	-0.2	-1.12
May-01	2	3	66.67%	47.14%	493	525	93.90%	8.21	3.99
Jun-01	3	3	100.00%	0.00%	542	582	93.13%	-0.47	-1.29



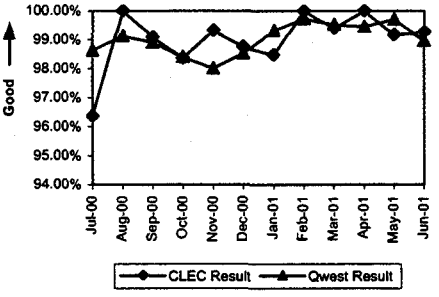
Out of Service Cleared within 24 hours (Percent) (MR-3)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10	11	90.91%	28.75%	588	653	90.05%	-0.09	-1.06
Aug-00	11	11	100.00%	0.00%	763	851	89.66%	-1.12	-1.68
Sep-00	23	23	100.00%	0.00%	721	773	93.27%	-1.27	-1.77
Oct-00	20	26	76.92%	42.13%	633	735	86.12%	1.35	-0.18
Nov-00	29	30	96.67%	17.95%	974	1070	91.03%	-1.07	-1.65
Dec-00	36	38	94.74%	22.33%	797	868	91.82%	-0.64	-1.39
Jan-01	34	36	94.44%	22.91%	1543	1602	96.32%	0.63	-0.62
Feb-01	29	31	93.55%	24.57%	882	904	97.57%	2.88	0.75
Mar-01	46	47	97.87%	14.43%	1092	1144	95.45%	-0.78	-1.47
Apr-01	28	29	96.55%	18.25%	938	957	98.01%	-0.02	-1.01
May-01	24	25	96.00%	19.60%	1191	1206	98.76%	4.05	1.46
Jun-01	35	35	100.00%	0.00%	1006	1051	95.72%	-1.23	-1.75



All Troubles Cleared within 48 hours (Percent) (MR-4)– No Dispatches

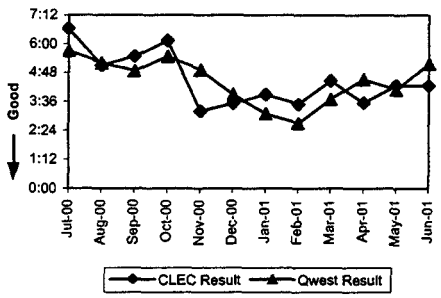
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	53	55	96.36%	18.72%	3468	3516	98.63%	3.86	1.35
Aug-00	82	82	100.00%	0.00%	4380	4418	99.14%	-0.84	-1.51
Sep-00	108	109	99.08%	9.53%	3890	3933	98.91%	-0.17	-1.11
Oct-00	120	122	98.36%	12.70%	3933	3997	98.40%	-0.03	-1.02
Nov-00	147	148	99.32%	8.19%	3303	3370	98.01%	-1.12	-1.68
Dec-00	160	162	98.77%	11.04%	2800	2842	98.52%	-0.25	-1.15
Jan-01	193	196	98.47%	12.28%	4242	4271	99.32%	1.68	0.02
Feb-01	122	122	100.00%	0.00%	3267	3276	99.73%	-0.57	-1.35
Mar-01	165	166	99.40%	7.74%	3118	3133	99.52%	0.11	-0.93
Apr-01	111	111	100.00%	0.00%	1971	1982	99.45%	-0.77	-1.47
May-01	119	120	99.17%	9.09%	2363	2370	99.70%	2.14	0.3
Jun-01	135	136	99.26%	8.54%	2226	2249	98.98%	-0.32	-1.2



Checklist #14 - Resale - Business Repair

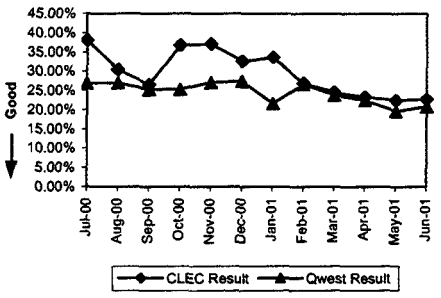
Mean Time to Restore (Hours:Minutes) (MR-6)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	364:47	55	6:38	13:16	20117:17	3516	5:43	0.39	-0.77
Aug-00	418:13	82	5:06	7:11	22942:56	4418	5:12	-0.08	-1.05
Sep-00	597:19	109	5:29	11:25	19235:01	3933	4:53	0.57	-0.65
Oct-00	749:06	122	6:08	14:32	21925:08	3997	5:29	0.52	-0.68
Nov-00	474:48	148	3:12	10:08	16550:18	3370	4:55	-1.18	-1.72
Dec-00	568:53	162	3:31	11:17	11028:16	2842	3:53	-0.41	-1.25
Jan-01	761:18	196	3:53	18:20	13246:01	4271	3:06	1.26	-0.23
Feb-01	424:08	122	3:29	6:40	8865:06	3276	2:42	1.21	-0.26
Mar-01	740:53	166	4:28	18:54	11596:14	3133	3:42	0.94	-0.43
Apr-01	393:30	111	3:33	5:33	8998:33	1982	4:32	-1.08	-1.66
May-01	511:49	120	4:16	10:38	9690:14	2370	4:05	0.23	-0.86
Jun-01	580:55	136	4:16	8:46	11614:54	2249	5:10	-0.44	-1.27



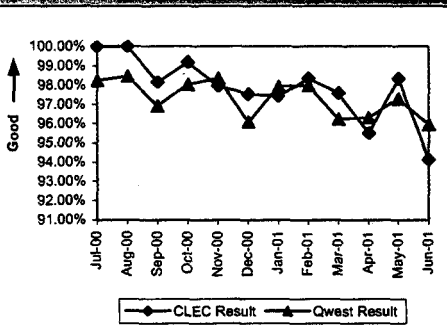
Repair Repeat Report Rate (Percent) (MR-7)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	21	55	38.18%	48.58%	951	3516	27.05%	1.79	0.09
Aug-00	25	82	30.49%	46.04%	1196	4418	27.07%	0.7	-0.57
Sep-00	29	109	26.61%	44.19%	996	3933	25.32%	0.31	-0.81
Oct-00	45	122	36.89%	48.25%	1015	3997	25.39%	2.74	0.67
Nov-00	55	148	37.16%	48.32%	918	3372	27.22%	2.58	0.57
Dec-00	53	162	32.72%	46.92%	781	2842	27.48%	1.44	-0.13
Jan-01	66	196	33.67%	47.26%	927	4271	21.70%	3.73	1.27
Feb-01	33	122	27.05%	44.42%	875	3276	26.71%	0.1	-0.94
Mar-01	41	166	24.70%	43.13%	749	3133	23.91%	0.23	-0.86
Apr-01	26	111	23.42%	42.35%	448	1982	22.60%	0.22	-0.86
May-01	27	120	22.50%	41.76%	466	2370	19.66%	0.77	-0.53
Jun-01	31	136	22.79%	41.95%	470	2249	20.90%	0.53	-0.68



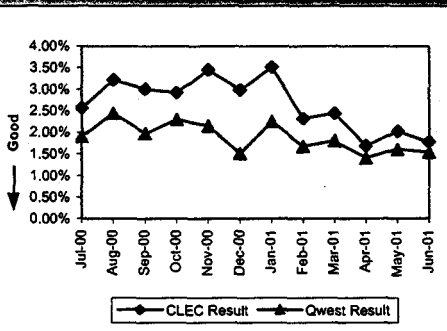
Repair Appointments Met (Percent) (MR-9)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	55	55	100.00%	0.00%	3455	3516	98.27%	-0.98	-1.59
Aug-00	82	82	100.00%	0.00%	4351	4418	98.48%	-1.11	-1.68
Sep-00	107	109	98.17%	13.42%	3813	3933	96.95%	-0.73	-1.44
Oct-00	121	122	99.18%	9.02%	3919	3997	98.05%	-0.89	-1.54
Nov-00	145	148	97.97%	14.09%	3317	3372	98.37%	0.27	-0.84
Dec-00	158	162	97.53%	15.52%	2731	2842	96.09%	-0.92	-1.56
Jan-01	191	196	97.45%	15.77%	4183	4271	97.94%	0.36	-0.78
Feb-01	120	122	98.36%	12.70%	3211	3276	98.02%	-0.27	-1.16
Mar-01	162	166	97.59%	15.33%	3015	3133	96.23%	-0.89	-1.54
Apr-01	106	111	95.50%	20.74%	1909	1982	96.32%	0.4	-0.76
May-01	118	120	98.33%	12.80%	2306	2370	97.30%	-0.68	-1.41
Jun-01	128	136	94.12%	23.53%	2158	2249	95.95%	1.06	-0.36



Trouble Rate (Percent) (MR-8)

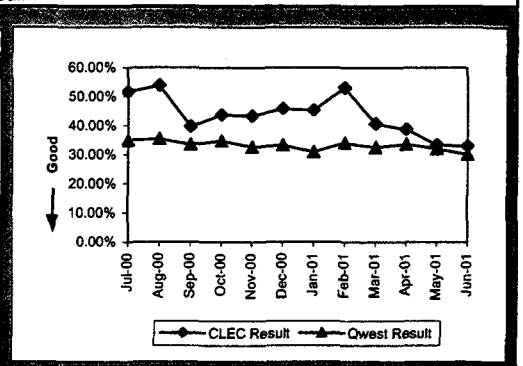
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	93	3628	2.56%	15.80%	8787	460320	1.91%	2.87	0.74
Aug-00	142	4410	3.22%	17.65%	11254	460630	2.44%	3.33	1.02
Sep-00	157	5228	3.00%	17.07%	9099	460257	1.98%	5.3	2.22
Oct-00	171	5861	2.92%	16.83%	10604	460920	2.30%	3.13	0.9
Nov-00	223	6459	3.45%	18.26%	9971	462590	2.16%	7.13	3.33
Dec-00	223	7470	2.99%	17.02%	7017	463053	1.52%	10.32	5.27
Jan-01	314	8945	3.51%	18.40%	10442	462558	2.26%	7.9	3.8
Feb-01	235	10122	2.32%	15.06%	7781	462546	1.68%	4.95	2.01
Mar-01	313	12826	2.44%	15.43%	8281	459078	1.80%	5.34	2.25
Apr-01	232	13757	1.69%	12.88%	6429	455382	1.41%	2.69	0.64
May-01	285	14049	2.03%	14.10%	7277	451402	1.61%	3.86	1.35
Jun-01	317	17810	1.78%	13.22%	6900	447127	1.54%	2.51	0.53



Checklist #14 - Resale - Business Repair

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

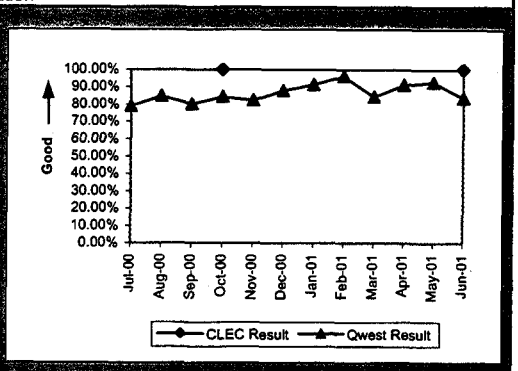
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	99	192	51.56%	49.98%	4713	13500	34.91%	4.58	1.79
Aug-00	165	307	53.75%	49.86%	6187	17441	35.47%	6.22	2.78
Sep-00	103	260	39.62%	48.91%	4592	13691	33.54%	1.96	0.19
Oct-00	133	304	43.75%	49.61%	5654	16258	34.78%	3.08	0.87
Nov-00	170	393	43.26%	49.54%	4849	14820	32.72%	4.11	1.5
Dec-00	188	411	45.74%	49.82%	3505	10522	33.31%	4.92	1.99
Jan-01	260	574	45.30%	49.78%	4676	15118	30.93%	7.31	3.44
Feb-01	265	500	53.00%	49.91%	4026	11807	34.10%	7.96	3.84
Mar-01	215	528	40.72%	49.13%	4000	12281	32.57%	3.91	1.38
Apr-01	147	379	38.79%	48.73%	3278	9707	33.77%	1.94	0.18
May-01	143	428	33.41%	47.17%	3440	10717	32.10%	0.57	-0.66
Jun-01	156	473	32.98%	47.01%	2990	9890	30.23%	1.21	-0.27



Checklist #14 - Resale - Centrex Installation

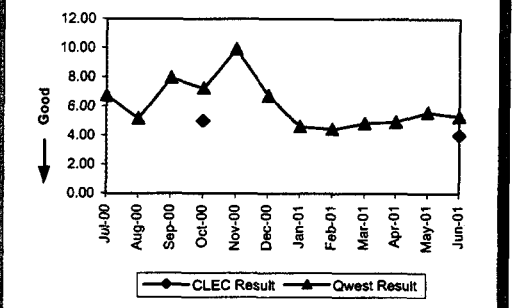
Installation Commitments Met (Percent) (OP-3)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					82	104	78.85%		
Aug-00					67	79	84.81%		
Sep-00					73	91	80.22%		
Oct-00	1	1	100.00%	0.00%	71	84	84.52%	-0.43	-1.26
Nov-00					47	57	82.46%		
Dec-00					44	50	88.00%		
Jan-01					54	59	91.53%		
Feb-01					52	54	96.30%		
Mar-01					60	71	84.51%		
Apr-01					63	69	91.30%		
May-01					39	42	92.86%		
Jun-01	1	1	100.00%	0.00%	26	31	83.87%	-0.43	-1.26



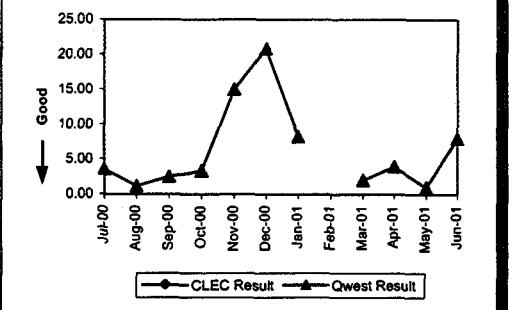
Installation Interval (Average Days) (OP-4)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					702	104	6.75		
Aug-00					409	79	5.18		
Sep-00					726	91	7.98		
Oct-00	5	1	5.00		609	84	7.25	-0.18	-1.11
Nov-00					546	55	9.93		
Dec-00					330	49	6.73		
Jan-01					273	59	4.63		
Feb-01					240	54	4.44		
Mar-01					344	71	4.85		
Apr-01					343	69	4.97		
May-01					235	42	5.60		
Jun-01	4	1	4.00		165	31	5.32	-0.22	-1.13



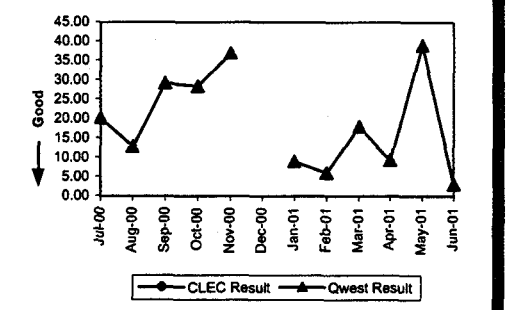
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					43	12	3.58		
Aug-00					7	6	1.17		
Sep-00					20	8	2.50		
Oct-00					20	6	3.33		
Nov-00					75	5	15.00		
Dec-00					125	6	20.83		
Jan-01					33	4	8.25		
Feb-01									
Mar-01					18	9	2.00		
Apr-01					12	3	4.00		
May-01					1	1	1.00		
Jun-01					32	4	8.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Within MSAs

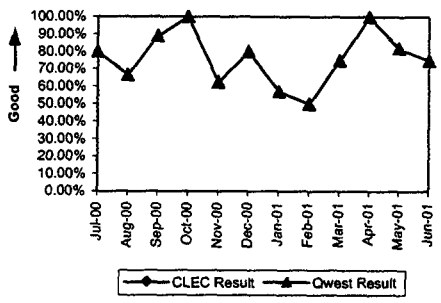
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					202	10	20.20		
Aug-00					77	6	12.83		
Sep-00					293	10	29.30		
Oct-00					199	7	28.43		
Nov-00					185	5	37.00		
Dec-00									
Jan-01					9	1	9.00		
Feb-01					12	2	6.00		
Mar-01					36	2	18.00		
Apr-01					28	3	9.33		
May-01					78	2	39.00		
Jun-01					3	1	3.00		



Checklist #14 - Resale - Centrex Installation

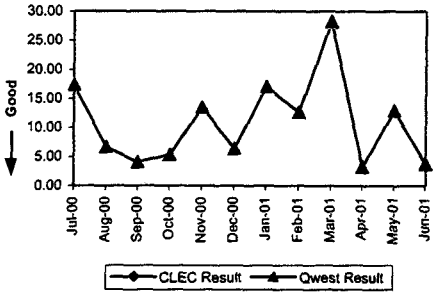
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8	10	80.00%		
Aug-00					4	6	66.67%		
Sep-00					8	9	88.89%		
Oct-00					9	9	100.00%	N/A	
Nov-00					5	8	62.50%		
Dec-00					4	5	80.00%		
Jan-01					8	14	57.14%		
Feb-01					3	6	50.00%		
Mar-01					3	4	75.00%		
Apr-01					4	4	100.00%	N/A	
May-01					9	11	81.82%		
Jun-01					3	4	75.00%		



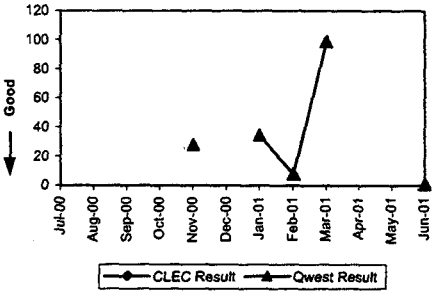
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					174	10	17.40		
Aug-00					40	6	6.67		
Sep-00					37	9	4.11		
Oct-00					48	9	5.33		
Nov-00					108	8	13.50		
Dec-00					32	5	6.40		
Jan-01					239	14	17.07		
Feb-01					76	6	12.67		
Mar-01					113	4	28.25		
Apr-01					13	4	3.25		
May-01					143	11	13.00		
Jun-01					15	4	3.75		



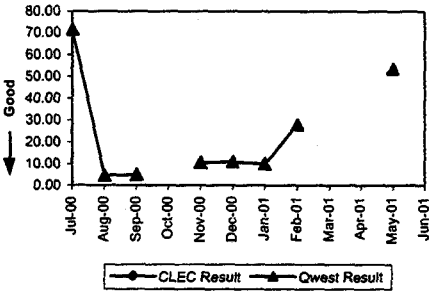
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00					28	1	28.00		
Dec-00									
Jan-01					139	4	34.75		
Feb-01					16	2	8.00		
Mar-01					99	1	99.00		
Apr-01									
May-01									
Jun-01					1	1	1.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Outside MSAs

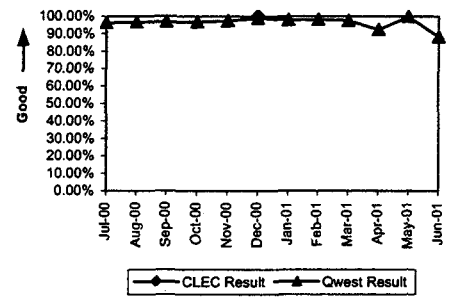
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					143	2	71.50		
Aug-00					9	2	4.50		
Sep-00					5	1	5.00		
Oct-00									
Nov-00					21	2	10.50		
Dec-00					11	1	11.00		
Jan-01					20	2	10.00		
Feb-01					28	1	28.00		
Mar-01									
Apr-01									
May-01					107	2	53.50		
Jun-01									



Checklist #14 - Resale - Centrex Installation

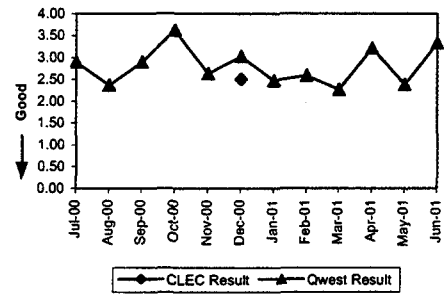
Installation Commitments Met (Percent) (OP-3)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					156	162	96.30%		
Aug-00					175	181	96.69%		
Sep-00					161	166	96.99%		
Oct-00					93	96	96.88%		
Nov-00					125	128	97.66%		
Dec-00	2	2	100.00%	0.00%	90	91	98.90%	-0.15	-1.09
Jan-01					54	55	98.18%		
Feb-01					58	59	98.31%		
Mar-01					45	46	97.83%		
Apr-01					49	53	92.45%		
May-01					35	35	100.00%	N/A	
Jun-01					38	43	88.37%		



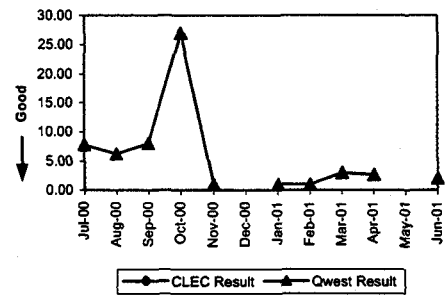
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					467	161	2.90		
Aug-00					429	181	2.37		
Sep-00					482	166	2.90		
Oct-00					348	96	3.62		
Nov-00					337	128	2.63		
Dec-00	5	2	2.50	0.71	276	91	3.03	-0.21	-1.13
Jan-01					136	55	2.47		
Feb-01					153	59	2.59		
Mar-01					104	46	2.26		
Apr-01					170	53	3.21		
May-01					81	34	2.38		
Jun-01					143	43	3.33		



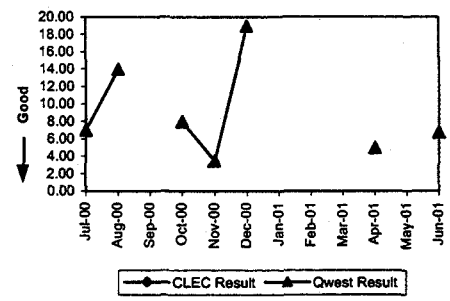
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					39	5	7.80		
Aug-00					25	4	6.25		
Sep-00					40	5	8.00		
Oct-00					54	2	27.00		
Nov-00					1	1	1.00		
Dec-00									
Jan-01					1	1	1.00		
Feb-01					1	1	1.00		
Mar-01					3	1	3.00		
Apr-01					8	3	2.67		
May-01									
Jun-01					2	1	2.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- No Dispatches

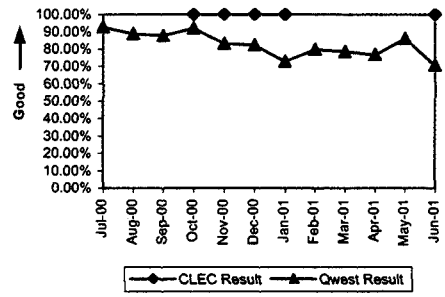
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					7	1	7.00		
Aug-00					28	2	14.00		
Sep-00									
Oct-00					8	1	8.00		
Nov-00					7	2	3.50		
Dec-00					19	1	19.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01					5	1	5.00		
May-01									
Jun-01					27	4	6.75		



Checklist #14 - Resale - Centrex Installation

New Service Installation without Trouble Reports (Percent) (OP-5)

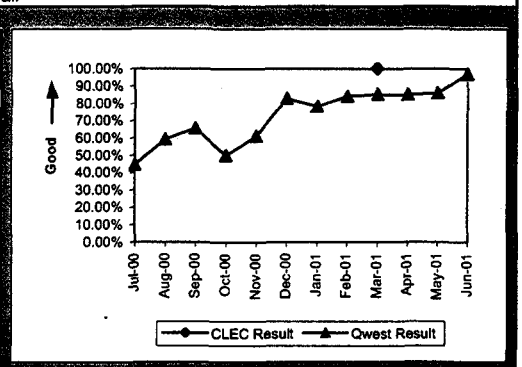
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					401	432	92.82%		
Aug-00					260	292	89.04%		
Sep-00					250	285	87.72%		
Oct-00	1	1	100.00%	0.00%	223	242	92.15%	-0.29	-1.18
Nov-00	1	1	100.00%	0.00%	170	204	83.33%	-0.45	-1.27
Dec-00	1	1	100.00%	0.00%	149	181	82.32%	-0.46	-1.28
Jan-01	1	1	100.00%	0.00%	107	147	72.79%	-0.61	-1.37
Feb-01					110	138	79.71%		
Mar-01					106	135	78.52%		
Apr-01					103	134	76.87%		
May-01					100	116	86.21%		
Jun-01	1	1	100.00%	0.00%	65	92	70.65%	-0.64	-1.39



Checklist #14 - Resale - Centrex Repair

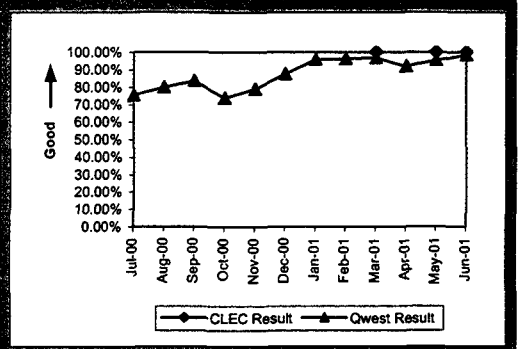
Out of Service Cleared within 24 hours (Percent) (MR-3)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					62	139	44.60%		
Aug-00					119	201	59.20%		
Sep-00					109	166	65.66%		
Oct-00					86	172	50.00%		
Nov-00					99	162	61.11%		
Dec-00					58	70	82.86%		
Jan-01					90	115	78.26%		
Feb-01					80	95	84.21%		
Mar-01	1	1	100.00%	0.00%	105	123	85.37%	-0.41	-1.25
Apr-01					86	101	85.15%		
May-01					93	108	86.11%		
Jun-01					98	101	97.03%		



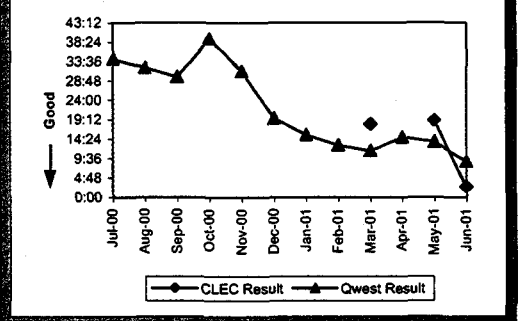
All Troubles Cleared within 48 hours (Percent) (MR-4)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					138	183	75.41%		
Aug-00					214	268	79.85%		
Sep-00					171	204	83.82%		
Oct-00					153	207	73.91%		
Nov-00					151	191	79.06%		
Dec-00					93	106	87.74%		
Jan-01					136	142	95.77%		
Feb-01					132	137	96.35%		
Mar-01	1	1	100.00%	0.00%	160	165	96.97%	-0.18	-1.11
Apr-01					114	124	91.94%		
May-01	1	1	100.00%	0.00%	125	131	95.42%	-0.22	-1.13
Jun-01	1	1	100.00%	0.00%	123	125	98.40%	-0.13	-1.08



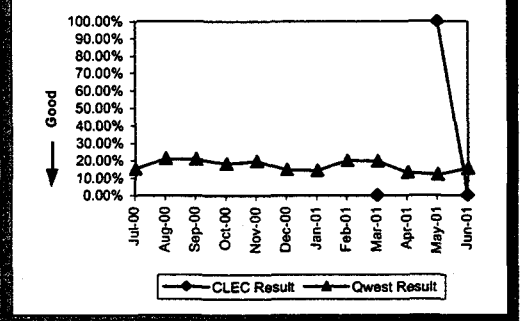
Mean Time to Restore (Hours:Minutes) (MR-6)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					6274:15	183	34:17		
Aug-00					8620:51	268	32:10		
Sep-00					6085:58	204	29:50		
Oct-00					8141:31	207	39:20		
Nov-00					5961:42	191	31:13		
Dec-00					2076:06	106	19:35		
Jan-01					2192:53	142	15:27		
Feb-01					1767:09	137	12:54		
Mar-01	18:05	1	18:05		1902:08	165	11:32	0.49	-0.7
Apr-01					1830:10	124	14:46		
May-01	18:53	1	18:53		1792:28	131	13:41	0.3	-0.82
Jun-01	2:34	1	2:34		1098:06	125	8:47	-0.51	-1.31



Repair Repeat Report Rate (Percent) (MR-7)– Dispatches Within MSAs

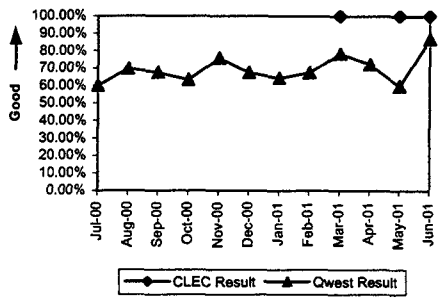
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					28	183	15.30%		
Aug-00					57	268	21.27%		
Sep-00					43	204	21.08%		
Oct-00					39	213	18.31%		
Nov-00					39	198	19.70%		
Dec-00					16	108	14.81%		
Jan-01					21	146	14.38%		
Feb-01					28	139	20.14%		
Mar-01	0	2	0.00%	0.00%	33	167	19.76%	-0.7	-1.42
Apr-01					17	130	13.08%		
May-01	1	1	100.00%	0.00%	16	132	12.12%	1.55	-0.06
Jun-01	0	1	0.00%	0.00%	20	129	15.50%	-0.43	-1.26



Checklist #14 - Resale - Centrex Repair

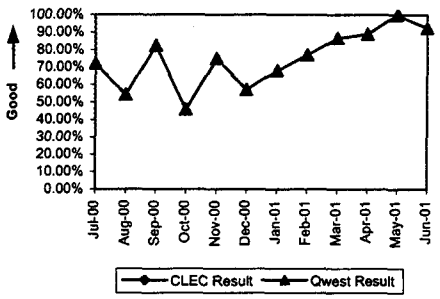
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					110	183	60.11%		
Aug-00					187	268	69.78%		
Sep-00					138	204	67.65%		
Oct-00					135	213	63.38%		
Nov-00					150	198	75.76%		
Dec-00					73	108	67.59%		
Jan-01					94	146	64.38%		
Feb-01					94	139	67.63%		
Mar-01	2	2	100.00%	0.00%	131	167	78.44%	-0.74	-1.45
Apr-01					94	130	72.31%		
May-01	1	1	100.00%	0.00%	79	132	59.85%	-0.82	-1.5
Jun-01	1	1	100.00%	0.00%	112	129	86.82%	-0.39	-1.24



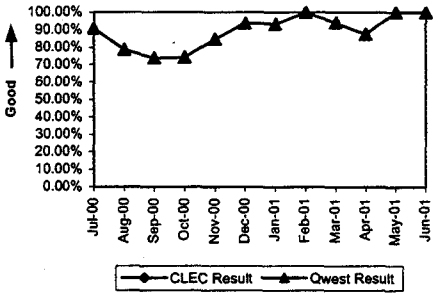
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					13	18	72.22%		
Aug-00					13	24	54.17%		
Sep-00					14	17	82.35%		
Oct-00					16	35	45.71%		
Nov-00					9	12	75.00%		
Dec-00					8	14	57.14%		
Jan-01					17	25	68.00%		
Feb-01					10	13	76.92%		
Mar-01					13	15	86.67%		
Apr-01					8	9	88.89%		
May-01					7	7	100.00%	N/A	
Jun-01					12	13	92.31%		



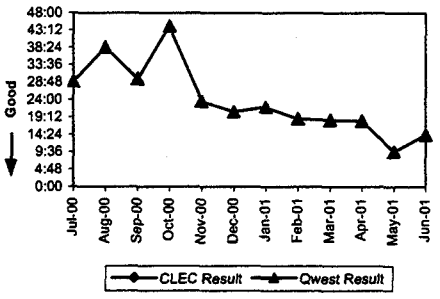
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					20	22	90.91%		
Aug-00					22	28	78.57%		
Sep-00					17	23	73.91%		
Oct-00					26	35	74.29%		
Nov-00					11	13	84.62%		
Dec-00					15	16	93.75%		
Jan-01					28	30	93.33%		
Feb-01					15	15	100.00%	N/A	
Mar-01					16	17	94.12%		
Apr-01					14	16	87.50%		
May-01					10	10	100.00%	N/A	
Jun-01					16	16	100.00%	N/A	



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

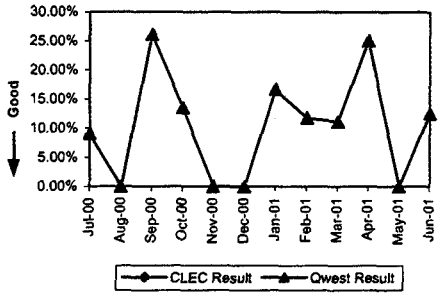
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					638:58	22	29:03		
Aug-00					1077:13	28	38:28		
Sep-00					684:01	23	29:44		
Oct-00					1550:05	35	44:17		
Nov-00					305:21	13	23:29		
Dec-00					331:01	16	20:41		
Jan-01					658:21	30	21:57		
Feb-01					281:41	15	18:47		
Mar-01					313:02	17	18:25		
Apr-01					291:08	16	18:12		
May-01					98:20	10	9:50		
Jun-01					230:25	16	14:24		



Checklist #14 - Resale - Centrex Repair

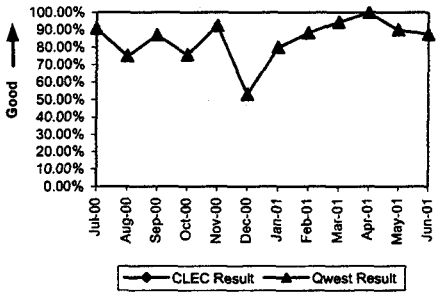
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2	22	9.09%		
Aug-00					0	28	0.00%	N/A	
Sep-00					6	23	26.09%		
Oct-00					5	37	13.51%		
Nov-00					0	13	0.00%	N/A	
Dec-00					0	17	0.00%	N/A	
Jan-01					5	30	16.67%		
Feb-01					2	17	11.76%		
Mar-01					2	18	11.11%		
Apr-01					4	16	25.00%		
May-01					0	10	0.00%	N/A	
Jun-01					2	16	12.50%		



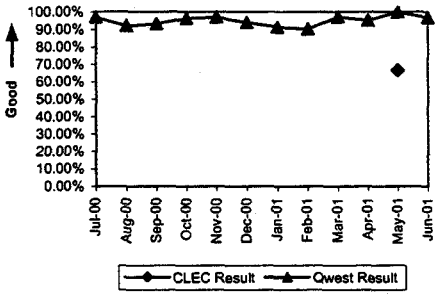
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					20	22	90.91%		
Aug-00					21	28	75.00%		
Sep-00					20	23	86.96%		
Oct-00					28	37	75.68%		
Nov-00					12	13	92.31%		
Dec-00					9	17	52.94%		
Jan-01					24	30	80.00%		
Feb-01					15	17	88.24%		
Mar-01					17	18	94.44%		
Apr-01					16	16	100.00%	N/A	
May-01					9	10	90.00%		
Jun-01					14	16	87.50%		



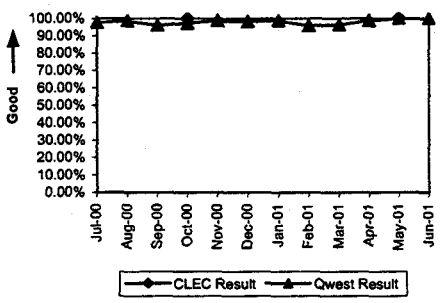
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					33	34	97.06%		
Aug-00					35	38	92.11%		
Sep-00					28	30	93.33%		
Oct-00					27	28	96.43%		
Nov-00					33	34	97.06%		
Dec-00					16	17	94.12%		
Jan-01					42	46	91.30%		
Feb-01					37	41	90.24%		
Mar-01					36	37	97.30%		
Apr-01					41	43	95.35%		
May-01	2	3	66.67%	47.14%	45	45	100.00%	N/A	3.89
Jun-01					29	30	96.67%		



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

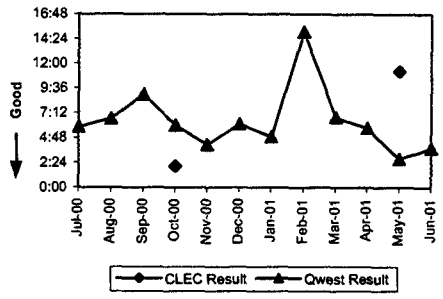
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					131	134	97.76%		
Aug-00					150	152	98.68%		
Sep-00					122	127	96.06%		
Oct-00	1	1	100.00%	0.00%	109	112	97.32%	-0.17	-1.1
Nov-00					82	83	98.80%		
Dec-00					55	56	98.21%		
Jan-01					83	84	98.81%		
Feb-01					94	98	95.92%		
Mar-01					78	81	96.30%		
Apr-01					86	87	98.85%		
May-01	4	4	100.00%	0.00%	92	92	100.00%	N/A	N/A
Jun-01					70	70	100.00%	N/A	



Checklist #14 - Resale - Centrex Repair

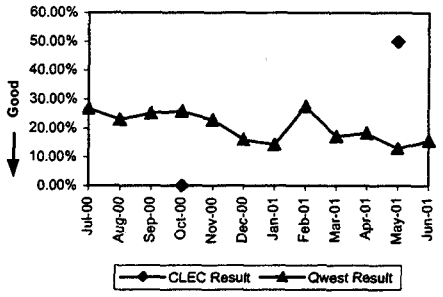
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					788:28	134	5:53		
Aug-00					1012:05	152	6:40		
Sep-00					1144:45	127	9:01		
Oct-00	2:03	1	2:03		674:05	112	6:01	-0.3	-1.18
Nov-00					341:08	83	4:07		
Dec-00					343:09	56	6:08		
Jan-01					412:39	84	4:55		
Feb-01					1477:40	98	15:05		
Mar-01					549:37	81	6:47		
Apr-01					501:55	87	5:46		
May-01	44:58	4	11:15	11:16	254:09	92	2:46	3.63	1.21
Jun-01					266:38	70	3:49		



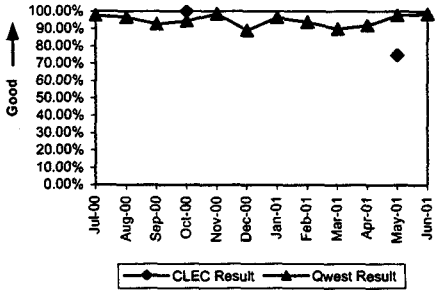
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					36	134	26.87%		
Aug-00					35	152	23.03%		
Sep-00					32	127	25.20%		
Oct-00	0	1	0.00%	0.00%	29	112	25.89%	-0.59	-1.36
Nov-00					19	83	22.89%		
Dec-00					9	56	16.07%		
Jan-01					12	84	14.29%		
Feb-01					27	98	27.55%		
Mar-01					14	81	17.28%		
Apr-01					16	87	18.39%		
May-01	2	4	50.00%	50.00%	12	92	13.04%	1.66	0.01
Jun-01					11	70	15.71%		



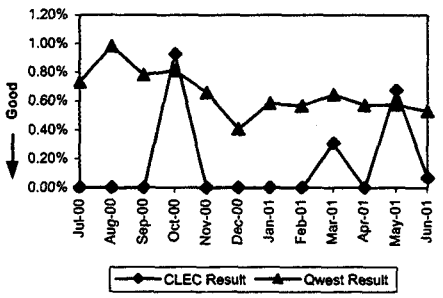
Repair Appointments Met (Percent) (MR-9)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					131	134	97.76%		
Aug-00					147	152	96.71%		
Sep-00					118	127	92.91%		
Oct-00	1	1	100.00%	0.00%	106	112	94.64%	-0.24	-1.14
Nov-00					82	83	98.80%		
Dec-00					50	56	89.29%		
Jan-01					81	84	96.43%		
Feb-01					92	98	93.88%		
Mar-01					73	81	90.12%		
Apr-01					80	87	91.95%		
May-01	3	4	75.00%	43.30%	90	92	97.83%	7.39	3.49
Jun-01					69	70	98.57%		



Trouble Rate (Percent) (MR-8)

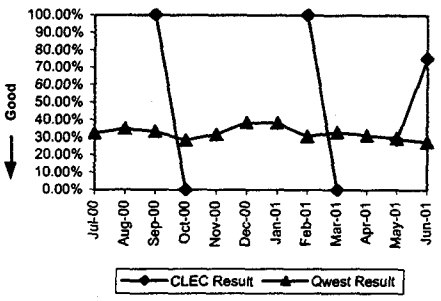
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	110	0.00%	0.00%	339	46275	0.73%	-0.9	-1.55
Aug-00	0	111	0.00%	0.00%	448	45682	0.98%	-1.05	-1.64
Sep-00	0	108	0.00%	0.00%	354	45200	0.78%	-0.92	-1.56
Oct-00	1	108	0.93%	9.58%	362	44543	0.81%	0.13	-0.82
Nov-00	0	119	0.00%	0.00%	294	44465	0.66%	-0.89	-1.54
Dec-00	0	121	0.00%	0.00%	181	44344	0.41%	-0.7	-1.43
Jan-01	0	121	0.00%	0.00%	260	44467	0.58%	-0.84	-1.51
Feb-01	0	121	0.00%	0.00%	254	44710	0.57%	-0.83	-1.5
Mar-01	2	647	0.31%	5.55%	266	41129	0.65%	-1.06	-1.65
Apr-01	0	740	0.00%	0.00%	233	40653	0.57%	-2.05	-2.24
May-01	5	740	0.68%	8.19%	234	40490	0.58%	0.35	-0.79
Jun-01	1	1438	0.07%	2.64%	215	40305	0.53%	-2.37	-2.44



Checklist #14 - Resale - Centrex Repair

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

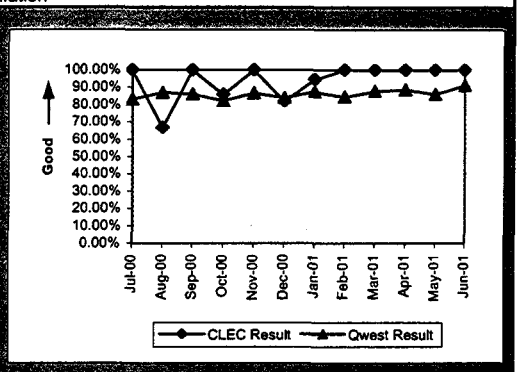
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					164	503	32.60%		
Aug-00					243	691	35.17%		
Sep-00	1	1	100.00%	0.00%	177	531	33.33%	0.97	-0.41
Oct-00	0	1	0.00%	0.00%	143	505	28.32%	-0.63	-1.38
Nov-00					136	430	31.63%		
Dec-00					114	295	38.64%		
Jan-01					162	422	38.39%		
Feb-01	2	2	100.00%	0.00%	112	366	30.60%	1.7	0.03
Mar-01	0	2	0.00%	0.00%	131	397	33.00%	-0.99	-1.6
Apr-01					105	338	31.07%		
May-01	2	7	28.57%	45.18%	98	332	29.52%	-0.05	-1.03
Jun-01	3	4	75.00%	43.30%	81	296	27.36%	1.88	0.14



Checklist #14 - Resale - Centrex 21 Installation

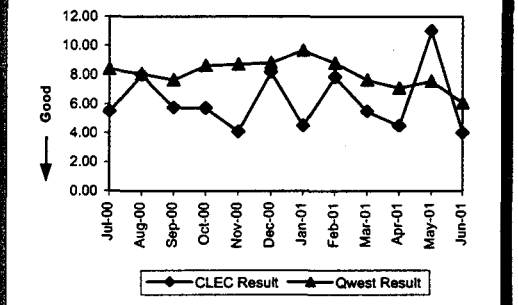
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	2	100.00%	0.00%	554	666	83.18%	-0.63	-1.39
Aug-00	2	3	66.67%	47.14%	646	743	86.94%	5.47	2.33
Sep-00	4	4	100.00%	0.00%	576	669	86.10%	-0.8	-1.49
Oct-00	6	7	85.71%	34.99%	553	673	82.17%	-0.24	-1.15
Nov-00	18	18	100.00%	0.00%	491	567	86.60%	-1.64	-2
Dec-00	18	22	81.82%	38.57%	481	573	83.94%	0.2	-0.88
Jan-01	17	18	94.44%	22.91%	536	613	87.44%	-0.88	-1.54
Feb-01	13	13	100.00%	0.00%	557	659	84.52%	-1.53	-1.93
Mar-01	8	8	100.00%	0.00%	584	665	87.82%	-1.05	-1.64
Apr-01	4	4	100.00%	0.00%	549	619	88.69%	-0.71	-1.43
May-01	10	10	100.00%	0.00%	546	635	85.98%	-1.27	-1.77
Jun-01	6	6	100.00%	0.00%	494	542	91.14%	-0.76	-1.46



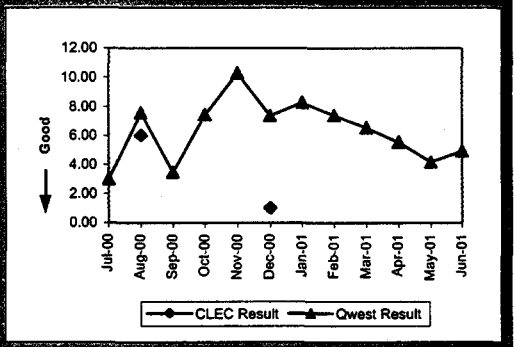
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	11	2	5.50	2.12	5559	661	8.41	-0.37	-1.23
Aug-00	24	3	8.00	3.00	5969	740	8.07	-0.01	-1.01
Sep-00	23	4	5.75	3.50	5107	666	7.67	-0.41	-1.25
Oct-00	40	7	5.71	2.36	5783	670	8.63	-0.58	-1.35
Nov-00	74	18	4.11	2.47	4922	563	8.74	-1.73	-2.05
Dec-00	180	22	8.18	7.35	4999	567	8.82	-0.26	-1.16
Jan-01	81	18	4.50	4.59	5897	610	9.67	-1.14	-1.7
Feb-01	102	13	7.85	3.67	5800	657	8.83	-0.24	-1.15
Mar-01	44	8	5.50	1.69	5072	661	7.67	-0.63	-1.38
Apr-01	18	4	4.50	1.29	4361	615	7.09	-0.53	-1.32
May-01	110	10	11.00	17.53	4793	633	7.57	0.95	-0.42
Jun-01	24	6	4.00	1.79	3303	542	6.09	-0.62	-1.38



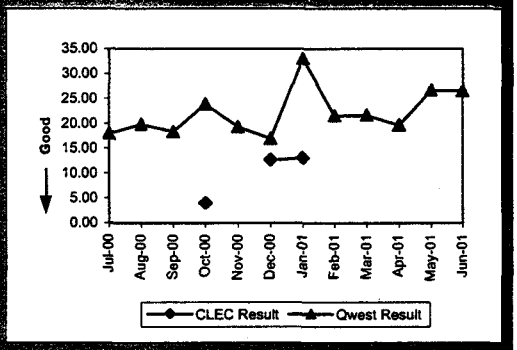
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					132	44	3.00		
Aug-00	6	1	6.00		280	37	7.57	-0.14	-1.08
Sep-00					142	41	3.46		
Oct-00					476	64	7.44		
Nov-00					319	31	10.29		
Dec-00	1	1	1.00		273	37	7.38	-0.51	-1.31
Jan-01					232	28	8.29		
Feb-01					303	41	7.39		
Mar-01					262	40	6.55		
Apr-01					211	38	5.55		
May-01					250	60	4.17		
Jun-01					182	37	4.92		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

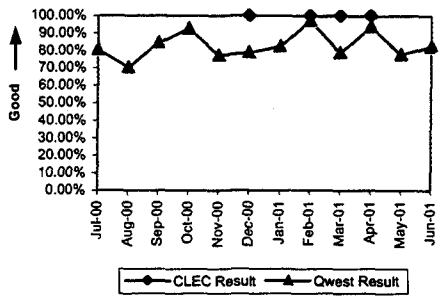
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1224	68	18.00		
Aug-00					1191	60	19.85		
Sep-00					953	52	18.33		
Oct-00	4	1	4.00		1340	56	23.93	-0.62	-1.37
Nov-00					870	45	19.33		
Dec-00	38	3	12.67	6.66	932	55	16.95	-0.36	-1.22
Jan-01	13	1	13.00		1617	49	33.00	-0.52	-1.32
Feb-01					1314	61	21.54		
Mar-01					889	41	21.68		
Apr-01					630	32	19.69		
May-01					774	29	26.69		
Jun-01					292	11	26.55		



Checklist #14 - Resale - Centrex 21 Installation

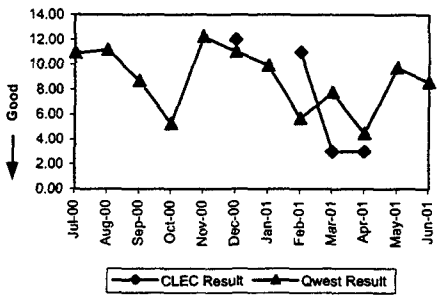
Installation Commitments Met (Percent) (OP-3)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					25	31	80.65%		
Aug-00					26	37	70.27%		
Sep-00					33	39	84.62%		
Oct-00					38	41	92.68%		
Nov-00					17	22	77.27%		
Dec-00	1	1	100.00%	0.00%	30	38	78.95%	-0.51	-1.31
Jan-01					33	40	82.50%		
Feb-01	1	1	100.00%	0.00%	38	39	97.44%	-0.16	-1.1
Mar-01	1	1	100.00%	0.00%	41	52	78.85%	-0.51	-1.31
Apr-01	1	1	100.00%	0.00%	31	33	93.94%	-0.25	-1.15
May-01					28	36	77.78%		
Jun-01					38	46	82.61%		



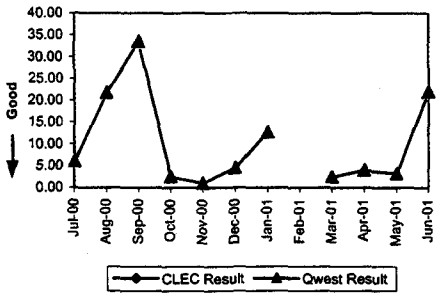
Installation Interval (Average Days) (OP-4)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					339	31	10.94		
Aug-00					414	37	11.19		
Sep-00					339	39	8.69		
Oct-00					216	41	5.27		
Nov-00					270	22	12.27		
Dec-00	12	1	12.00		420	38	11.05	0.08	-0.95
Jan-01					397	40	9.93		
Feb-01	11	1	11.00		222	39	5.69	1.2	-0.27
Mar-01	3	1	3.00		404	52	7.77	-0.57	-1.35
Apr-01	3	1	3.00		148	33	4.48	-0.57	-1.34
May-01					351	36	9.75		
Jun-01					396	46	8.61		



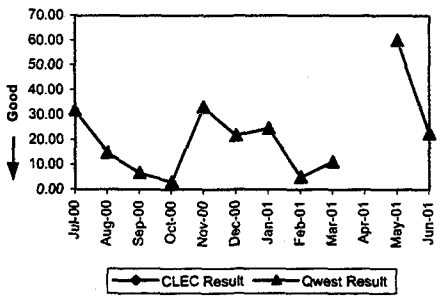
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					12	2	6.00		
Aug-00					87	4	21.75		
Sep-00					67	2	33.50		
Oct-00					5	2	2.50		
Nov-00					1	1	1.00		
Dec-00					9	2	4.50		
Jan-01					51	4	12.75		
Feb-01									
Mar-01					12	5	2.40		
Apr-01					8	2	4.00		
May-01					19	6	3.17		
Jun-01					110	5	22.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Outside MSAs

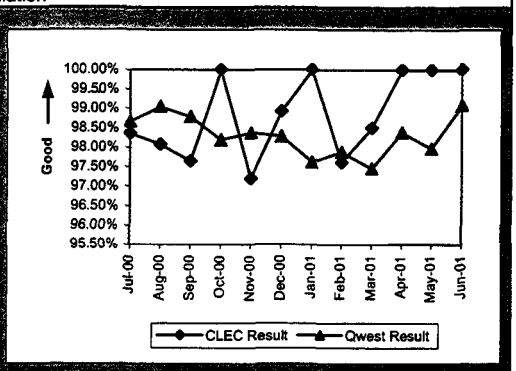
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					127	4	31.75		
Aug-00					104	7	14.86		
Sep-00					27	4	6.75		
Oct-00					3	1	3.00		
Nov-00					133	4	33.25		
Dec-00					131	6	21.83		
Jan-01					74	3	24.67		
Feb-01					5	1	5.00		
Mar-01					67	6	11.17		
Apr-01									
May-01					120	2	60.00		
Jun-01					68	3	22.67		



Checklist #14 - Resale - Centrex 21 Installation

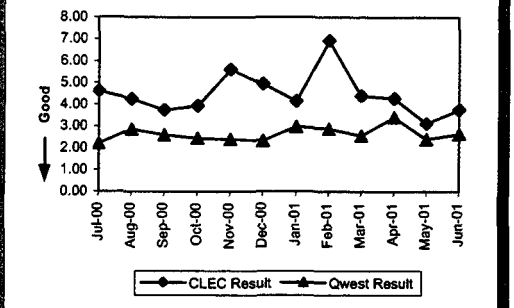
Installation Commitments Met (Percent) (OP-3)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	60	61	98.36%	12.70%	1633	1655	98.67%	0.14	-0.92
Aug-00	51	52	98.08%	13.73%	2196	2217	99.05%	0.55	-0.67
Sep-00	83	85	97.65%	15.16%	1961	1985	98.79%	0.73	-0.55
Oct-00	50	50	100.00%	0.00%	2170	2210	98.19%	-0.95	-1.58
Nov-00	104	107	97.20%	16.51%	1689	1717	98.37%	0.87	-0.47
Dec-00	92	93	98.92%	10.31%	1375	1399	98.28%	-0.46	-1.28
Jan-01	100	100	100.00%	0.00%	1029	1054	97.63%	-1.49	-1.91
Feb-01	41	42	97.62%	15.25%	976	997	97.89%	0.12	-0.93
Mar-01	66	67	98.51%	12.13%	1306	1340	97.46%	-0.53	-1.32
Apr-01	29	29	100.00%	0.00%	1535	1560	98.40%	-0.68	-1.41
May-01	39	39	100.00%	0.00%	1646	1680	97.98%	-0.89	-1.54
Jun-01	25	25	100.00%	0.00%	1934	1952	99.08%	-0.48	-1.29



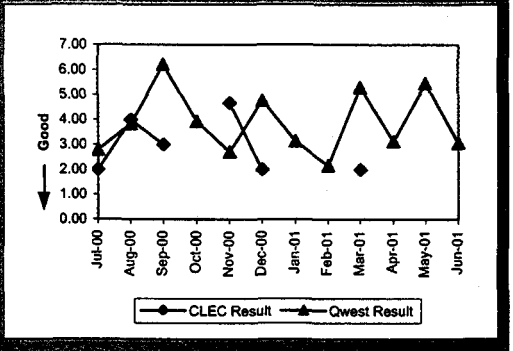
Installation Interval (Average Days) (OP-4)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	282	61	4.62	1.43	3664	1655	2.21	3.72	1.26
Aug-00	221	52	4.25	1.99	6369	2217	2.87	2.12	0.29
Sep-00	319	85	3.75	1.81	5182	1985	2.61	2	0.21
Oct-00	197	50	3.94	2.00	5429	2210	2.46	1.47	-0.11
Nov-00	600	107	5.61	4.93	4141	1717	2.41	3.72	1.26
Dec-00	459	93	4.94	6.03	3274	1399	2.34	3.72	1.26
Jan-01	415	100	4.15	3.55	3154	1054	2.99	1.9	0.15
Feb-01	291	42	6.93	4.24	2881	997	2.89	3.72	1.26
Mar-01	295	67	4.40	5.14	3461	1340	2.58	3.72	1.26
Apr-01	124	29	4.28	3.87	5336	1558	3.42	1.12	-0.32
May-01	47	15	3.13	1.25	3632	1505	2.41	1.21	-0.26
Jun-01	60	16	3.75	1.34	4334	1644	2.64	1.61	-0.02



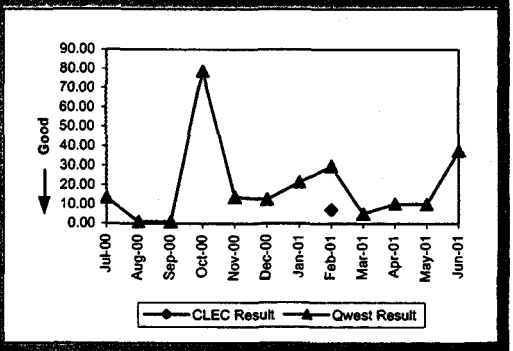
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	1	2.00		56	20	2.80	-0.33	-1.2
Aug-00	4	1	4.00		73	19	3.84	0.02	-0.99
Sep-00	6	2	3.00	2.83	143	23	6.22	-0.22	-1.13
Oct-00					138	35	3.94		
Nov-00	14	3	4.67	3.06	46	17	2.71	1.04	-0.37
Dec-00	2	1	2.00		105	22	4.77	-0.4	-1.24
Jan-01					69	22	3.14		
Feb-01					39	18	2.17		
Mar-01	2	1	2.00		170	32	5.31	-0.76	-1.46
Apr-01					66	21	3.14		
May-01					170	31	5.48		
Jun-01					49	16	3.06		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches

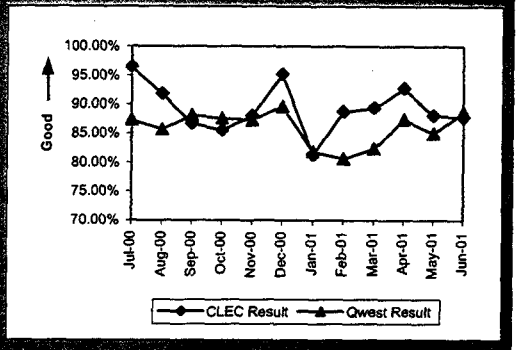
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					27	2	13.50		
Aug-00					2	2	1.00		
Sep-00					1	1	1.00		
Oct-00					394	5	78.80		
Nov-00					150	11	13.64		
Dec-00					25	2	12.50		
Jan-01					64	3	21.33		
Feb-01	7	1	7.00		89	3	29.67	-0.6	-1.36
Mar-01					10	2	5.00		
Apr-01					41	4	10.25		
May-01					30	3	10.00		
Jun-01					75	2	37.50		



Checklist #14 - Resale - Centrex 21 Installation

New Service Installation without Trouble Reports (Percent) (OP-5)

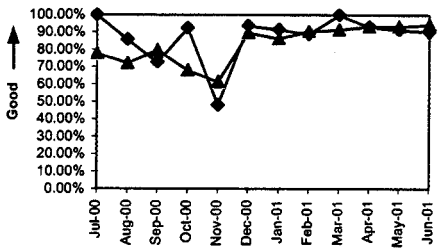
Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	54	56	96.43%	18.56%	2194	2512	87.34%	-2.02	-2.23
Aug-00	56	61	91.80%	27.43%	2390	2789	85.69%	-1.35	-1.82
Sep-00	65	75	86.67%	33.99%	2606	2957	88.13%	0.39	-0.79
Oct-00	65	76	85.53%	35.18%	2549	2910	87.59%	0.54	-0.7
Nov-00	81	92	88.04%	32.45%	2384	2731	87.29%	-0.21	-1.13
Dec-00	119	125	95.20%	21.38%	2029	2263	89.66%	-1.98	-2.2
Jan-01	100	123	81.30%	38.99%	1595	1948	81.88%	0.16	-0.92
Feb-01	79	89	88.76%	31.58%	1454	1803	80.64%	-1.89	-2.15
Mar-01	59	66	89.39%	30.79%	1637	1987	82.39%	-1.47	-1.89
Apr-01	51	55	92.73%	25.97%	1947	2227	87.43%	-1.17	-1.71
May-01	37	42	88.10%	32.38%	2003	2356	85.02%	-0.55	-1.34
Jun-01	36	41	87.80%	32.72%	2233	2517	88.72%	0.18	-0.95



Checklist #14 - Resale - Centrex 21 Repair

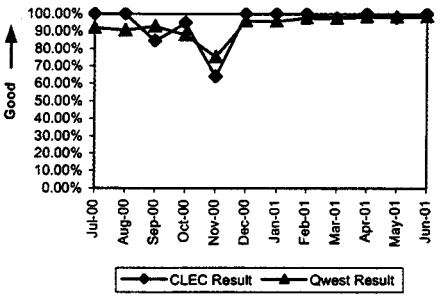
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	1134	1458	77.78%	-0.53	-1.32
Aug-00	6	7	85.71%	34.99%	1219	1695	71.92%	-0.81	-1.49
Sep-00	8	11	72.73%	44.54%	1054	1325	79.55%	0.5	-0.69
Oct-00	12	13	92.31%	26.65%	1046	1538	68.01%	-1.87	-2.14
Nov-00	11	23	47.83%	49.95%	928	1514	61.29%	1.33	-0.19
Dec-00	15	16	93.75%	24.21%	919	1027	89.48%	-0.55	-1.34
Jan-01	32	35	91.43%	27.99%	1180	1369	86.19%	-0.89	-1.54
Feb-01	24	27	88.89%	31.43%	951	1051	90.49%	0.14	-0.92
Mar-01	33	33	100.00%	0.00%	1170	1279	91.48%	-1.73	-2.05
Apr-01	27	29	93.10%	25.34%	1029	1103	93.29%	-0.01	-1.01
May-01	32	35	91.43%	27.99%	1091	1171	93.17%	0.38	-0.77
Jun-01	36	40	90.00%	30.00%	1059	1124	94.22%	1.2	-0.27



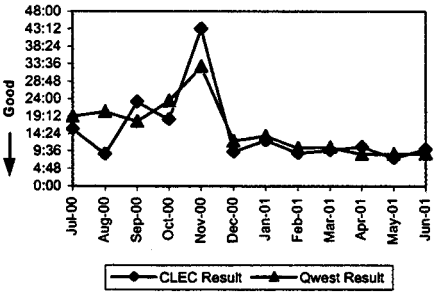
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	1707	1856	91.97%	-0.3	-1.18
Aug-00	11	11	100.00%	0.00%	2039	2251	90.58%	-1.07	-1.65
Sep-00	11	13	84.62%	36.08%	1626	1747	93.07%	2.66	0.62
Oct-00	18	19	94.74%	22.33%	1762	1999	88.14%	-0.88	-1.54
Nov-00	16	25	64.00%	48.00%	1462	1938	75.44%	1.31	-0.21
Dec-00	18	18	100.00%	0.00%	1248	1297	96.22%	-0.83	-1.51
Jan-01	43	43	100.00%	0.00%	1655	1727	95.83%	-1.35	-1.82
Feb-01	30	30	100.00%	0.00%	1318	1349	97.70%	-0.83	-1.51
Mar-01	39	40	97.50%	15.61%	1579	1618	97.59%	0	-1
Apr-01	41	41	100.00%	0.00%	1389	1412	98.37%	-0.81	-1.49
May-01	45	46	97.83%	14.58%	1419	1442	98.41%	0.07	-0.96
Jun-01	45	45	100.00%	0.00%	1415	1435	98.61%	-0.79	-1.48



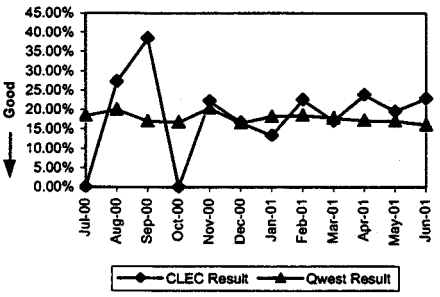
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	15:42	1	15:42		35680:50	1856	19:13	-0.09	-1.06
Aug-00	96:57	11	8:49	9:39	46073:04	2251	20:28	-1.71	-2.04
Sep-00	301:07	13	23:10	25:43	30996:38	1747	17:45	0.84	-0.49
Oct-00	348:16	19	18:20	20:25	46854:47	1999	23:26	-0.88	-1.53
Nov-00	1079:24	25	43:11	42:26	63698:30	1938	32:52	1.3	-0.21
Dec-00	169:12	18	9:24	8:28	16043:49	1297	12:22	-0.62	-1.38
Jan-01	538:50	43	12:32	9:40	23804:14	1727	13:47	-0.46	-1.28
Feb-01	271:31	30	9:03	10:08	14145:01	1349	10:29	-0.47	-1.29
Mar-01	394:11	40	9:51	14:31	17367:11	1618	10:44	-0.38	-1.23
Apr-01	442:34	41	10:48	8:41	12375:32	1412	8:46	1.12	-0.32
May-01	353:11	46	7:41	9:36	12806:45	1442	8:53	-0.64	-1.39
Jun-01	455:04	45	10:07	11:16	12879:14	1435	8:59	0.6	-0.63



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

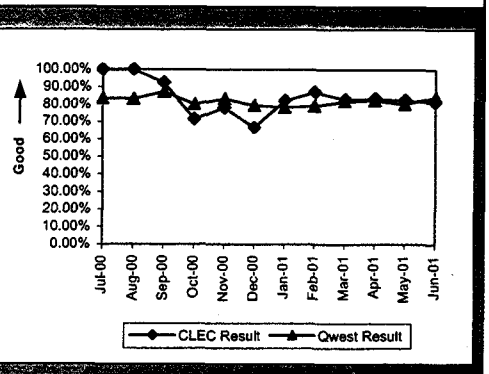
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	343	1856	18.48%	-0.48	-1.29
Aug-00	3	11	27.27%	44.54%	452	2251	20.08%	0.6	-0.64
Sep-00	5	13	38.46%	48.65%	298	1747	17.06%	1.84	0.12
Oct-00	0	21	0.00%	0.00%	346	2069	16.72%	-2.04	-2.24
Nov-00	6	27	22.22%	41.57%	411	2017	20.38%	0.28	-0.83
Dec-00	3	18	16.67%	37.27%	218	1323	16.48%	0.07	-0.96
Jan-01	6	45	13.33%	33.99%	324	1777	18.23%	-0.84	-1.51
Feb-01	7	31	22.58%	41.81%	257	1388	18.52%	0.59	-0.64
Mar-01	7	41	17.07%	37.63%	297	1666	17.83%	-0.12	-1.08
Apr-01	10	42	23.81%	42.59%	250	1451	17.23%	1.09	-0.34
May-01	9	46	19.57%	39.67%	255	1496	17.05%	0.48	-0.71
Jun-01	11	48	22.92%	42.03%	239	1484	16.11%	1.24	-0.25



Checklist #14 - Resale - Centrex 21 Repair

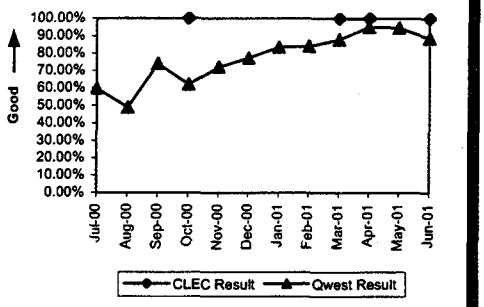
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	1552	1856	83.62%	-0.44	-1.27
Aug-00	11	11	100.00%	0.00%	1874	2251	83.25%	-1.48	-1.9
Sep-00	12	13	92.31%	26.65%	1522	1747	87.12%	-0.56	-1.34
Oct-00	15	21	71.43%	45.18%	1659	2069	80.18%	0.92	-0.44
Nov-00	21	27	77.78%	41.57%	1679	2017	83.24%	0.69	-0.58
Dec-00	12	18	66.67%	47.14%	1050	1323	79.37%	1.37	-0.17
Jan-01	37	45	82.22%	38.23%	1389	1777	78.17%	-0.65	-1.4
Feb-01	27	31	87.10%	33.52%	1100	1388	79.25%	-1.07	-1.65
Mar-01	34	41	82.93%	37.63%	1363	1666	81.81%	-0.18	-1.11
Apr-01	35	42	83.33%	37.27%	1198	1451	82.56%	-0.13	-1.08
May-01	38	46	82.61%	37.90%	1202	1496	80.35%	-0.38	-1.23
Jun-01	39	48	81.25%	39.03%	1251	1484	84.30%	0.53	-0.68



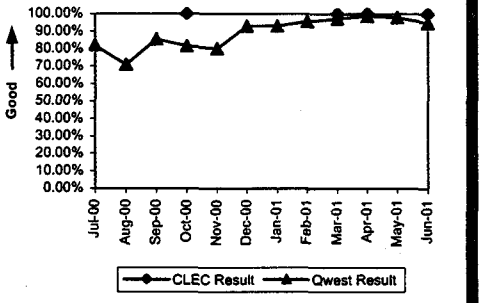
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					55	92	59.78%		
Aug-00					51	104	49.04%		
Sep-00					54	73	73.97%		
Oct-00	2	2	100.00%	0.00%	54	87	62.07%	-1.09	-1.66
Nov-00					75	104	72.12%		
Dec-00					99	128	77.34%		
Jan-01					81	97	83.51%		
Feb-01					43	51	84.31%		
Mar-01	1	1	100.00%	0.00%	74	84	88.10%	-0.37	-1.22
Apr-01	1	1	100.00%	0.00%	60	63	95.24%	-0.22	-1.13
May-01					72	76	94.74%		
Jun-01	1	1	100.00%	0.00%	95	107	88.79%	-0.35	-1.22



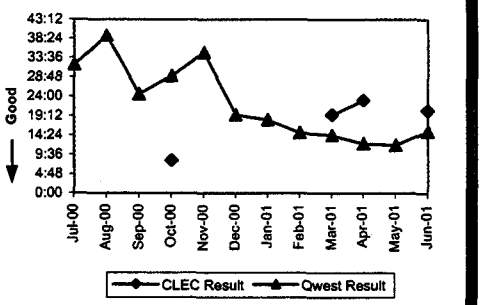
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					92	112	82.14%		
Aug-00					98	138	71.01%		
Sep-00					83	97	85.57%		
Oct-00	2	2	100.00%	0.00%	89	109	81.65%	-0.66	-1.4
Nov-00					105	131	80.15%		
Dec-00					135	145	93.10%		
Jan-01					109	117	93.16%		
Feb-01					67	70	95.71%		
Mar-01	1	1	100.00%	0.00%	116	119	97.48%	-0.16	-1.1
Apr-01	1	1	100.00%	0.00%	80	81	98.77%	-0.11	-1.07
May-01					103	105	98.10%		
Jun-01	1	1	100.00%	0.00%	132	139	94.96%	-0.23	-1.14



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

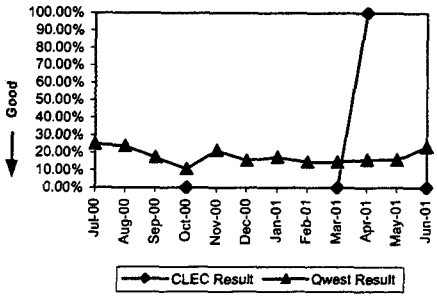
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3573:23	112	31:54		
Aug-00					5410:01	138	39:12		
Sep-00					2386:54	97	24:36		
Oct-00	16:14	2	8:07	11:19	3176:09	109	29:08	-1.04	-1.63
Nov-00					4567:56	131	34:52		
Dec-00					2823:59	145	19:29		
Jan-01					2134:17	117	18:15		
Feb-01					1055:48	70	15:05		
Mar-01	19:26	1	19:26		1718:11	119	14:26	0.43	-0.74
Apr-01	23:02	1	23:02		1006:53	81	12:26	0.58	-0.65
May-01					1256:05	105	11:58		
Jun-01	20:28	1	20:28		2132:17	139	15:20	0.34	-0.79



Checklist #14 - Resale - Centrex 21 Repair

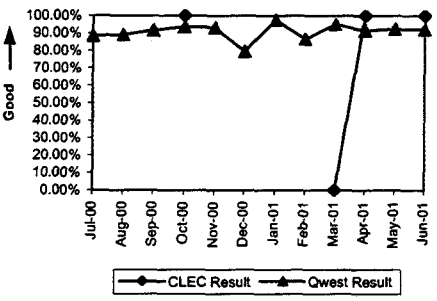
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					28	112	25.00%		
Aug-00					33	138	23.91%		
Sep-00					17	97	17.53%		
Oct-00	0	2	0.00%	0.00%	12	111	10.81%	-0.49	-1.3
Nov-00					28	132	21.21%		
Dec-00					23	147	15.65%		
Jan-01					21	120	17.50%		
Feb-01					11	75	14.67%		
Mar-01	0	1	0.00%	0.00%	18	123	14.63%	-0.41	-1.25
Apr-01	1	1	100.00%	0.00%	13	82	15.85%	1.55	-0.06
May-01					17	107	15.89%		
Jun-01	0	1	0.00%	0.00%	33	141	23.40%	-0.55	-1.33



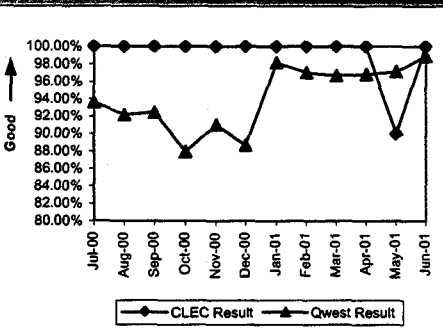
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					99	112	88.39%		
Aug-00					123	138	89.13%		
Sep-00					89	97	91.75%		
Oct-00	2	2	100.00%	0.00%	104	111	93.69%	-0.36	-1.22
Nov-00					123	132	93.18%		
Dec-00					117	147	79.59%		
Jan-01					117	120	97.50%		
Feb-01					65	75	86.67%		
Mar-01	0	1	0.00%	0.00%	117	123	95.12%	3.72	1.26
Apr-01	1	1	100.00%	0.00%	75	82	91.46%	-0.3	-1.18
May-01					99	107	92.52%		
Jun-01	1	1	100.00%	0.00%	130	141	92.20%	-0.29	-1.18



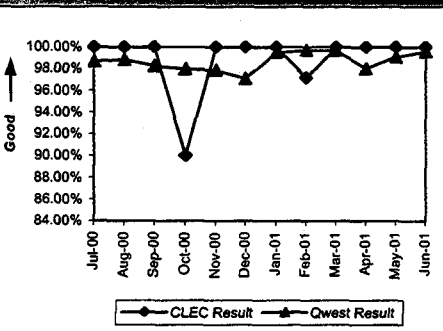
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	235	251	93.63%	-0.26	-1.16
Aug-00	3	3	100.00%	0.00%	318	345	92.17%	-0.5	-1.31
Sep-00	2	2	100.00%	0.00%	307	332	92.47%	-0.4	-1.24
Oct-00	2	2	100.00%	0.00%	234	266	87.97%	-0.52	-1.32
Nov-00	6	6	100.00%	0.00%	305	335	91.04%	-0.76	-1.46
Dec-00	10	10	100.00%	0.00%	290	327	88.69%	-1.11	-1.68
Jan-01	11	11	100.00%	0.00%	637	649	98.15%	-0.45	-1.27
Feb-01	9	9	100.00%	0.00%	325	335	97.01%	-0.52	-1.32
Mar-01	7	7	100.00%	0.00%	384	397	96.73%	-0.48	-1.29
Apr-01	5	5	100.00%	0.00%	308	318	96.86%	-0.4	-1.24
May-01	9	10	90.00%	30.00%	444	457	97.16%	4.5	1.74
Jun-01	6	6	100.00%	0.00%	355	359	98.89%	-0.26	-1.16



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

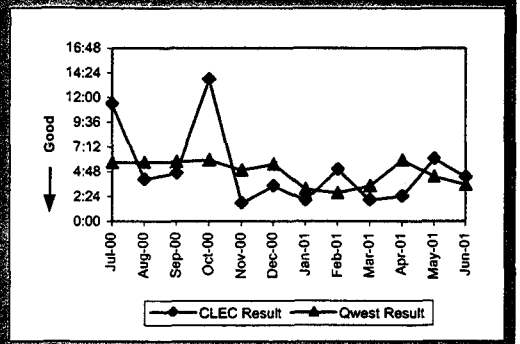
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	5	100.00%	0.00%	1189	1205	98.67%	-0.26	-1.16
Aug-00	11	11	100.00%	0.00%	1547	1565	98.85%	-0.36	-1.22
Sep-00	25	25	100.00%	0.00%	1300	1323	98.26%	-0.66	-1.4
Oct-00	9	10	90.00%	30.00%	1157	1181	97.97%	8.08	3.91
Nov-00	23	23	100.00%	0.00%	958	979	97.86%	-0.7	-1.43
Dec-00	26	26	100.00%	0.00%	838	863	97.10%	-0.87	-1.53
Jan-01	30	30	100.00%	0.00%	1375	1382	99.49%	-0.39	-1.24
Feb-01	34	35	97.14%	16.66%	1008	1011	99.70%	7.38	3.49
Mar-01	29	29	100.00%	0.00%	993	996	99.70%	-0.29	-1.18
Apr-01	8	8	100.00%	0.00%	686	700	98.00%	-0.4	-1.24
May-01	23	23	100.00%	0.00%	895	903	99.11%	-0.45	-1.27
Jun-01	18	18	100.00%	0.00%	713	716	99.58%	-0.27	-1.17



Checklist #14 - Resale - Centrex 21 Repair

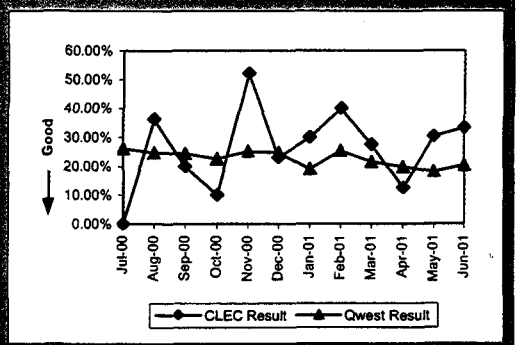
Mean Time to Restore (Hours:Minutes) (MR-6)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	56:55	5	11:23	12:21	6833:51	1205	5:40	0.84	-0.49
Aug-00	44:32	11	4:03	5:57	8910:26	1565	5:42	-0.47	-1.28
Sep-00	116:41	25	4:40	9:44	7633:36	1323	5:46	-0.36	-1.22
Oct-00	137:44	10	13:46	21:53	7006:32	1181	5:56	1.55	-0.06
Nov-00	40:04	23	1:45	2:21	4848:53	979	4:57	-1.04	-1.63
Dec-00	89:03	26	3:25	7:01	4780:02	863	5:32	-0.64	-1.39
Jan-01	60:48	30	2:02	4:04	4297:08	1382	3:07	-0.42	-1.26
Feb-01	175:17	35	5:00	16:32	2748:44	1011	2:43	1.64	-0.01
Mar-01	59:16	29	2:03	3:57	3419:27	996	3:26	-1.09	-1.66
Apr-01	19:22	8	2:25	2:26	4165:32	700	5:57	-0.58	-1.35
May-01	139:12	23	6:03	10:43	3913:17	903	4:20	0.77	-0.53
Jun-01	76:48	18	4:16	7:47	2546:29	716	3:33	0.42	-0.74



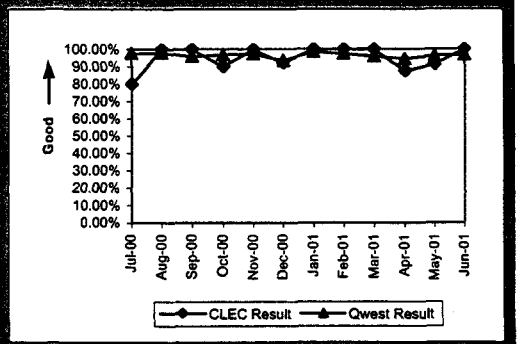
Repair Repeat Report Rate (Percent) (MR-7)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	5	0.00%	0.00%	316	1205	26.22%	-1.33	-1.81
Aug-00	4	11	36.36%	48.10%	387	1565	24.73%	0.88	-0.47
Sep-00	5	25	20.00%	40.00%	324	1323	24.49%	-0.52	-1.31
Oct-00	1	10	10.00%	30.00%	268	1181	22.69%	-0.95	-1.58
Nov-00	12	23	52.17%	49.95%	248	980	25.31%	2.71	0.65
Dec-00	6	26	23.08%	42.13%	214	863	24.80%	-0.2	-1.12
Jan-01	9	30	30.00%	45.83%	265	1382	19.18%	1.44	-0.13
Feb-01	14	35	40.00%	48.99%	258	1011	25.52%	1.85	0.12
Mar-01	8	29	27.59%	44.69%	215	996	21.59%	0.77	-0.53
Apr-01	1	8	12.50%	33.07%	139	700	19.86%	-0.52	-1.32
May-01	7	23	30.43%	46.01%	165	903	18.27%	1.41	-0.14
Jun-01	6	18	33.33%	47.14%	147	716	20.53%	1.28	-0.22



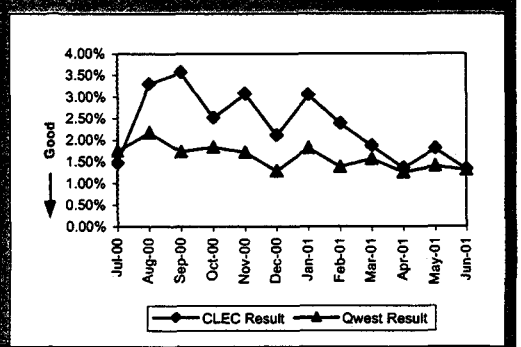
Repair Appointments Met (Percent) (MR-9)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	5	80.00%	40.00%	1177	1205	97.68%	3.72	1.26
Aug-00	11	11	100.00%	0.00%	1534	1565	98.02%	-0.47	-1.29
Sep-00	25	25	100.00%	0.00%	1270	1323	95.99%	-1.01	-1.62
Oct-00	9	10	90.00%	30.00%	1143	1181	96.78%	5.94	2.61
Nov-00	23	23	100.00%	0.00%	955	980	97.45%	-0.77	-1.47
Dec-00	24	26	92.31%	26.65%	808	863	93.63%	0.06	-0.96
Jan-01	30	30	100.00%	0.00%	1362	1382	98.55%	-0.66	-1.4
Feb-01	35	35	100.00%	0.00%	986	1011	97.53%	-0.93	-1.56
Mar-01	29	29	100.00%	0.00%	956	996	95.98%	-1.09	-1.66
Apr-01	7	8	87.50%	33.07%	661	700	94.43%	1.68	0.02
May-01	21	23	91.30%	28.18%	870	903	96.35%	2.28	0.38
Jun-01	18	18	100.00%	0.00%	694	716	96.93%	-0.75	-1.45



Trouble Rate (Percent) (MR-8)

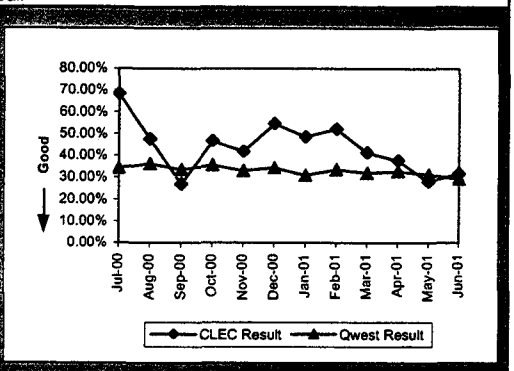
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	408	1.47%	12.04%	3173	181477	1.75%	-0.43	-1.26
Aug-00	22	667	3.30%	17.86%	3954	181764	2.18%	1.98	0.21
Sep-00	38	1065	3.57%	18.55%	3167	182622	1.73%	4.57	1.78
Oct-00	33	1310	2.52%	15.67%	3361	182385	1.84%	1.81	0.1
Nov-00	50	1626	3.08%	17.26%	3129	181847	1.72%	4.18	1.54
Dec-00	44	2082	2.11%	14.38%	2333	181429	1.29%	3.33	1.03
Jan-01	75	2463	3.05%	17.18%	3279	180307	1.82%	4.52	1.75
Feb-01	66	2767	2.39%	15.26%	2474	179124	1.38%	4.49	1.73
Mar-01	71	3796	1.87%	13.55%	2785	177271	1.57%	1.47	-0.11
Apr-01	51	3763	1.36%	11.56%	2233	177828	1.26%	0.54	-0.67
May-01	69	3821	1.81%	13.32%	2506	178938	1.40%	2.11	0.28
Jun-01	67	5070	1.32%	11.42%	2341	178558	1.31%	0.06	-0.96



Checklist #14 - Resale - Centrex 21 Repair

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

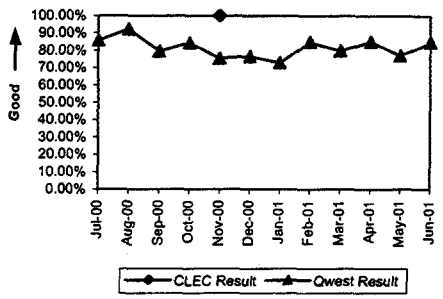
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	13	19	68.42%	46.48%	1662	4835	34.37%	2.97	0.8
Aug-00	20	42	47.62%	49.94%	2245	6199	36.22%	1.51	-0.08
Sep-00	14	52	26.92%	44.36%	1604	4771	33.62%	-1.02	-1.62
Oct-00	29	62	46.77%	49.90%	1864	5225	35.67%	1.77	0.08
Nov-00	36	86	41.86%	49.33%	1544	4673	33.04%	1.69	0.03
Dec-00	53	97	54.64%	49.78%	1227	3560	34.47%	3.99	1.42
Jan-01	71	146	48.63%	49.98%	1474	4753	31.01%	4.34	1.64
Feb-01	72	138	52.17%	49.95%	1255	3729	33.66%	4.37	1.66
Mar-01	50	121	41.32%	49.24%	1305	4090	31.91%	2.14	0.3
Apr-01	31	82	37.80%	48.49%	1092	3325	32.84%	0.94	-0.43
May-01	27	96	28.13%	44.96%	1148	3654	31.42%	-0.69	-1.42
Jun-01	31	98	31.63%	46.50%	975	3316	29.40%	0.49	-0.7



Checklist #14 - Resale - PBX Installation

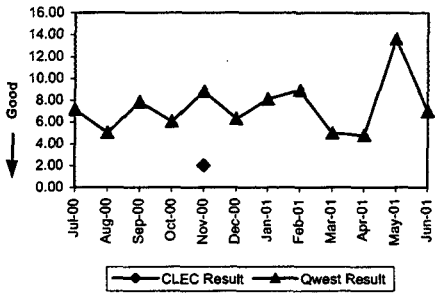
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					49	57	85.96%		
Aug-00					48	52	92.31%		
Sep-00					39	49	79.59%		
Oct-00					43	51	84.31%		
Nov-00	1	1	100.00%	0.00%	37	49	75.51%	-0.56	-1.34
Dec-00					36	47	76.60%		
Jan-01					19	26	73.08%		
Feb-01					45	53	84.91%		
Mar-01					28	35	80.00%		
Apr-01					46	54	85.19%		
May-01					27	35	77.14%		
Jun-01					22	26	84.62%		



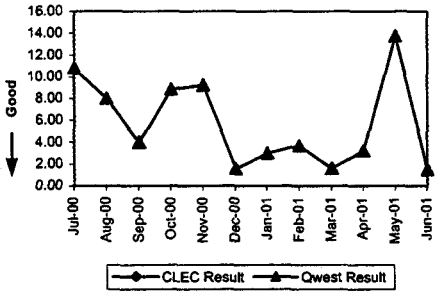
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					409	57	7.18		
Aug-00					262	52	5.04		
Sep-00					385	49	7.86		
Oct-00					309	51	6.06		
Nov-00	2	1	2.00		432	49	8.82	-0.53	-1.32
Dec-00					297	47	6.32		
Jan-01					211	26	8.12		
Feb-01					472	53	8.91		
Mar-01					175	35	5.00		
Apr-01					258	54	4.78		
May-01					477	35	13.63		
Jun-01					182	26	7.00		



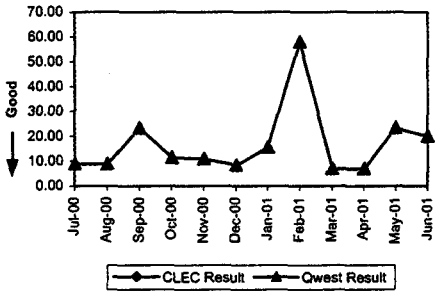
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					65	6	10.83		
Aug-00					24	3	8.00		
Sep-00					16	4	4.00		
Oct-00					53	6	8.83		
Nov-00					83	9	9.22		
Dec-00					11	7	1.57		
Jan-01					12	4	3.00		
Feb-01					22	6	3.67		
Mar-01					8	5	1.60		
Apr-01					16	5	3.20		
May-01					55	4	13.75		
Jun-01					3	2	1.50		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

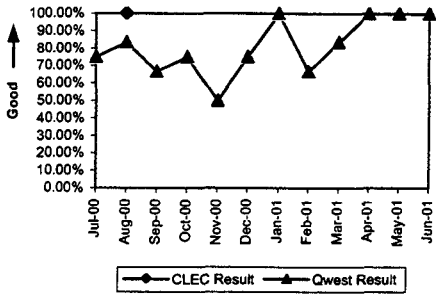
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					18	2	9.00		
Aug-00					9	1	9.00		
Sep-00					140	6	23.33		
Oct-00					23	2	11.50		
Nov-00					33	3	11.00		
Dec-00					34	4	8.50		
Jan-01					47	3	15.67		
Feb-01					116	2	58.00		
Mar-01					14	2	7.00		
Apr-01					21	3	7.00		
May-01					94	4	23.50		
Jun-01					40	2	20.00		



Checklist #14 - Resale - PBX Installation

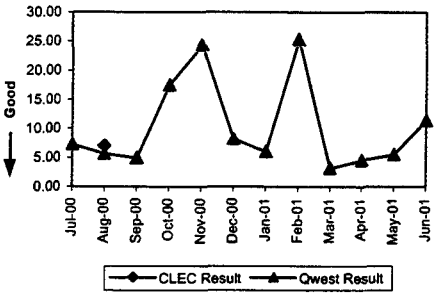
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3	4	75.00%		
Aug-00	1	1	100.00%	0.00%	5	6	83.33%	-0.41	-1.25
Sep-00					2	3	66.67%		
Oct-00					3	4	75.00%		
Nov-00					3	6	50.00%		
Dec-00					3	4	75.00%		
Jan-01					2	2	100.00%	N/A	
Feb-01					2	3	66.67%		
Mar-01					5	6	83.33%		
Apr-01					2	2	100.00%	N/A	
May-01					2	2	100.00%	N/A	
Jun-01					5	5	100.00%	N/A	



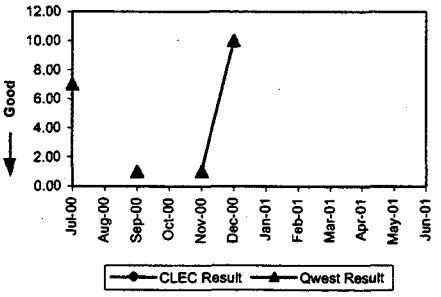
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					29	4	7.25		
Aug-00	7	1	7.00		34	6	5.67	0.12	-0.93
Sep-00					15	3	5.00		
Oct-00					70	4	17.50		
Nov-00					146	6	24.33		
Dec-00					33	4	8.25		
Jan-01					12	2	6.00		
Feb-01					76	3	25.33		
Mar-01					19	6	3.17		
Apr-01					9	2	4.50		
May-01					11	2	5.50		
Jun-01					57	5	11.40		



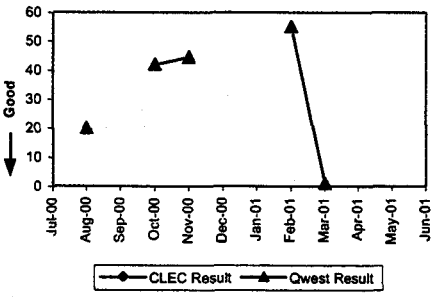
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					7	1	7.00		
Aug-00									
Sep-00					1	1	1.00		
Oct-00									
Nov-00					1	1	1.00		
Dec-00					10	1	10.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Outside MSAs

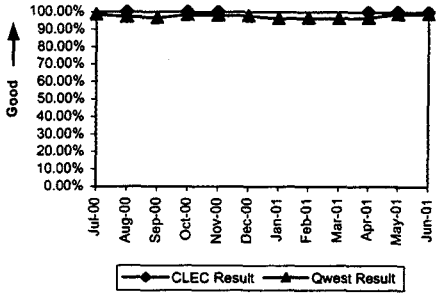
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					20	1	20.00		
Sep-00									
Oct-00					42	1	42.00		
Nov-00					89	2	44.50		
Dec-00									
Jan-01									
Feb-01					55	1	55.00		
Mar-01					1	1	1.00		
Apr-01									
May-01									
Jun-01									



Checklist #14 - Resale - PBX Installation

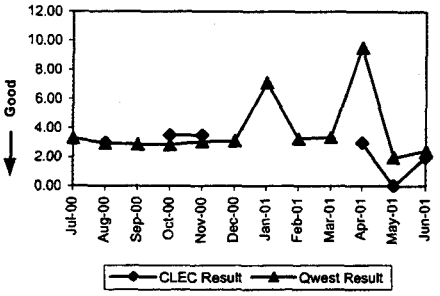
Installation Commitments Met (Percent) (OP-3)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					141	143	98.60%		
Aug-00	3	3	100.00%	0.00%	186	191	97.38%	-0.28	-1.17
Sep-00					177	183	96.72%		
Oct-00	2	2	100.00%	0.00%	186	189	98.41%	-0.18	-1.11
Nov-00	4	4	100.00%	0.00%	174	177	98.31%	-0.26	-1.16
Dec-00					137	140	97.86%		
Jan-01					81	84	96.43%		
Feb-01					88	91	96.70%		
Mar-01					135	140	96.43%		
Apr-01	2	2	100.00%	0.00%	96	99	96.97%	-0.25	-1.15
May-01	1	1	100.00%	0.00%	96	97	98.97%	-0.1	-1.06
Jun-01	2	2	100.00%	0.00%	105	106	99.06%	-0.14	-1.08



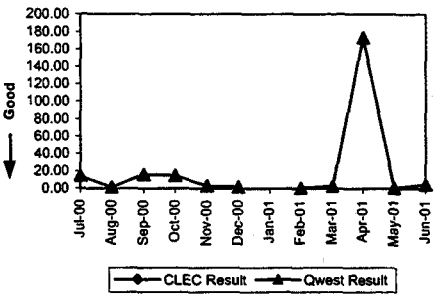
Installation Interval (Average Days) (OP-4)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					474	143	3.31		
Aug-00	9	3	3.00	2.00	562	191	2.94	0.03	-0.98
Sep-00					527	183	2.88		
Oct-00	7	2	3.50	4.95	536	189	2.84	0.23	-0.86
Nov-00	14	4	3.50	1.73	544	177	3.07	0.34	-0.79
Dec-00					435	140	3.11		
Jan-01					598	84	7.12		
Feb-01					297	91	3.26		
Mar-01					472	140	3.37		
Apr-01	6	2	3.00	0.00	943	99	9.53	-0.17	-1.1
May-01	0	1	0.00		186	94	1.98	-1.32	-1.8
Jun-01	2	1	2.00		238	97	2.45	-0.28	-1.17



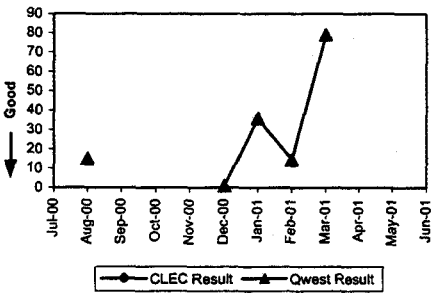
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					30	2	15.00		
Aug-00					7	4	1.75		
Sep-00					98	6	16.33		
Oct-00					46	3	15.33		
Nov-00					10	3	3.33		
Dec-00					4	2	2.00		
Jan-01									
Feb-01					1	1	1.00		
Mar-01					13	4	3.25		
Apr-01					521	3	173.67		
May-01					1	1	1.00		
Jun-01					5	1	5.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches

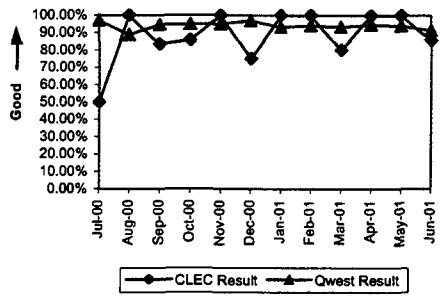
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					15	1	15.00		
Sep-00									
Oct-00									
Nov-00									
Dec-00					1	1	1.00		
Jan-01					108	3	36.00		
Feb-01					29	2	14.50		
Mar-01					79	1	79.00		
Apr-01									
May-01									
Jun-01									



Checklist #14 - Resale - PBX Installation

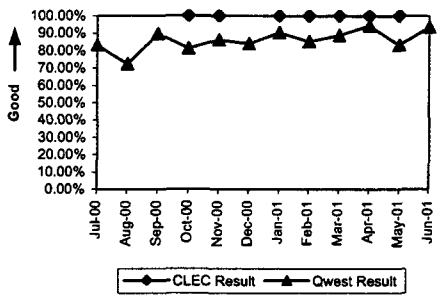
New Service Installation without Trouble Reports (Percent) (OP-5)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	4	50.00%	50.00%	409	421	97.15%	5.64	1.26
Aug-00	5	5	100.00%	0.00%	353	397	88.92%	-0.78	-1.48
Sep-00	5	6	83.33%	37.27%	381	403	94.54%	1.2	1.72
Oct-00	6	7	85.71%	34.99%	390	411	94.89%	1.09	1.02
Nov-00	9	9	100.00%	0.00%	390	410	95.12%	-0.67	-1.41
Dec-00	3	4	75.00%	43.30%	366	377	97.08%	2.61	1.26
Jan-01	2	2	100.00%	0.00%	276	296	93.24%	-0.38	-1.23
Feb-01	3	3	100.00%	0.00%	248	263	94.30%	-0.42	-1.26
Mar-01	4	5	80.00%	40.00%	312	334	93.41%	1.2	1.64
Apr-01	7	7	100.00%	0.00%	330	348	94.83%	-0.61	-1.37
May-01	8	8	100.00%	0.00%	273	290	94.14%	-0.7	-1.42
Jun-01	6	7	85.71%	34.99%	237	259	91.51%	0.54	-1.02



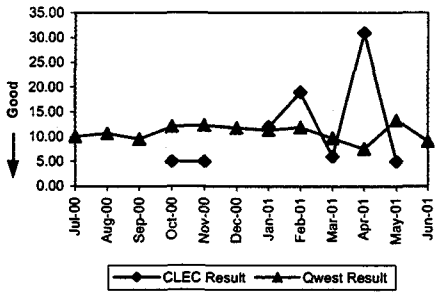
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					40	48	83.33%		
Aug-00					21	29	72.41%		
Sep-00					35	39	89.74%		
Oct-00	1	1	100.00%	0.00%	35	43	81.40%	-0.47	-1.29
Nov-00	1	1	100.00%	0.00%	44	51	86.27%	-0.4	-1.24
Dec-00					32	38	84.21%		
Jan-01	1	1	100.00%	0.00%	29	32	90.63%	-0.32	-1.19
Feb-01	1	1	100.00%	0.00%	29	34	85.29%	-0.41	-1.25
Mar-01	2	2	100.00%	0.00%	56	63	88.89%	-0.49	-1.3
Apr-01	2	2	100.00%	0.00%	34	36	94.44%	-0.33	-1.2
May-01	1	1	100.00%	0.00%	35	42	83.33%	-0.44	-1.27
Jun-01					29	31	93.55%		



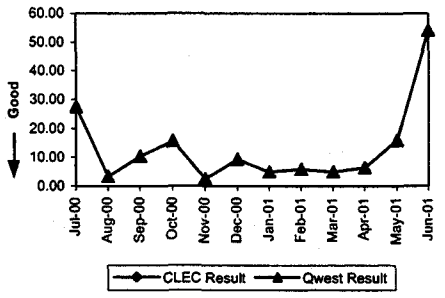
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					484	48	10.08		
Aug-00					300	28	10.71		
Sep-00					364	38	9.58		
Oct-00	5	1	5.00		494	41	12.05	-0.57	-1.35
Nov-00	5	1	5.00		617	50	12.34	-0.65	-1.39
Dec-00					438	37	11.84		
Jan-01	12	1	12.00		364	32	11.38	0.06	-0.96
Feb-01	19	1	19.00		394	33	11.94	0.73	-0.56
Mar-01	12	2	6.00	0.00	613	63	9.73	-0.69	-1.42
Apr-01	62	2	31.00	9.90	228	30	7.60	8.77	4.33
May-01	5	1	5.00		548	41	13.37	-0.4	-1.24
Jun-01					263	29	9.07		



Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

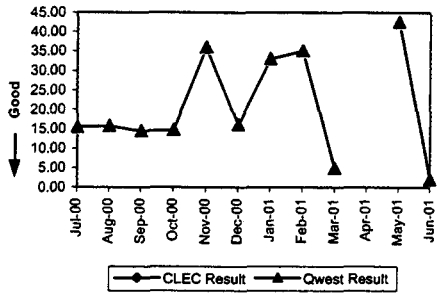
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					55	2	27.50		
Aug-00					7	2	3.50		
Sep-00					21	2	10.50		
Oct-00					63	4	15.75		
Nov-00					10	4	2.50		
Dec-00					47	5	9.40		
Jan-01					5	1	5.00		
Feb-01					24	4	6.00		
Mar-01					10	2	5.00		
Apr-01					13	2	6.50		
May-01					48	3	16.00		
Jun-01					54	1	54.00		



Checklist #14 - Resale - PBX Installation

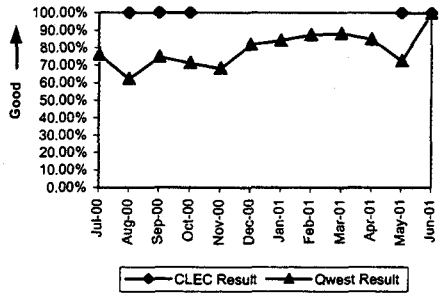
Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					93	6	15.50		
Aug-00					95	6	15.83		
Sep-00					29	2	14.50		
Oct-00					59	4	14.75		
Nov-00					108	3	36.00		
Dec-00					16	1	16.00		
Jan-01					66	2	33.00		
Feb-01					35	1	35.00		
Mar-01					24	5	4.80		
Apr-01									
May-01					170	4	42.50		
Jun-01					2	1	2.00		



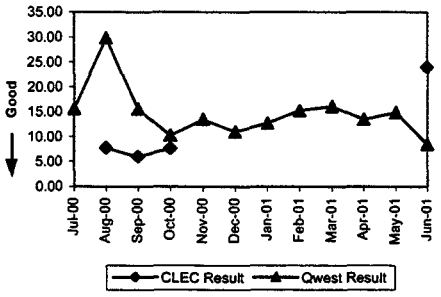
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					16	21	76.19%		
Aug-00	4	4	100.00%	0.00%	5	8	62.50%	-1.26	-1.77
Sep-00	3	3	100.00%	0.00%	9	12	75.00%	-0.89	-1.54
Oct-00	6	6	100.00%	0.00%	10	14	71.43%	-1.3	-1.79
Nov-00					13	19	68.42%		
Dec-00					9	11	81.82%		
Jan-01					16	19	84.21%		
Feb-01					7	8	87.50%		
Mar-01					15	17	88.24%		
Apr-01					17	20	85.00%		
May-01	1	1	100.00%	0.00%	8	11	72.73%	-0.59	-1.36
Jun-01	1	1	100.00%	0.00%	9	9	100.00%	N/A	N/A



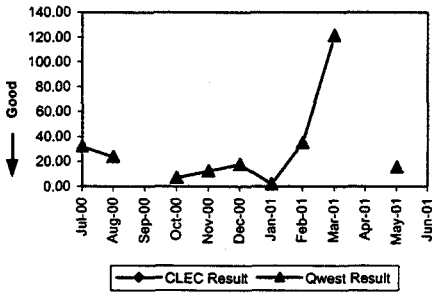
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					312	20	15.60		
Aug-00	31	4	7.75	0.50	239	8	29.88	-0.89	-1.54
Sep-00	18	3	6.00	0.00	171	11	15.55	-0.93	-1.57
Oct-00	38	5	7.60	3.29	113	11	10.27	-0.73	-1.44
Nov-00					216	16	13.50		
Dec-00					110	10	11.00		
Jan-01					229	18	12.72		
Feb-01					122	8	15.25		
Mar-01					274	17	16.12		
Apr-01					243	18	13.50		
May-01					164	11	14.91		
Jun-01	24	1	24.00		77	9	8.56	3.21	0.95



Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

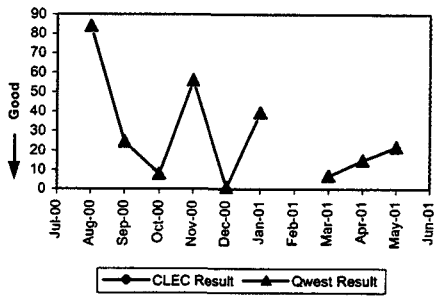
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					161	5	32.20		
Aug-00					48	2	24.00		
Sep-00									
Oct-00					14	2	7.00		
Nov-00					63	5	12.60		
Dec-00					18	1	18.00		
Jan-01					2	1	2.00		
Feb-01					35	1	35.00		
Mar-01					121	1	121.00		
Apr-01									
May-01					31	2	15.50		
Jun-01									



Checklist #14 - Resale - PBX Installation

Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

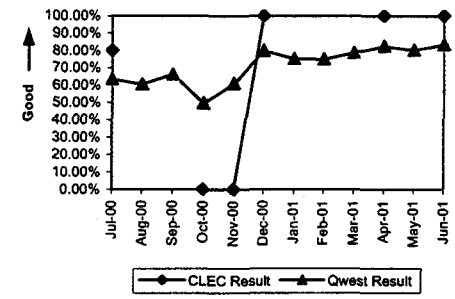
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					84	1	84.00		
Sep-00					74	3	24.67		
Oct-00					16	2	8.00		
Nov-00					56	1	56.00		
Dec-00					1	1	1.00		
Jan-01					79	2	39.50		
Feb-01									
Mar-01					7	1	7.00		
Apr-01					45	3	15.00		
May-01					22	1	22.00		
Jun-01									



Checklist #14 - Resale - PBX Repair

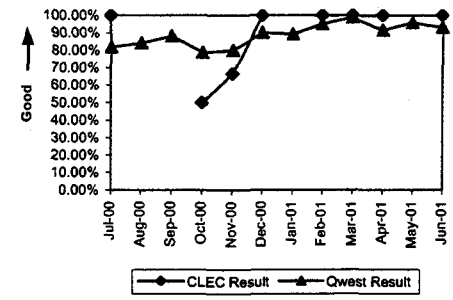
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	5	80.00%	40.00%	57	90	63.33%	-0.75	-1.46
Aug-00					81	134	60.45%		
Sep-00					80	121	66.12%		
Oct-00	0	1	0.00%	0.00%	57	115	49.57%	0.48	-0.71
Nov-00	0	3	0.00%	0.00%	67	110	60.91%	4.69	1.85
Dec-00	1	1	100.00%	0.00%	52	65	80.00%	-0.5	-1.3
Jan-01					73	97	75.26%		
Feb-01					60	80	75.00%		
Mar-01					63	80	78.75%		
Apr-01	1	1	100.00%	0.00%	57	69	82.61%	-0.46	-1.28
May-01					69	86	80.23%		
Jun-01	3	3	100.00%	0.00%	71	85	83.53%	-0.76	-1.46



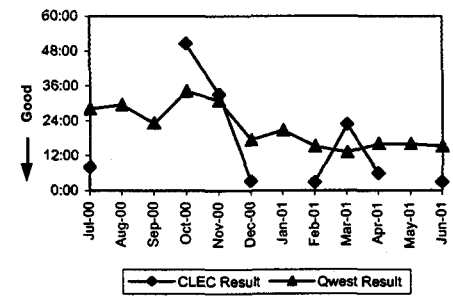
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	5	100.00%	0.00%	90	110	81.82%	-1.03	-1.63
Aug-00					150	178	84.27%		
Sep-00					143	162	88.27%		
Oct-00	1	2	50.00%	50.00%	120	152	78.95%	2.46	0.5
Nov-00	2	3	66.67%	47.14%	113	141	80.14%	0	-1
Dec-00	1	1	100.00%	0.00%	75	83	90.36%	-0.32	-1.2
Jan-01					108	121	89.26%		
Feb-01	2	2	100.00%	0.00%	95	100	95.00%	-0.32	-1.2
Mar-01	1	1	100.00%	0.00%	93	94	98.94%	-0.1	-1.06
Apr-01	2	2	100.00%	0.00%	87	95	91.58%	-0.42	-1.26
May-01					97	101	96.04%		
Jun-01	3	3	100.00%	0.00%	96	103	93.20%	-0.46	-1.28



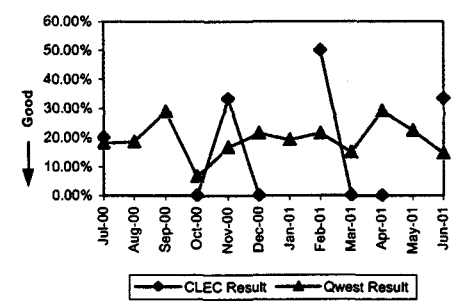
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	40:42	5	8:08	8:57	3086:35	110	28:04	-1.31	-1.8
Aug-00					5250:31	178	29:30		
Sep-00					3743:13	162	23:06		
Oct-00	101:08	2	50:34	37:09	5194:32	152	34:10	0.71	-0.57
Nov-00	99:04	3	33:01	13:26	4368:24	141	30:59	0.12	-0.93
Dec-00	3:13	1	3:13		1450:04	83	17:28	-0.59	-1.36
Jan-01					2506:48	121	20:43		
Feb-01	5:37	2	2:48	0:32	1524:43	100	15:15	-0.98	-1.59
Mar-01	22:44	1	22:44		1240:58	94	13:12	0.81	-0.51
Apr-01	11:44	2	5:52	4:03	1525:33	95	16:04	-0.7	-1.42
May-01					1629:10	101	16:08		
Jun-01	8:43	3	2:54	0:54	1567:22	103	15:13	-0.97	-1.59



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

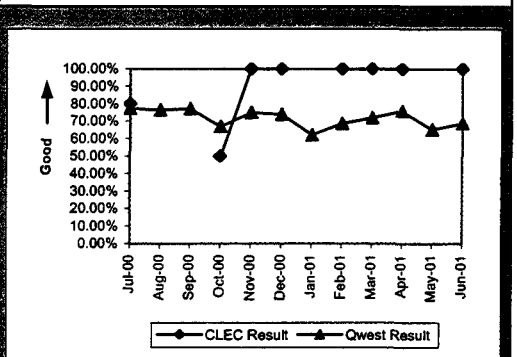
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	5	20.00%	40.00%	20	110	18.18%	0.22	-0.86
Aug-00					33	178	18.54%		
Sep-00					47	162	29.01%		
Oct-00	0	2	0.00%	0.00%	10	154	6.49%	-0.37	-1.23
Nov-00	1	3	33.33%	47.14%	24	144	16.67%	0.65	-0.6
Dec-00	0	1	0.00%	0.00%	19	88	21.59%	-0.52	-1.32
Jan-01					24	124	19.35%		
Feb-01	1	2	50.00%	50.00%	22	102	21.57%	0.88	-0.47
Mar-01	0	1	0.00%	0.00%	15	100	15.00%	-0.42	-1.25
Apr-01	0	2	0.00%	0.00%	30	103	29.13%	-0.9	-1.55
May-01					24	107	22.43%		
Jun-01	1	3	33.33%	47.14%	16	109	14.68%	0.74	-0.55



Checklist #14 - Resale - PBX Repair

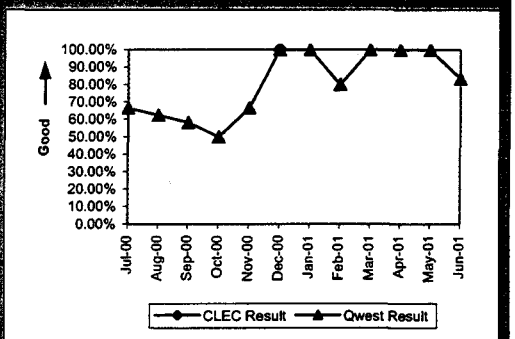
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	5	80.00%	40.00%	85	110	77.27%	-0.14	-1.09
Aug-00					136	178	76.40%		
Sep-00					125	162	77.16%		
Oct-00	1	2	50.00%	50.00%	103	154	66.88%	0.14	-0.92
Nov-00	3	3	100.00%	0.00%	108	144	75.00%	-0.99	-1.6
Dec-00	1	1	100.00%	0.00%	65	88	73.86%	-0.59	-1.36
Jan-01					77	124	62.10%		
Feb-01	2	2	100.00%	0.00%	70	102	68.63%	-0.95	-1.58
Mar-01	1	1	100.00%	0.00%	72	100	72.00%	-0.62	-1.38
Apr-01	2	2	100.00%	0.00%	78	103	75.73%	-0.79	-1.48
May-01					70	107	65.42%		
Jun-01	3	3	100.00%	0.00%	75	109	68.81%	-1.15	-1.7



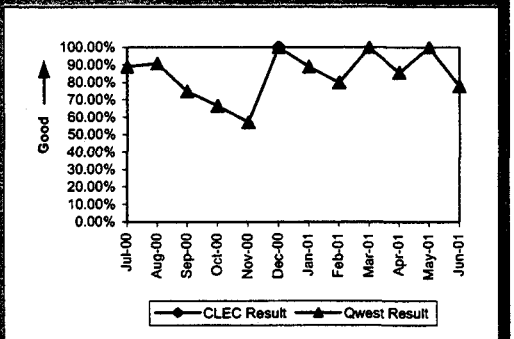
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					6	9	66.67%		
Aug-00					5	8	62.50%		
Sep-00					7	12	58.33%		
Oct-00					4	8	50.00%		
Nov-00					4	6	66.67%		
Dec-00	1	1	100.00%	0.00%	5	5	100.00%	N/A	N/A
Jan-01					7	7	100.00%	N/A	
Feb-01					4	5	80.00%		
Mar-01					6	6	100.00%	N/A	
Apr-01					5	5	100.00%	N/A	
May-01					4	4	100.00%	N/A	
Jun-01					5	6	83.33%		



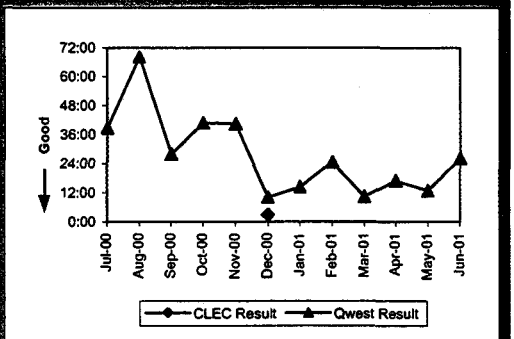
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8	9	88.89%		
Aug-00					10	11	90.91%		
Sep-00					9	12	75.00%		
Oct-00					8	12	66.67%		
Nov-00					4	7	57.14%		
Dec-00	1	1	100.00%	0.00%	6	6	100.00%	N/A	N/A
Jan-01					8	9	88.89%		
Feb-01					4	5	80.00%		
Mar-01					6	6	100.00%	N/A	
Apr-01					6	7	85.71%		
May-01					6	6	100.00%	N/A	
Jun-01					7	9	77.78%		



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

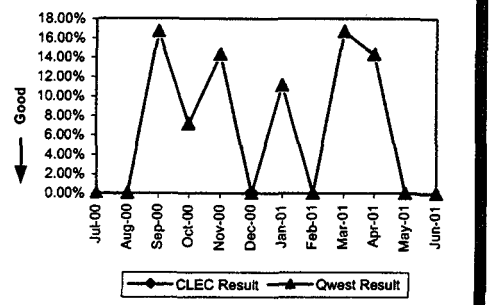
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					348:18	9	38:42		
Aug-00					751:08	11	68:17		
Sep-00					336:58	12	28:05		
Oct-00					489:53	12	40:49		
Nov-00					283:07	7	40:27		
Dec-00	2:55	1	2:55		61:34	6	10:16	-1	-1.61
Jan-01					129:41	9	14:25		
Feb-01					123:36	5	24:43		
Mar-01					62:28	6	10:25		
Apr-01					119:13	7	17:02		
May-01					78:05	6	13:01		
Jun-01					235:43	9	26:11		



Checklist #14 - Resale - PBX Repair

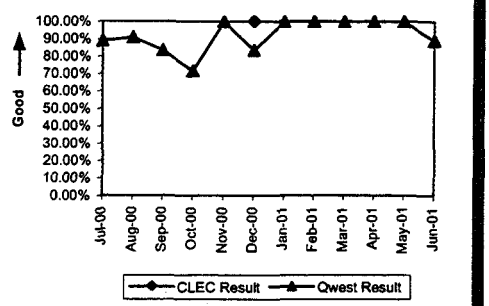
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					0	9	0.00%	N/A	
Aug-00					0	11	0.00%	N/A	
Sep-00					2	12	16.67%		
Oct-00					1	14	7.14%		
Nov-00					1	7	14.29%		
Dec-00	0	1	0.00%	0.00%	0	6	0.00%	N/A	
Jan-01					1	9	11.11%		
Feb-01					0	5	0.00%	N/A	
Mar-01					1	6	16.67%		
Apr-01					1	7	14.29%		
May-01					0	6	0.00%	N/A	
Jun-01					0	9	0.00%	N/A	



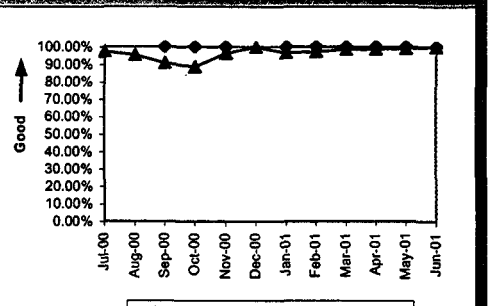
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8	9	88.89%		
Aug-00					10	11	90.91%		
Sep-00					10	12	83.33%		
Oct-00					10	14	71.43%		
Nov-00					7	7	100.00%	N/A	
Dec-00	1	1	100.00%	0.00%	5	6	83.33%	-0.41	-1.25
Jan-01					9	9	100.00%	N/A	
Feb-01					5	5	100.00%	N/A	
Mar-01					6	6	100.00%	N/A	
Apr-01					7	7	100.00%	N/A	
May-01					6	6	100.00%	N/A	
Jun-01					8	9	88.89%		



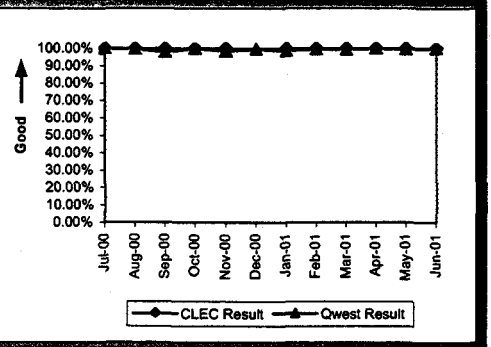
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					37	38	97.37%		
Aug-00					43	45	95.56%		
Sep-00	1	1	100.00%	0.00%	40	44	90.91%	-0.31	-1.19
Oct-00	1	1	100.00%	0.00%	31	35	88.57%	-0.35	-1.22
Nov-00	2	2	100.00%	0.00%	80	83	96.39%	-0.27	-1.16
Dec-00					88	88	100.00%	N/A	
Jan-01	2	2	100.00%	0.00%	90	93	96.77%	-0.26	-1.16
Feb-01	1	1	100.00%	0.00%	71	73	97.26%	-0.17	-1.1
Mar-01	1	1	100.00%	0.00%	75	76	98.68%	-0.11	-1.07
Apr-01	1	1	100.00%	0.00%	82	83	98.80%	-0.11	-1.07
May-01	1	1	100.00%	0.00%	117	118	99.15%	-0.09	-1.06
Jun-01	1	1	100.00%	0.00%	79	79	100.00%	N/A	N/A



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

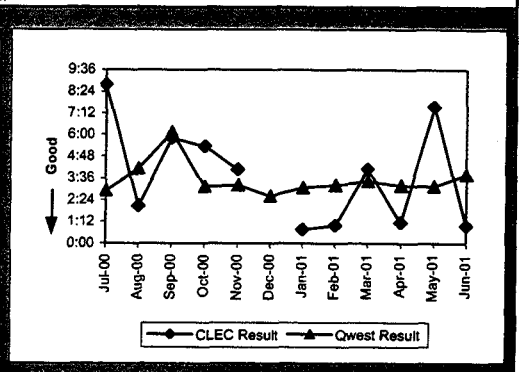
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	176	176	100.00%	N/A	N/A
Aug-00	2	2	100.00%	0.00%	256	257	99.61%	-0.09	-1.05
Sep-00	5	5	100.00%	0.00%	227	232	97.84%	-0.33	-1.2
Oct-00	5	5	100.00%	0.00%	197	197	100.00%	N/A	N/A
Nov-00	4	4	100.00%	0.00%	192	195	98.46%	-0.25	-1.15
Dec-00					169	170	99.41%		
Jan-01	2	2	100.00%	0.00%	202	205	98.54%	-0.17	-1.1
Feb-01	2	2	100.00%	0.00%	171	172	99.42%	-0.11	-1.07
Mar-01	4	4	100.00%	0.00%	161	162	99.38%	-0.16	-1.09
Apr-01	1	1	100.00%	0.00%	148	148	100.00%	N/A	N/A
May-01	3	3	100.00%	0.00%	190	191	99.48%	-0.12	-1.08
Jun-01	3	3	100.00%	0.00%	148	148	100.00%	N/A	N/A



Checklist #14 - Resale - PBX Repair

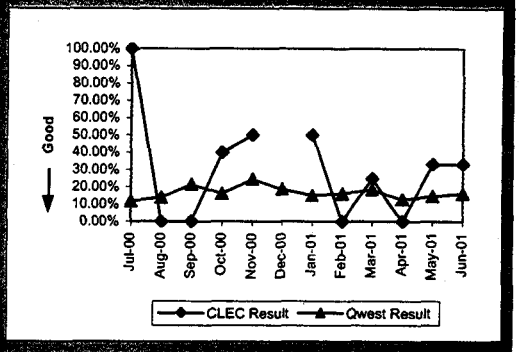
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8:46	1	8:46		514:12	176	2:55	1.06	-0.36
Aug-00	4:06	2	2:03	2:44	1058:59	257	4:07	-0.24	-1.14
Sep-00	29:01	5	5:48	7:31	1422:13	232	6:08	-0.04	-1.02
Oct-00	26:44	5	5:21	5:15	616:53	197	3:08	0.78	-0.53
Nov-00	16:17	4	4:04	7:55	628:35	195	3:13	0.14	-0.91
Dec-00					445:18	170	2:37		
Jan-01	1:31	2	0:46	0:04	631:32	205	3:05	-0.31	-1.19
Feb-01	1:58	2	0:59	1:16	552:32	172	3:13	-0.39	-1.24
Mar-01	16:22	4	4:06	7:08	555:24	162	3:26	0.14	-0.92
Apr-01	1:09	1	1:09		472:53	148	3:12	-0.37	-1.23
May-01	22:37	3	7:32	6:25	601:26	191	3:09	0.66	-0.6
Jun-01	2:53	3	0:58	0:47	563:00	148	3:48	-0.76	-1.46



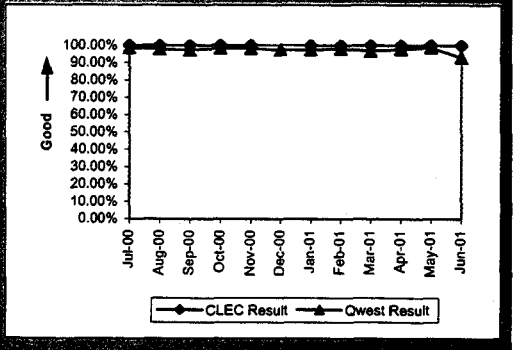
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	21	176	11.93%	1.56	-0.05
Aug-00	0	2	0.00%	0.00%	36	257	14.01%	-0.57	-1.35
Sep-00	0	5	0.00%	0.00%	50	232	21.55%	-1.16	-1.7
Oct-00	2	5	40.00%	48.99%	32	197	16.24%	1.22	-0.26
Nov-00	2	4	50.00%	50.00%	48	195	24.62%	1.03	-0.37
Dec-00					32	170	18.82%		
Jan-01	1	2	50.00%	50.00%	31	205	15.12%	1.02	-0.38
Feb-01	0	2	0.00%	0.00%	28	172	16.28%	-0.62	-1.38
Mar-01	1	4	25.00%	43.30%	30	162	18.52%	0.32	-0.8
Apr-01	0	1	0.00%	0.00%	19	148	12.84%	-0.38	-1.23
May-01	1	3	33.33%	47.14%	28	191	14.66%	0.76	-0.54
Jun-01	1	3	33.33%	47.14%	24	148	16.22%	0.78	-0.53



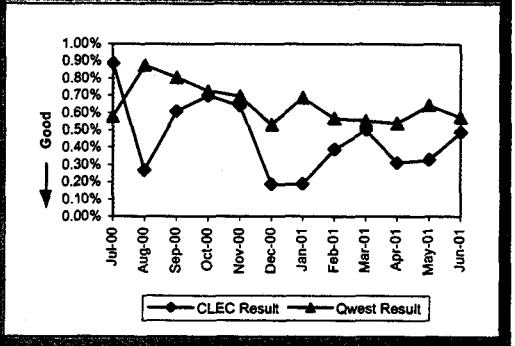
Repair Appointments Met (Percent) (MR-9)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	174	176	98.86%	-0.11	-1.06
Aug-00	2	2	100.00%	0.00%	252	257	98.05%	-0.2	-1.12
Sep-00	5	5	100.00%	0.00%	226	232	97.41%	-0.36	-1.22
Oct-00	5	5	100.00%	0.00%	194	197	98.48%	-0.27	-1.17
Nov-00	4	4	100.00%	0.00%	192	195	98.46%	-0.25	-1.15
Dec-00					166	170	97.65%		
Jan-01	2	2	100.00%	0.00%	200	205	97.56%	-0.22	-1.14
Feb-01	2	2	100.00%	0.00%	169	172	98.26%	-0.19	-1.11
Mar-01	4	4	100.00%	0.00%	157	162	96.91%	-0.35	-1.21
Apr-01	1	1	100.00%	0.00%	145	148	97.97%	-0.14	-1.09
May-01	3	3	100.00%	0.00%	189	191	98.95%	-0.18	-1.11
Jun-01	3	3	100.00%	0.00%	138	148	93.24%	-0.46	-1.28



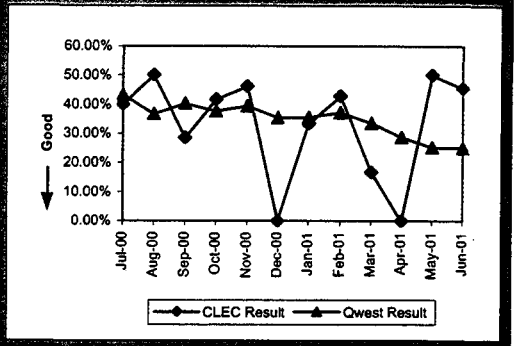
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	677	0.89%	9.37%	295	51089	0.58%	1.05	-0.36
Aug-00	2	747	0.27%	5.17%	446	50997	0.87%	-1.77	-2.08
Sep-00	5	822	0.61%	7.78%	406	50492	0.80%	-0.62	-1.38
Oct-00	7	1002	0.70%	8.33%	365	50293	0.73%	-0.1	-1.06
Nov-00	7	1094	0.64%	7.97%	346	49824	0.69%	-0.22	-1.13
Dec-00	2	1074	0.19%	4.31%	264	49653	0.53%	-1.54	-1.94
Jan-01	2	1066	0.19%	4.33%	338	49239	0.69%	-1.95	-2.19
Feb-01	4	1031	0.39%	6.22%	279	49074	0.57%	-0.76	-1.46
Mar-01	5	997	0.50%	7.06%	268	48487	0.55%	-0.22	-1.13
Apr-01	3	960	0.31%	5.58%	258	47706	0.54%	-0.95	-1.58
May-01	3	913	0.33%	5.72%	304	47172	0.64%	-1.18	-1.72
Jun-01	6	1230	0.49%	6.97%	266	46297	0.57%	-0.4	-1.24



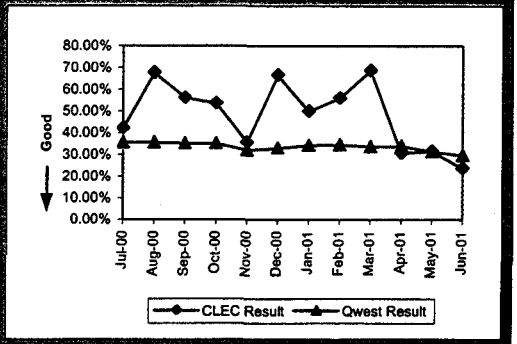
Checklist #14 - Resale - PBX Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)									
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	10	40.00%	48.99%	225	520	43.27%	-0.21	-1.13
Aug-00	2	4	50.00%	50.00%	259	705	36.74%	0.5	-0.69
Sep-00	2	7	28.57%	45.18%	275	681	40.38%	-0.63	-1.39
Oct-00	5	12	41.67%	49.30%	221	586	37.71%	0.28	-0.83
Nov-00	6	13	46.15%	49.85%	225	571	39.40%	0.5	-0.69
Dec-00	0	2	0.00%	0.00%	145	409	35.45%	-1.05	-1.64
Jan-01	1	3	33.33%	47.14%	187	525	35.62%	-0.08	-1.05
Feb-01	3	7	42.86%	49.49%	166	445	37.30%	0.3	-0.82
Mar-01	1	6	16.67%	37.27%	136	404	33.66%	-0.87	-1.53
Apr-01	0	3	0.00%	0.00%	104	362	28.73%	-1.1	-1.67
May-01	3	6	50.00%	50.00%	103	407	25.31%	1.25	-0.24
Jun-01	5	11	45.45%	49.79%	89	355	25.07%	1.43	-0.13



Checklist #14 - New Service Installation Quality - POTS Resale - UNE-P

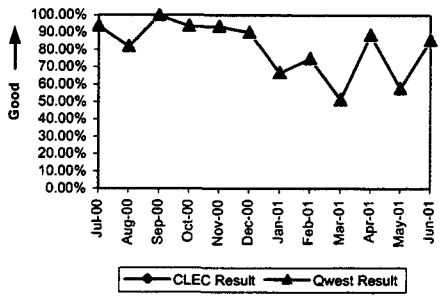
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)									
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	27	64	42.19%	49.39%	43457	121760	35.69%	1.06	-0.36
Aug-00	23	34	67.65%	46.78%	53602	150097	35.71%	3.74	1.27
Sep-00	23	41	56.10%	49.63%	41237	116871	35.28%	2.69	0.64
Oct-00	22	41	53.66%	49.87%	52385	148276	35.33%	2.38	0.44
Nov-00	10	28	35.71%	47.92%	43967	136862	32.13%	0.41	-0.75
Dec-00	12	18	66.67%	47.14%	31398	95122	33.01%	2.85	0.73
Jan-01	12	24	50.00%	50.00%	43846	127833	34.30%	1.57	-0.04
Feb-01	14	25	56.00%	49.64%	35310	102001	34.62%	2.15	0.3
Mar-01	11	16	68.75%	46.35%	35986	106567	33.77%	2.77	0.68
Apr-01	8	26	30.77%	46.15%	28212	83069	33.96%	-0.34	-1.21
May-01	6	19	31.58%	46.48%	27070	85956	31.49%	0.03	-0.98
Jun-01	5	21	23.81%	42.59%	25390	85700	29.63%	-0.58	-1.35



Checklist #14 - Resale - Basic ISDN Installation

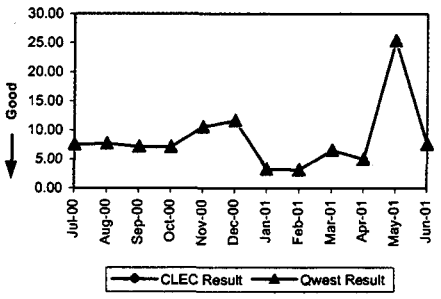
Installation Commitments Met (Percent) (OP-3)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					62	66	93.94%		
Aug-00					36	44	81.82%		
Sep-00					47	47	100.00%	N/A	
Oct-00					45	48	93.75%		
Nov-00					29	31	93.55%		
Dec-00					18	20	90.00%		
Jan-01					10	15	66.67%		
Feb-01					75	100	75.00%		
Mar-01					22	43	51.16%		
Apr-01					63	71	88.73%		
May-01					15	26	57.69%		
Jun-01					12	14	85.71%		



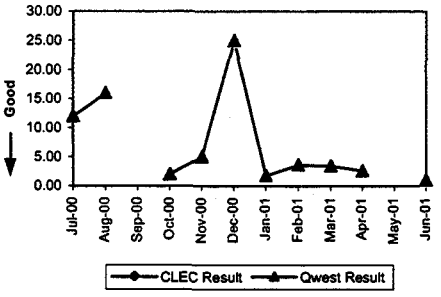
Installation Interval (Average Days) (OP-4)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					496	66	7.52		
Aug-00					341	44	7.75		
Sep-00					337	47	7.17		
Oct-00					341	48	7.10		
Nov-00					329	31	10.61		
Dec-00					234	20	11.70		
Jan-01					50	15	3.33		
Feb-01					320	100	3.20		
Mar-01					282	43	6.56		
Apr-01					359	71	5.06		
May-01					661	26	25.42		
Jun-01					106	14	7.57		



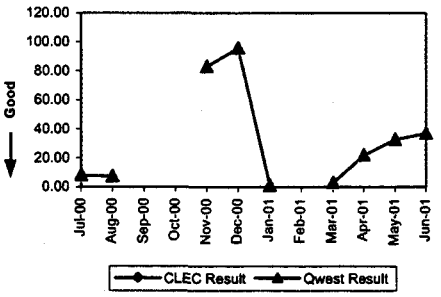
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					12	1	12.00		
Aug-00					32	2	16.00		
Sep-00									
Oct-00					6	3	2.00		
Nov-00					5	1	5.00		
Dec-00					25	1	25.00		
Jan-01					7	4	1.75		
Feb-01					91	25	3.64		
Mar-01					68	20	3.40		
Apr-01					13	5	2.60		
May-01									
Jun-01					1	1	1.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Within MSAs

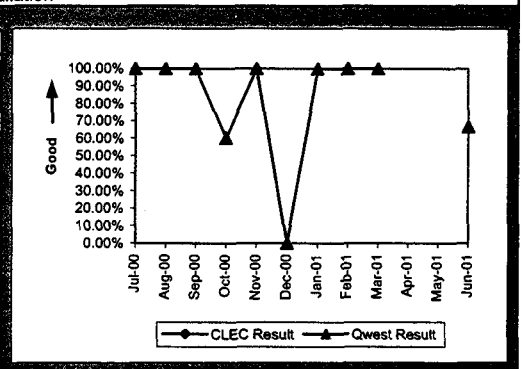
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					24	3	8.00		
Aug-00					44	6	7.33		
Sep-00									
Oct-00									
Nov-00					83	1	83.00		
Dec-00					96	1	96.00		
Jan-01					1	1	1.00		
Feb-01									
Mar-01					3	1	3.00		
Apr-01					66	3	22.00		
May-01					360	11	32.73		
Jun-01					37	1	37.00		



Checklist #14 - Resale - Basic ISDN Installation

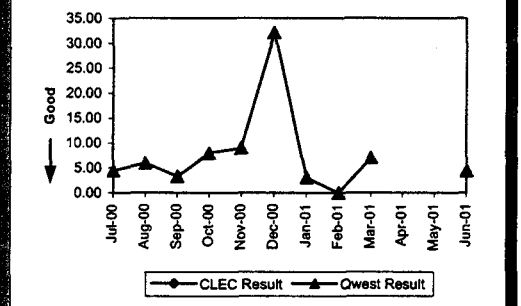
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2	2	100.00%	N/A	
Aug-00					3	3	100.00%	N/A	
Sep-00					4	4	100.00%	N/A	
Oct-00					3	5	60.00%		
Nov-00					1	1	100.00%	N/A	
Dec-00					0	11	0.00%	N/A	
Jan-01					2	2	100.00%	N/A	
Feb-01					1	1	100.00%	N/A	
Mar-01					1	1	100.00%	N/A	
Apr-01									
May-01									
Jun-01					2	3	66.67%		



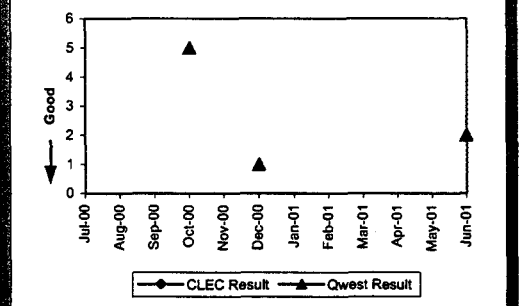
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					9	2	4.50		
Aug-00					18	3	6.00		
Sep-00					13	4	3.25		
Oct-00					40	5	8.00		
Nov-00					9	1	9.00		
Dec-00					353	11	32.09		
Jan-01					6	2	3.00		
Feb-01					0	1	0.00		
Mar-01					7	1	7.00		
Apr-01									
May-01									
Jun-01					13	3	4.33		



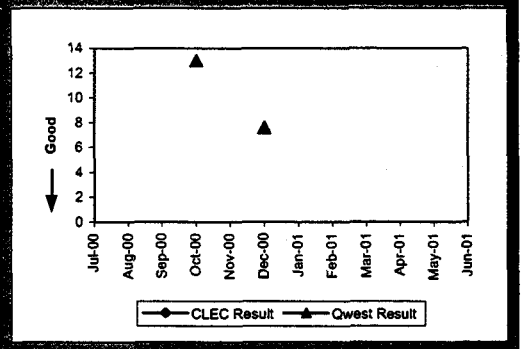
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00					5	1	5.00		
Nov-00									
Dec-00					1	1	1.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01					2	1	2.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Outside MSAs

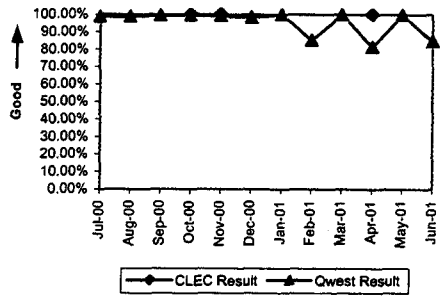
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00					13	1	13.00		
Nov-00									
Dec-00					76	10	7.60		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



Checklist #14 - Resale - Basic ISDN Installation

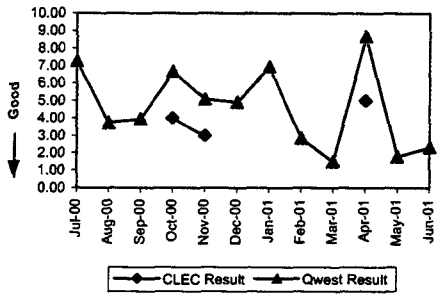
Installation Commitments Met (Percent) (OP-3)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					301	305	98.69%		
Aug-00					154	156	98.72%		
Sep-00					200	201	99.50%		
Oct-00	1	1	100.00%	0.00%	188	189	99.47%	-0.07	-1.04
Nov-00	1	1	100.00%	0.00%	278	280	99.29%	-0.08	-1.05
Dec-00					179	182	98.35%		
Jan-01					14	14	100.00%	N/A	
Feb-01					29	34	85.29%		
Mar-01					16	16	100.00%	N/A	
Apr-01	1	1	100.00%	0.00%	26	32	81.25%	-0.47	-1.29
May-01					14	14	100.00%	N/A	
Jun-01					11	13	84.62%		



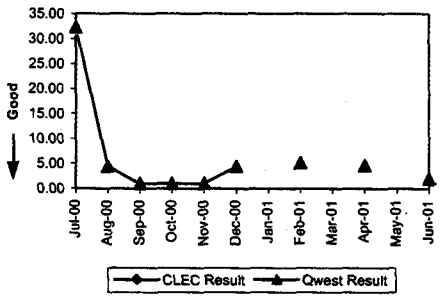
Installation Interval (Average Days) (OP-4)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2215	305	7.26		
Aug-00					582	156	3.73		
Sep-00					797	201	3.97		
Oct-00	4	1	4.00		1260	189	6.67	-0.43	-1.26
Nov-00	3	1	3.00		1424	280	5.09	-0.39	-1.24
Dec-00					897	182	4.93		
Jan-01					97	14	6.93		
Feb-01					97	34	2.85		
Mar-01					24	16	1.50		
Apr-01	5	1	5.00		277	32	8.66	-0.18	-1.11
May-01					16	9	1.78		
Jun-01					21	9	2.33		



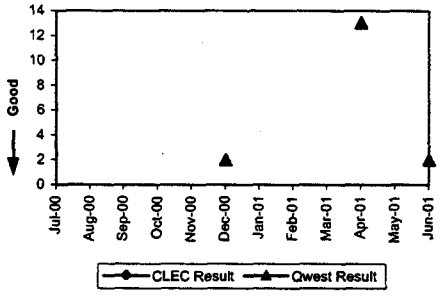
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					129	4	32.25		
Aug-00					9	2	4.50		
Sep-00					1	1	1.00		
Oct-00					1	1	1.00		
Nov-00					2	2	1.00		
Dec-00					9	2	4.50		
Jan-01									
Feb-01					26	5	5.20		
Mar-01									
Apr-01					14	3	4.67		
May-01									
Jun-01					2	1	2.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches

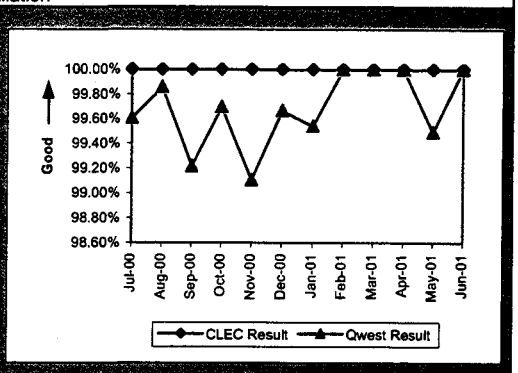
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00					2	1	2.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01					39	3	13.00		
May-01									
Jun-01					2	1	2.00		



Checklist #14 - Resale - Basic ISDN Installation

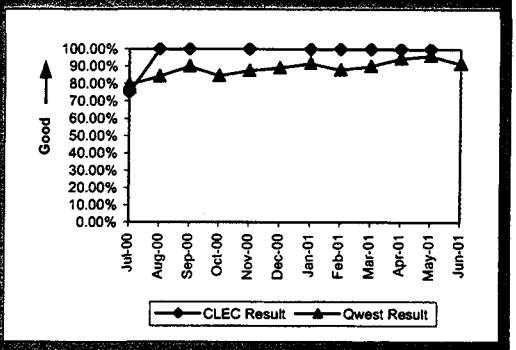
New Service Installation without Trouble Reports (Percent) (OP-5)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	6	100.00%	0.00%	757	760	99.61%	-0.15	-1.09
Aug-00	7	7	100.00%	0.00%	700	701	99.86%	-0.1	-1.06
Sep-00	3	3	100.00%	0.00%	634	639	99.22%	-0.15	-1.09
Oct-00	2	2	100.00%	0.00%	655	657	99.70%	-0.08	-1.05
Nov-00	2	2	100.00%	0.00%	665	671	99.11%	-0.13	-1.08
Dec-00	2	2	100.00%	0.00%	598	600	99.67%	-0.08	-1.05
Jan-01	2	2	100.00%	0.00%	431	433	99.54%	-0.1	-1.06
Feb-01	4	4	100.00%	0.00%	414	414	100.00%	N/A	N/A
Mar-01	5	5	100.00%	0.00%	506	506	100.00%	N/A	N/A
Apr-01	5	5	100.00%	0.00%	483	483	100.00%	N/A	N/A
May-01	4	4	100.00%	0.00%	393	395	99.49%	-0.14	-1.09
Jun-01	2	2	100.00%	0.00%	372	372	100.00%	N/A	N/A



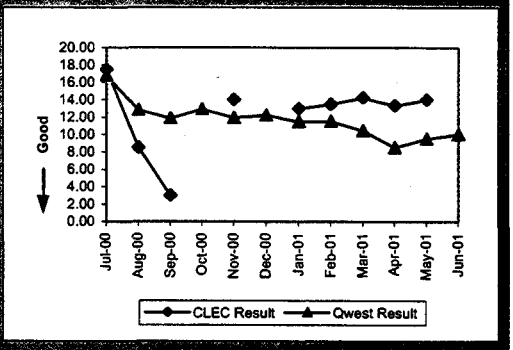
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	4	75.00%	43.30%	240	302	79.47%	0.26	-0.84
Aug-00	2	2	100.00%	0.00%	242	287	84.32%	-0.61	-1.37
Sep-00	1	1	100.00%	0.00%	268	297	90.24%	-0.33	-1.2
Oct-00					249	294	84.69%		
Nov-00	1	1	100.00%	0.00%	205	234	87.61%	-0.38	-1.23
Dec-00					174	195	89.23%		
Jan-01	2	2	100.00%	0.00%	224	244	91.80%	-0.42	-1.26
Feb-01	4	4	100.00%	0.00%	217	246	88.21%	-0.73	-1.44
Mar-01	4	4	100.00%	0.00%	326	361	90.30%	-0.65	-1.4
Apr-01	3	3	100.00%	0.00%	224	237	94.51%	-0.41	-1.25
May-01	3	3	100.00%	0.00%	237	246	96.34%	-0.34	-1.2
Jun-01					217	237	91.56%		



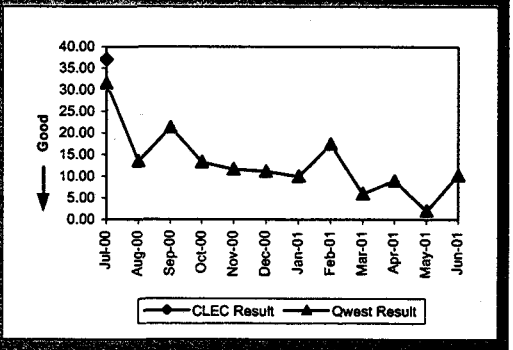
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	70	4	17.50	22.83	4408	262	16.82	0.07	-0.96
Aug-00	17	2	8.50	6.36	3285	256	12.83	-0.58	-1.35
Sep-00	3	1	3.00		3304	278	11.88	-0.78	-1.47
Oct-00					3525	273	12.91		
Nov-00	14	1	14.00		2583	216	11.96	0.14	-0.92
Dec-00					2164	177	12.23		
Jan-01	26	2	13.00	1.41	2703	235	11.50	0.11	-0.94
Feb-01	54	4	13.50	0.58	2593	225	11.52	0.26	-0.84
Mar-01	57	4	14.25	3.20	3600	344	10.47	0.66	-0.6
Apr-01	40	3	13.33	1.53	1886	221	8.53	1.14	-0.31
May-01	42	3	14.00	0.00	2212	232	9.53	0.95	-0.42
Jun-01					2194	219	10.02		



Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

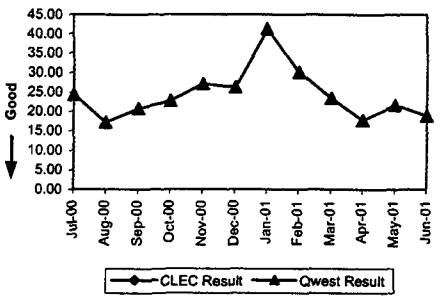
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	37	1	37.00		567	18	31.50	0.15	-0.91
Aug-00					81	6	13.50		
Sep-00					149	7	21.29		
Oct-00					120	9	13.33		
Nov-00					105	9	11.67		
Dec-00					67	6	11.17		
Jan-01					40	4	10.00		
Feb-01					192	11	17.45		
Mar-01					54	9	6.00		
Apr-01					18	2	9.00		
May-01					2	1	2.00		
Jun-01					41	4	10.25		



Checklist #14 - Resale - Basic ISDN Installation

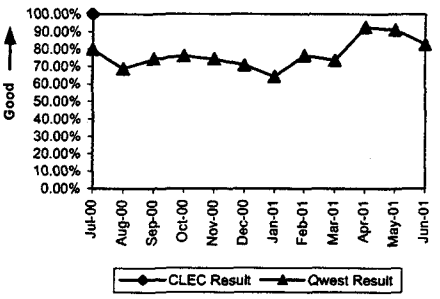
Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1068	44	24.27		
Aug-00					671	39	17.21		
Sep-00					457	22	20.77		
Oct-00					819	36	22.75		
Nov-00					542	20	27.10		
Dec-00					394	15	26.27		
Jan-01					660	16	41.25		
Feb-01					542	18	30.11		
Mar-01					610	26	23.46		
Apr-01					195	11	17.73		
May-01					173	8	21.62		
Jun-01					303	16	18.94		



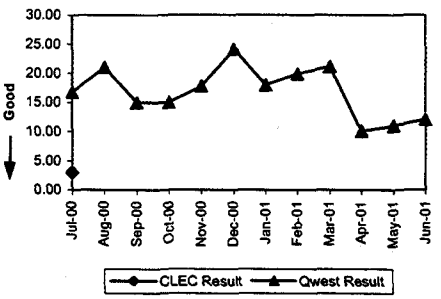
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	28	35	80.00%	-0.49	-1.3
Aug-00					31	45	68.89%		
Sep-00					35	47	74.47%		
Oct-00					35	46	76.09%		
Nov-00					35	47	74.47%		
Dec-00					22	31	70.97%		
Jan-01					18	28	64.29%		
Feb-01					29	38	76.32%		
Mar-01					42	57	73.68%		
Apr-01					38	41	92.68%		
May-01					31	34	91.18%		
Jun-01					29	35	82.86%		



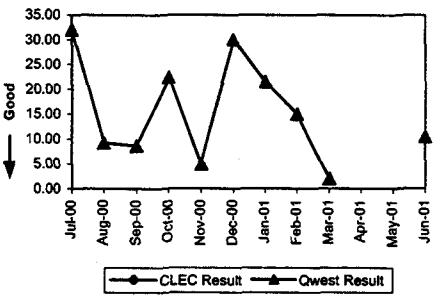
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	1	3.00		501	30	16.70	-0.93	-1.57
Aug-00					799	38	21.03		
Sep-00					642	43	14.93		
Oct-00					612	41	14.93		
Nov-00					763	43	17.74		
Dec-00					724	30	24.13		
Jan-01					431	24	17.96		
Feb-01					696	35	19.89		
Mar-01					1097	52	21.10		
Apr-01					372	37	10.05		
May-01					350	32	10.94		
Jun-01					409	34	12.03		



Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

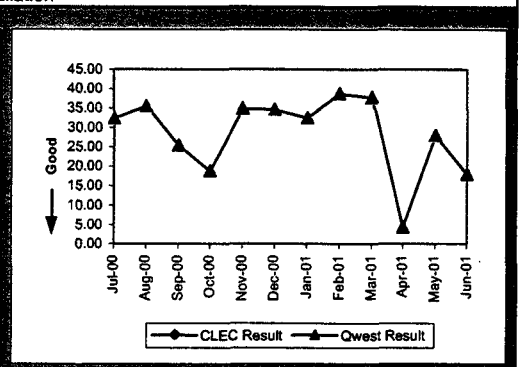
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					64	2	32.00		
Aug-00					37	4	9.25		
Sep-00					26	3	8.67		
Oct-00					67	3	22.33		
Nov-00					20	4	5.00		
Dec-00					30	1	30.00		
Jan-01					43	2	21.50		
Feb-01					15	1	15.00		
Mar-01					2	1	2.00		
Apr-01									
May-01									
Jun-01					21	2	10.50		



Checklist #14 - Resale - Basic ISDN Installation

Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

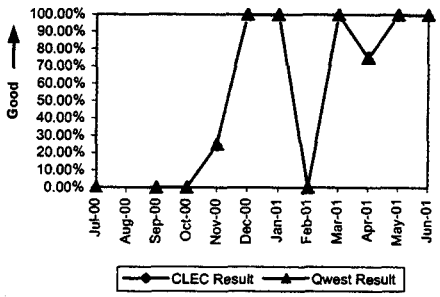
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					162	5	32.40		
Aug-00					355	10	35.50		
Sep-00					229	9	25.44		
Oct-00					150	8	18.75		
Nov-00					279	8	34.88		
Dec-00					277	8	34.62		
Jan-01					260	8	32.50		
Feb-01					310	8	38.75		
Mar-01					529	14	37.79		
Apr-01					13	3	4.33		
May-01					84	3	28.00		
Jun-01					72	4	18.00		



Checklist #14 - Resale - Basic ISDN Repair

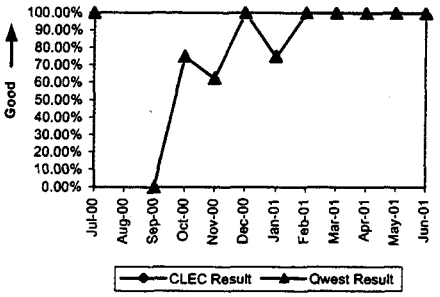
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					0	1	0.00%	N/A	
Aug-00									
Sep-00					0	3	0.00%	N/A	
Oct-00					0	2	0.00%	N/A	
Nov-00					1	4	25.00%		
Dec-00					1	1	100.00%	N/A	
Jan-01					1	1	100.00%	N/A	
Feb-01					0	1	0.00%	N/A	
Mar-01					2	2	100.00%	N/A	
Apr-01					3	4	75.00%		
May-01					1	1	100.00%	N/A	
Jun-01					2	2	100.00%	N/A	



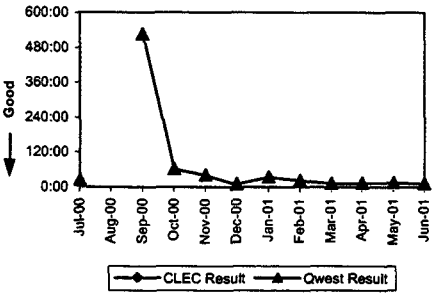
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2	2	100.00%	N/A	
Aug-00									
Sep-00					0	3	0.00%	N/A	
Oct-00					3	4	75.00%		
Nov-00					5	8	62.50%		
Dec-00					4	4	100.00%	N/A	
Jan-01					3	4	75.00%		
Feb-01					2	2	100.00%	N/A	
Mar-01					2	2	100.00%	N/A	
Apr-01					4	4	100.00%	N/A	
May-01					3	3	100.00%	N/A	
Jun-01					2	2	100.00%	N/A	



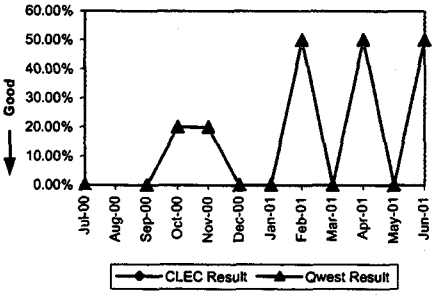
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					48:09	2	24:04		
Aug-00									
Sep-00					1578:55	3	526:18		
Oct-00					243:13	4	60:48		
Nov-00					324:39	8	40:35		
Dec-00					35:23	4	8:51		
Jan-01					132:05	4	33:01		
Feb-01					44:41	2	22:20		
Mar-01					21:57	2	10:58		
Apr-01					50:44	4	12:41		
May-01					44:00	3	14:40		
Jun-01					23:51	2	11:56		



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

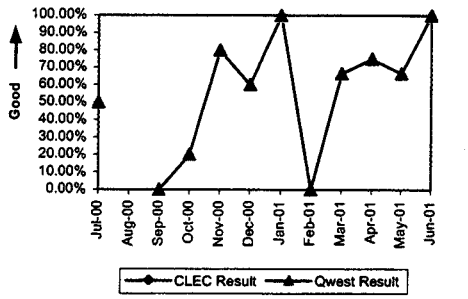
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					0	2	0.00%	N/A	
Aug-00									
Sep-00					0	3	0.00%	N/A	
Oct-00					1	5	20.00%		
Nov-00					2	10	20.00%		
Dec-00					0	5	0.00%	N/A	
Jan-01					0	4	0.00%	N/A	
Feb-01					1	2	50.00%		
Mar-01					0	3	0.00%	N/A	
Apr-01					2	4	50.00%		
May-01					0	3	0.00%	N/A	
Jun-01					1	2	50.00%		



Checklist #14 - Resale - Basic ISDN Repair

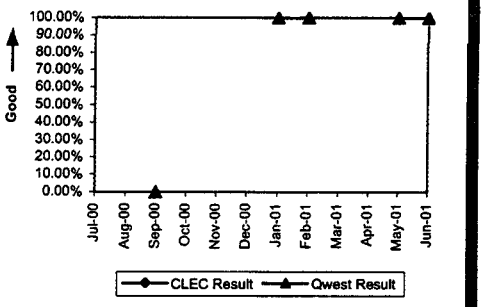
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1	2	50.00%		
Aug-00									
Sep-00					0	3	0.00%	N/A	
Oct-00					1	5	20.00%		
Nov-00					8	10	80.00%		
Dec-00					3	5	60.00%		
Jan-01					4	4	100.00%	N/A	
Feb-01					0	2	0.00%	N/A	
Mar-01					2	3	66.67%		
Apr-01					3	4	75.00%		
May-01					2	3	66.67%		
Jun-01					2	2	100.00%	N/A	



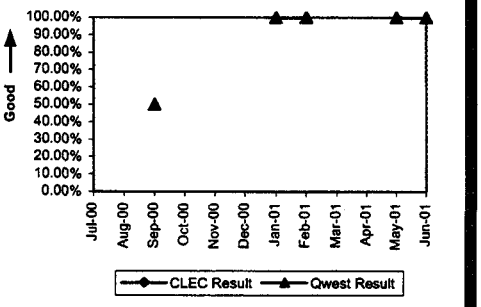
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					0	2	0.00%	N/A	
Oct-00									
Nov-00									
Dec-00									
Jan-01					1	1	100.00%	N/A	
Feb-01					1	1	100.00%	N/A	
Mar-01									
Apr-01									
May-01					2	2	100.00%	N/A	
Jun-01					1	1	100.00%	N/A	



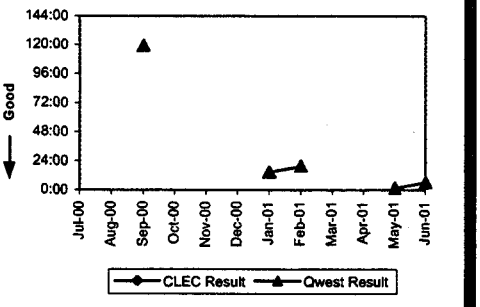
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					1	2	50.00%		
Oct-00									
Nov-00									
Dec-00									
Jan-01					1	1	100.00%	N/A	
Feb-01					1	1	100.00%	N/A	
Mar-01									
Apr-01									
May-01					2	2	100.00%	N/A	
Jun-01					1	1	100.00%	N/A	



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

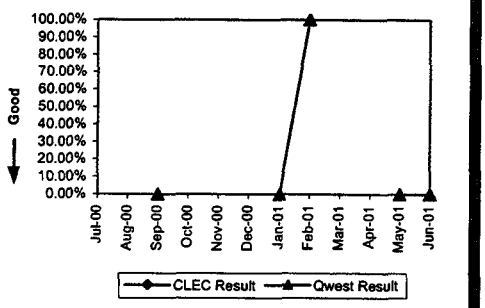
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					238:43	2	119:22		
Oct-00									
Nov-00									
Dec-00									
Jan-01					14:54	1	14:54		
Feb-01					19:53	1	19:53		
Mar-01									
Apr-01									
May-01					3:01	2	1:30		
Jun-01					6:18	1	6:18		



Checklist #14 - Resale - Basic ISDN Repair

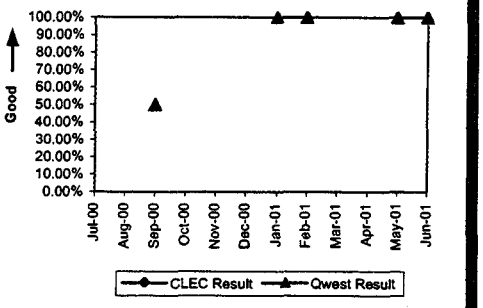
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					0	2	0.00%	N/A	
Oct-00									
Nov-00									
Dec-00									
Jan-01					0	1	0.00%	N/A	
Feb-01					1	1	100.00%	N/A	
Mar-01									
Apr-01									
May-01					0	2	0.00%	N/A	
Jun-01					0	1	0.00%	N/A	



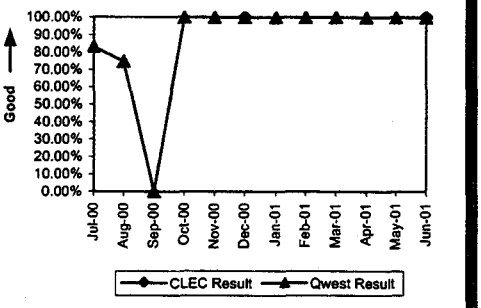
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					1	2	50.00%		
Oct-00									
Nov-00									
Dec-00									
Jan-01					1	1	100.00%	N/A	
Feb-01					1	1	100.00%	N/A	
Mar-01									
Apr-01									
May-01					2	2	100.00%	N/A	
Jun-01					1	1	100.00%	N/A	



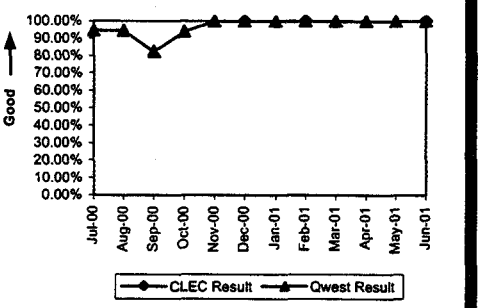
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					5	6	83.33%		
Aug-00					3	4	75.00%		
Sep-00					0	1	0.00%	N/A	
Oct-00					3	3	100.00%	N/A	
Nov-00					18	18	100.00%	N/A	
Dec-00	1	1	100.00%	0.00%	10	10	100.00%	N/A	N/A
Jan-01					11	11	100.00%	N/A	
Feb-01					8	8	100.00%	N/A	
Mar-01					21	21	100.00%	N/A	
Apr-01					11	11	100.00%	N/A	
May-01					11	11	100.00%	N/A	
Jun-01	1	1	100.00%	0.00%	12	12	100.00%	N/A	N/A



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

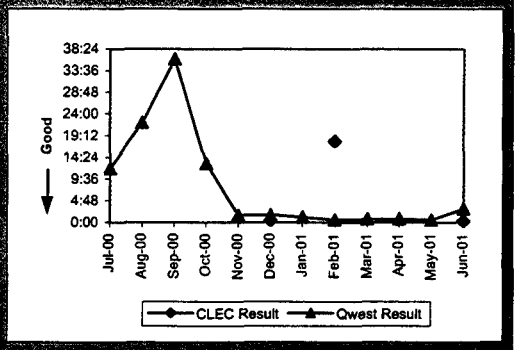
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					35	37	94.59%		
Aug-00					35	37	94.59%		
Sep-00					33	40	82.50%		
Oct-00					46	49	93.88%		
Nov-00					52	52	100.00%	N/A	
Dec-00	1	1	100.00%	0.00%	29	29	100.00%	N/A	N/A
Jan-01					37	37	100.00%	N/A	
Feb-01	1	1	100.00%	0.00%	23	23	100.00%	N/A	N/A
Mar-01					45	45	100.00%	N/A	
Apr-01					24	24	100.00%	N/A	
May-01					21	21	100.00%	N/A	
Jun-01	1	1	100.00%	0.00%	20	20	100.00%	N/A	N/A



Checklist #14 - Resale - Basic ISDN Repair

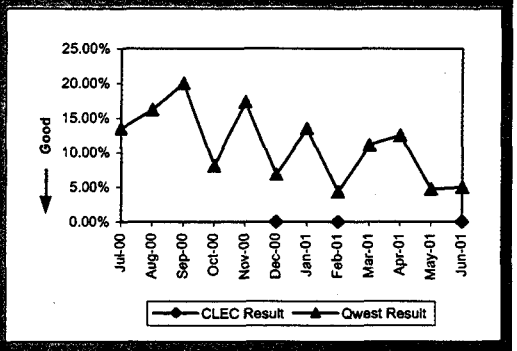
Mean Time to Restore (Hours:Minutes) (MR-6)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					440:16	37	11:54		
Aug-00					817:49	37	22:06		
Sep-00					1448:34	40	36:13		
Oct-00					639:16	49	13:03		
Nov-00					84:40	52	1:38		
Dec-00	0:23	1	0:23		47:54	29	1:39	-0.28	-1.17
Jan-01					45:54	37	1:14		
Feb-01	17:55	1	17:55		14:01	23	0:37	9.5	4.78
Mar-01					32:08	45	0:43		
Apr-01					19:34	24	0:49		
May-01					10:45	21	0:31		
Jun-01	0:16	1	0:16		60:41	20	3:02	-0.27	-1.16



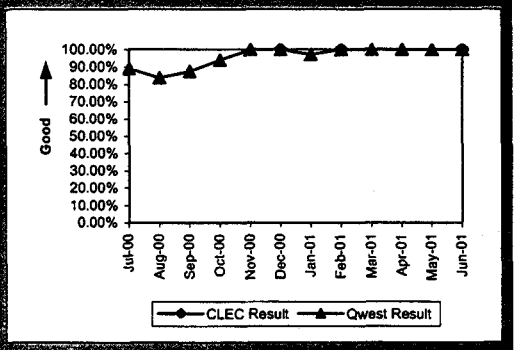
Repair Repeat Report Rate (Percent) (MR-7)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					5	37	13.51%		
Aug-00					6	37	16.22%		
Sep-00					8	40	20.00%		
Oct-00					4	49	8.16%		
Nov-00					9	52	17.31%		
Dec-00	0	1	0.00%	0.00%	2	29	6.90%	-0.27	-1.16
Jan-01					5	37	13.51%		
Feb-01	0	1	0.00%	0.00%	1	23	4.35%	-0.21	-1.13
Mar-01					5	45	11.11%		
Apr-01					3	24	12.50%		
May-01					1	21	4.76%		
Jun-01	0	1	0.00%	0.00%	1	20	5.00%	-0.22	-1.14



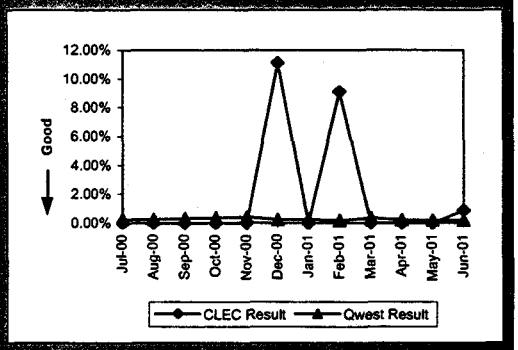
Repair Appointments Met (Percent) (MR-9)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					33	37	89.19%		
Aug-00					31	37	83.78%		
Sep-00					35	40	87.50%		
Oct-00					46	49	93.88%		
Nov-00					52	52	100.00%	N/A	
Dec-00	1	1	100.00%	0.00%	29	29	100.00%	N/A	N/A
Jan-01					36	37	97.30%		
Feb-01	1	1	100.00%	0.00%	23	23	100.00%	N/A	N/A
Mar-01					45	45	100.00%	N/A	
Apr-01					24	24	100.00%	N/A	
May-01					21	21	100.00%	N/A	
Jun-01	1	1	100.00%	0.00%	20	20	100.00%	N/A	N/A



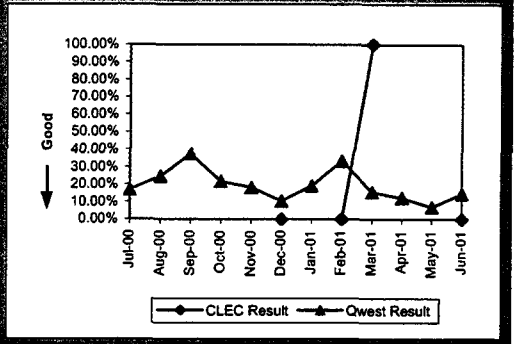
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	2	0.00%	0.00%	39	14292	0.27%	-0.07	-1.04
Aug-00	0	2	0.00%	0.00%	37	14513	0.25%	-0.07	-1.04
Sep-00	0	2	0.00%	0.00%	45	14612	0.31%	-0.08	-1.05
Oct-00	0	3	0.00%	0.00%	54	14691	0.37%	-0.11	-1.06
Nov-00	0	7	0.00%	0.00%	62	14875	0.42%	-0.17	-1.1
Dec-00	1	9	11.11%	31.43%	34	14963	0.23%	6.86	0.36
Jan-01	0	11	0.00%	0.00%	42	14937	0.28%	-0.18	-1.11
Feb-01	1	11	9.09%	28.75%	26	15032	0.17%	7.12	0.48
Mar-01	0	102	0.00%	0.00%	48	13199	0.36%	-0.61	-1.37
Apr-01	0	99	0.00%	0.00%	28	13295	0.21%	-0.46	-1.28
May-01	0	102	0.00%	0.00%	26	13262	0.20%	-0.45	-1.27
Jun-01	1	118	0.85%	9.17%	23	12749	0.18%	1.7	-0.26



Checklist #14 - Resale - Basic ISDN Repair

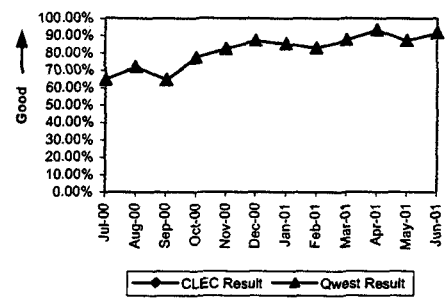
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)									
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8	47	17.02%		
Aug-00					12	49	24.49%		
Sep-00					27	72	37.50%		
Oct-00					15	69	21.74%		
Nov-00					14	76	18.42%		
Dec-00	0	1	0.00%	0.00%	4	38	10.53%	-0.34	-1.21
Jan-01					10	52	19.23%		
Feb-01	0	1	0.00%	0.00%	13	39	33.33%	-0.7	-1.42
Mar-01	1	1	100.00%	0.00%	9	57	15.79%	1.58	-0.04
Apr-01					4	32	12.50%		
May-01					2	28	7.14%		
Jun-01	0	1	0.00%	0.00%	4	27	14.81%	-0.41	-1.25



Checklist #14 - Resale - Megabit Installation

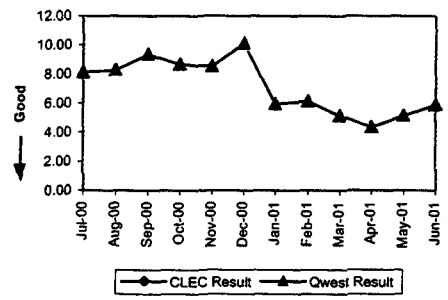
Installation Commitments Met (Percent) (OP-3)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					44	68	64.71%		
Aug-00					57	79	72.15%		
Sep-00					53	82	64.63%		
Oct-00					98	127	77.17%		
Nov-00					117	142	82.39%		
Dec-00					95	109	87.16%		
Jan-01					70	82	85.37%		
Feb-01					63	76	82.89%		
Mar-01					91	104	87.50%		
Apr-01					83	89	93.26%		
May-01					81	93	87.10%		
Jun-01					66	72	91.67%		



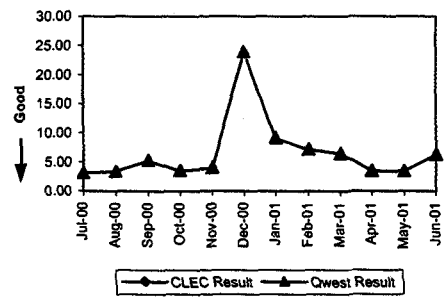
Installation Interval (Average Days) (OP-4)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					553	68	8.13		
Aug-00					656	79	8.30		
Sep-00					769	82	9.38		
Oct-00					1105	127	8.70		
Nov-00					1212	142	8.54		
Dec-00					1105	109	10.14		
Jan-01					489	82	5.96		
Feb-01					467	76	6.14		
Mar-01					537	104	5.16		
Apr-01					387	89	4.35		
May-01					478	93	5.14		
Jun-01					425	72	5.90		



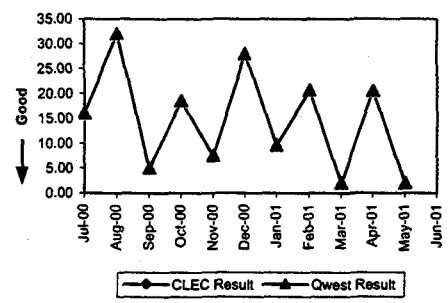
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					69	22	3.14		
Aug-00					61	18	3.39		
Sep-00					149	28	5.32		
Oct-00					95	27	3.52		
Nov-00					92	23	4.00		
Dec-00					287	12	23.92		
Jan-01					64	7	9.14		
Feb-01					72	10	7.20		
Mar-01					78	12	6.50		
Apr-01					14	4	3.50		
May-01					31	9	3.44		
Jun-01					38	6	6.33		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Within MSAs

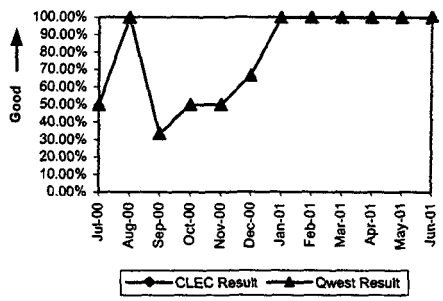
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					32	2	16.00		
Aug-00					128	4	32.00		
Sep-00					5	1	5.00		
Oct-00					37	2	18.50		
Nov-00					15	2	7.50		
Dec-00					56	2	28.00		
Jan-01					48	5	9.60		
Feb-01					62	3	20.67		
Mar-01					2	1	2.00		
Apr-01					41	2	20.50		
May-01					6	3	2.00		
Jun-01									



Checklist #14 - Resale - Megabit Installation

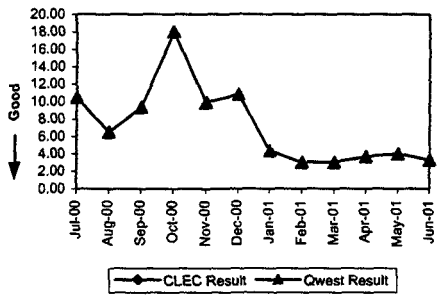
Installation Commitments Met (Percent) (OP-3)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1	2	50.00%		
Aug-00					2	2	100.00%	N/A	
Sep-00					1	3	33.33%		
Oct-00					3	6	50.00%		
Nov-00					4	8	50.00%		
Dec-00					4	6	66.67%		
Jan-01					3	3	100.00%	N/A	
Feb-01					1	1	100.00%	N/A	
Mar-01					2	2	100.00%	N/A	
Apr-01					3	3	100.00%	N/A	
May-01					1	1	100.00%	N/A	
Jun-01					3	3	100.00%	N/A	



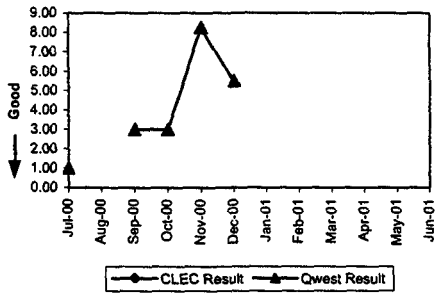
Installation Interval (Average Days) (OP-4)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					21	2	10.50		
Aug-00					13	2	6.50		
Sep-00					28	3	9.33		
Oct-00					108	6	18.00		
Nov-00					79	8	9.88		
Dec-00					65	6	10.83		
Jan-01					13	3	4.33		
Feb-01					3	1	3.00		
Mar-01					6	2	3.00		
Apr-01					11	3	3.67		
May-01					4	1	4.00		
Jun-01					10	3	3.33		



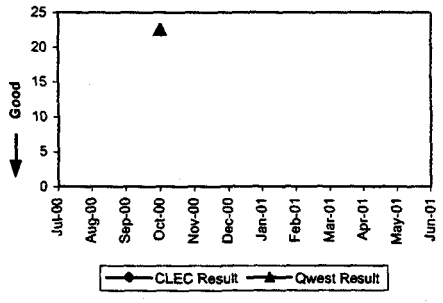
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1	1	1.00		
Aug-00									
Sep-00					6	2	3.00		
Oct-00					3	1	3.00		
Nov-00					33	4	8.25		
Dec-00					11	2	5.50		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Outside MSAs

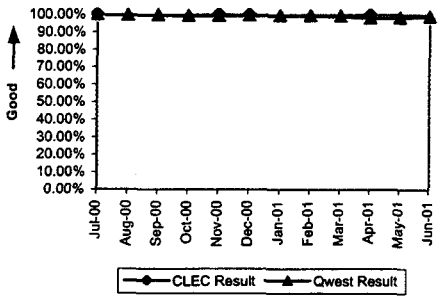
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00					45	2	22.50		
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



Checklist #14 - Resale - Megabit Installation

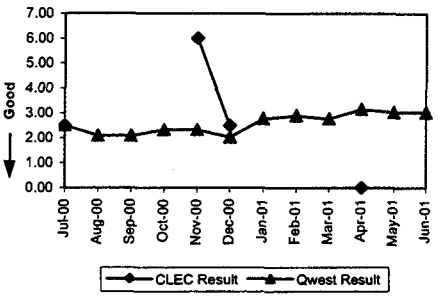
Installation Commitments Met (Percent) (OP-3)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	2	100.00%	0.00%	1331	1332	99.92%	-0.04	-1.02
Aug-00					1543	1549	99.61%		
Sep-00					1574	1578	99.75%		
Oct-00					1705	1717	99.30%		
Nov-00	1	1	100.00%	0.00%	1772	1785	99.27%	-0.09	-1.05
Dec-00	2	2	100.00%	0.00%	1697	1702	99.71%	-0.08	-1.05
Jan-01					1514	1521	99.54%		
Feb-01					1552	1561	99.42%		
Mar-01					1576	1586	99.37%		
Apr-01	1	1	100.00%	0.00%	1536	1562	98.34%	-0.13	-1.08
May-01					1806	1834	98.47%		
Jun-01					1953	1969	99.19%		



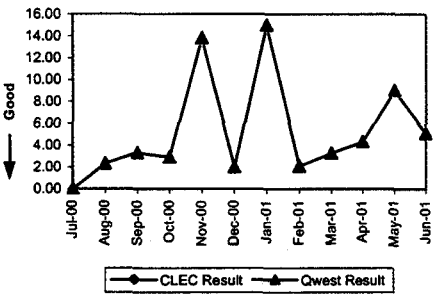
Installation Interval (Average Days) (OP-4)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	2	2.50	0.71	3352	1332	2.52	-0.01	-1.01
Aug-00					3238	1549	2.09		
Sep-00					3315	1578	2.10		
Oct-00					4015	1717	2.34		
Nov-00	6	1	6.00		4175	1785	2.34	0.98	-0.4
Dec-00	5	2	2.50	0.71	3451	1702	2.03	0.26	-0.84
Jan-01					4242	1521	2.79		
Feb-01					4541	1561	2.91		
Mar-01					4417	1586	2.78		
Apr-01	0	1	0.00		4931	1562	3.16	-1.11	-1.68
May-01					5427	1787	3.04		
Jun-01					5897	1939	3.04		



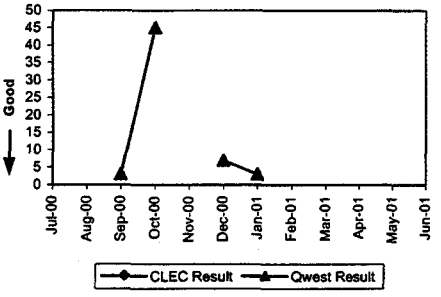
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					0	1	0.00		
Aug-00					14	6	2.33		
Sep-00					10	3	3.33		
Oct-00					32	11	2.91		
Nov-00					180	13	13.85		
Dec-00					6	3	2.00		
Jan-01					90	6	15.00		
Feb-01					19	9	2.11		
Mar-01					33	10	3.30		
Apr-01					113	26	4.35		
May-01					253	28	9.04		
Jun-01					82	16	5.12		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches

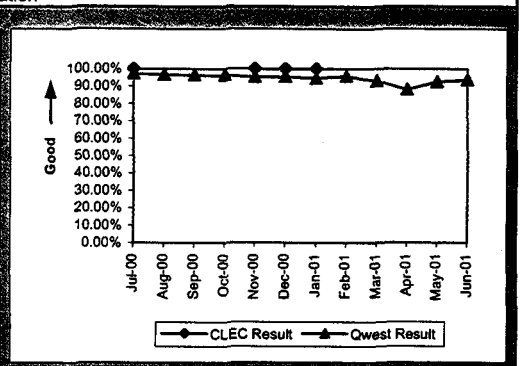
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					3	1	3.00		
Oct-00					45	1	45.00		
Nov-00									
Dec-00					14	2	7.00		
Jan-01					3	1	3.00		
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



Checklist #14 - Resale - Megabit Installation

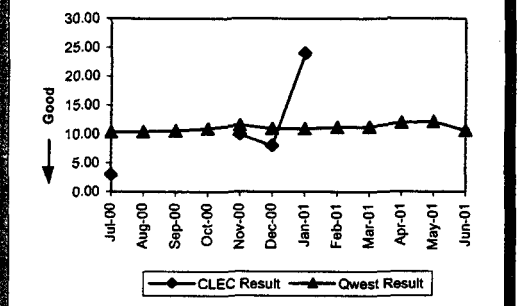
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	2780	2856	97.34%	-0.17	-1.1
Aug-00					2137	2207	96.83%		
Sep-00					2301	2384	96.52%		
Oct-00					2538	2634	96.36%		
Nov-00	1	1	100.00%	0.00%	2715	2847	95.36%	-0.22	-1.13
Dec-00	2	2	100.00%	0.00%	2483	2600	95.50%	-0.31	-1.19
Jan-01	1	1	100.00%	0.00%	3692	3904	94.57%	-0.24	-1.15
Feb-01					3210	3353	95.74%		
Mar-01					3056	3285	93.03%		
Apr-01					2512	2851	88.11%		
May-01					1233	1334	92.43%		
Jun-01					939	1002	93.71%		



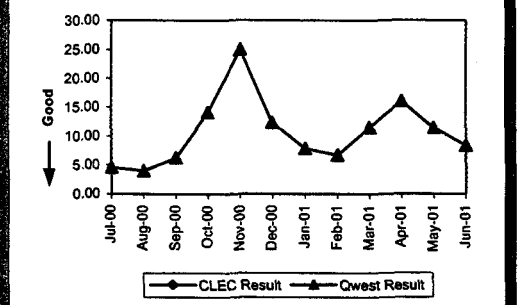
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	1	3.00		29262	2814	10.40	-3.97	-3.41
Aug-00					22609	2159	10.47		
Sep-00					24734	2335	10.59		
Oct-00					28583	2599	11.00		
Nov-00	10	1	10.00		32487	2796	11.62	-0.17	-1.11
Dec-00	16	2	8.00	4.24	28096	2555	11.00	-0.94	-1.57
Jan-01	24	1	24.00		41715	3805	10.96	3.95	1.4
Feb-01					36263	3230	11.23		
Mar-01					35504	3148	11.28		
Apr-01					33719	2811	12.00		
May-01					15976	1310	12.20		
Jun-01					10612	996	10.65		



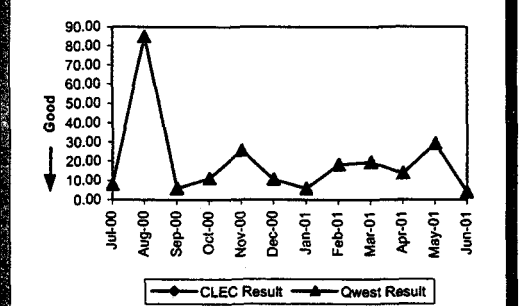
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					328	71	4.62		
Aug-00					276	69	4.00		
Sep-00					509	81	6.28		
Oct-00					1242	88	14.11		
Nov-00					2903	116	25.03		
Dec-00					1060	86	12.33		
Jan-01					1458	185	7.88		
Feb-01					538	80	6.72		
Mar-01					1760	153	11.50		
Apr-01					4197	262	16.02		
May-01					1067	93	11.47		
Jun-01					513	61	8.41		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

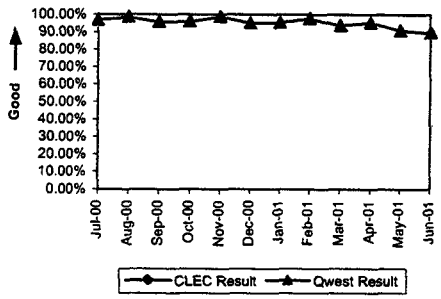
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					40	5	8.00		
Aug-00					85	1	85.00		
Sep-00					12	2	6.00		
Oct-00					90	8	11.25		
Nov-00					411	16	25.69		
Dec-00					335	31	10.81		
Jan-01					161	27	5.96		
Feb-01					1166	63	18.51		
Mar-01					1496	76	19.68		
Apr-01					1079	77	14.01		
May-01					234	8	29.25		
Jun-01					8	2	4.00		



Checklist #14 - Resale - Megabit Installation

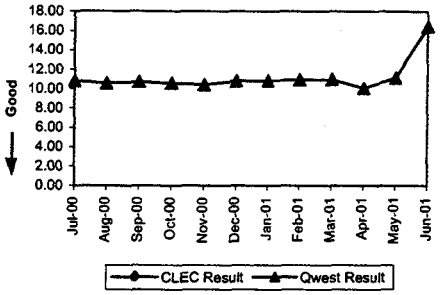
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					152	157	96.82%		
Aug-00					148	150	98.67%		
Sep-00					139	145	95.86%		
Oct-00					145	151	96.03%		
Nov-00					175	177	98.87%		
Dec-00					157	165	95.15%		
Jan-01					184	193	95.34%		
Feb-01					169	173	97.69%		
Mar-01					167	178	93.82%		
Apr-01					101	106	95.28%		
May-01					61	67	91.04%		
Jun-01					35	39	89.74%		



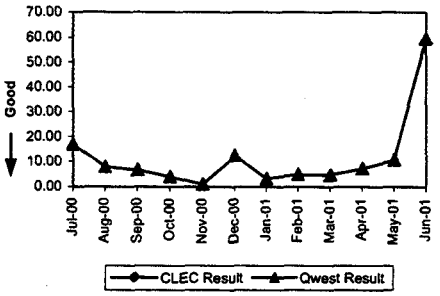
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1679	155	10.83		
Aug-00					1558	147	10.60		
Sep-00					1536	143	10.74		
Oct-00					1589	150	10.59		
Nov-00					1844	177	10.42		
Dec-00					1744	161	10.83		
Jan-01					2011	185	10.87		
Feb-01					1863	170	10.96		
Mar-01					1847	168	10.99		
Apr-01					1049	104	10.09		
May-01					747	67	11.15		
Jun-01					640	39	16.41		



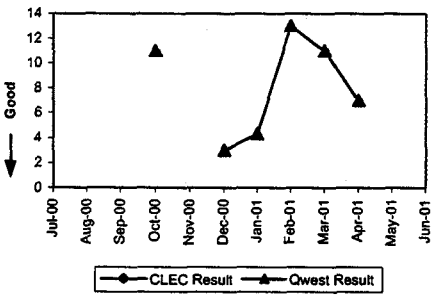
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					85	5	17.00		
Aug-00					16	2	8.00		
Sep-00					41	6	6.83		
Oct-00					20	5	4.00		
Nov-00					2	2	1.00		
Dec-00					75	6	12.50		
Jan-01					20	6	3.33		
Feb-01					5	1	5.00		
Mar-01					43	9	4.78		
Apr-01					29	4	7.25		
May-01					65	6	10.83		
Jun-01					238	4	59.50		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

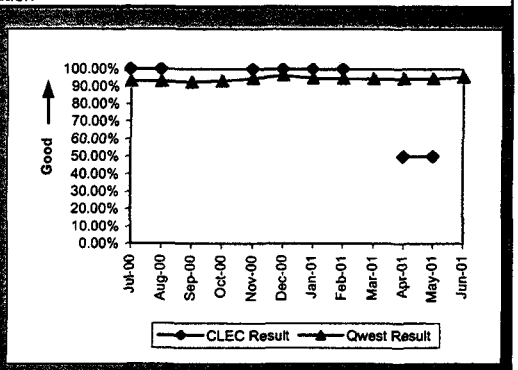
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00					11	1	11.00		
Nov-00									
Dec-00					6	2	3.00		
Jan-01					13	3	4.33		
Feb-01					39	3	13.00		
Mar-01					22	2	11.00		
Apr-01					7	1	7.00		
May-01									
Jun-01									



Checklist #14 - Resale - Megabit Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

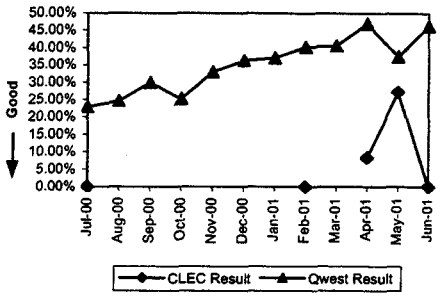
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	2	100.00%	0.00%	4125	4434	93.03%	-0.39	-1.24
Aug-00	2	2	100.00%	0.00%	4069	4375	93.01%	-0.39	-1.24
Sep-00					3918	4230	92.62%		
Oct-00					4277	4586	93.26%		
Nov-00	1	1	100.00%	0.00%	4796	5055	94.88%	-0.23	-1.14
Dec-00	3	3	100.00%	0.00%	4929	5102	96.61%	-0.32	-1.2
Jan-01	3	3	100.00%	0.00%	5229	5505	94.99%	-0.4	-1.24
Feb-01	1	1	100.00%	0.00%	5607	5919	94.73%	-0.24	-1.14
Mar-01					5446	5754	94.65%		
Apr-01	0.5	1	50.00%	50.00%	5066	5347	94.74%	2.01	1.26
May-01	0.5	1	50.00%	50.00%	4055	4285	94.63%	1.98	3.94
Jun-01					3264	3413	95.63%		



Checklist #14 - Resale - Megabit Repair

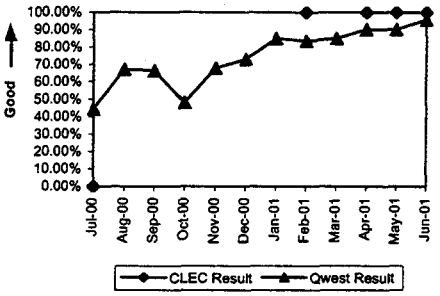
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	428	1863	22.97%	-0.55	-1.33
Aug-00					494	2002	24.68%		
Sep-00					590	1969	29.96%		
Oct-00					492	1951	25.22%		
Nov-00					393	1189	33.05%		
Dec-00					323	890	36.29%		
Jan-01					447	1206	37.06%		
Feb-01	0	1	0.00%	0.00%	512	1273	40.22%	-0.82	-1.5
Mar-01					624	1536	40.63%		
Apr-01	1	12	8.33%	27.64%	683	1451	47.07%	-2.68	-2.63
May-01	3	11	27.27%	44.54%	590	1575	37.46%	-0.7	-1.42
Jun-01	0	2	0.00%	0.00%	583	1259	46.31%	-1.31	-1.8



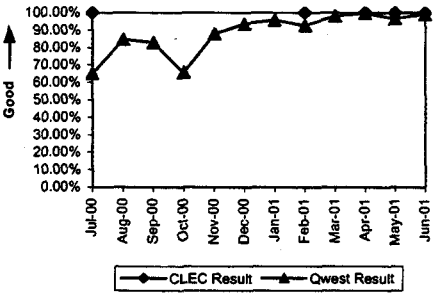
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	613	1378	44.48%	0.14	-0.92
Aug-00					989	1469	67.32%		
Sep-00					885	1329	66.59%		
Oct-00					678	1406	48.22%		
Nov-00					521	767	67.93%		
Dec-00					401	548	73.18%		
Jan-01					600	705	85.11%		
Feb-01	1	1	100.00%	0.00%	607	725	83.72%	-0.44	-1.27
Mar-01					740	870	85.06%		
Apr-01	11	11	100.00%	0.00%	676	748	90.37%	-1.07	-1.65
May-01	8	8	100.00%	0.00%	861	954	90.25%	-0.93	-1.56
Jun-01	2	2	100.00%	0.00%	622	648	95.99%	-0.29	-1.18



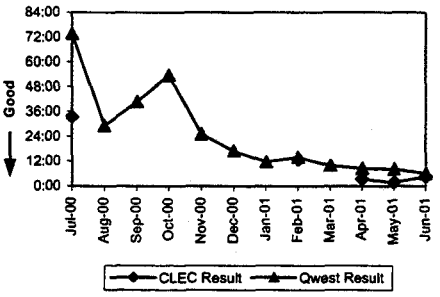
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	896	1378	65.02%	-0.73	-1.45
Aug-00					1246	1469	84.82%		
Sep-00					1104	1329	83.07%		
Oct-00					924	1406	65.72%		
Nov-00					674	767	87.87%		
Dec-00					513	548	93.61%		
Jan-01					676	705	95.89%		
Feb-01	1	1	100.00%	0.00%	672	725	92.69%	-0.28	-1.17
Mar-01					853	870	98.05%		
Apr-01	11	11	100.00%	0.00%	745	748	99.60%	-0.21	-1.13
May-01	8	8	100.00%	0.00%	923	954	96.75%	-0.52	-1.31
Jun-01	2	2	100.00%	0.00%	642	648	99.07%	-0.14	-1.08



Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

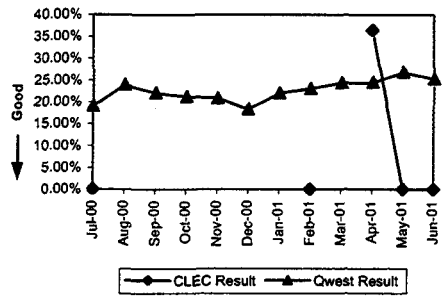
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	33:28	1	33:28		101455:55	1378	73:38	-0.32	-1.19
Aug-00					42858:52	1469	29:11		
Sep-00					54320:19	1329	40:52		
Oct-00					75478:24	1406	53:41		
Nov-00					19375:24	767	25:16		
Dec-00					9401:24	548	17:09		
Jan-01					8247:20	705	11:42		
Feb-01	12:51	1	12:51		10155:12	725	14:00	-0.05	-1.03
Mar-01					8767:30	870	10:05		
Apr-01	37:01	11	3:22	1:19	6398:40	748	8:33	-1.55	-1.94
May-01	14:16	8	1:47	1:36	7861:12	954	8:14	-1.28	-1.78
Jun-01	8:52	2	4:26	1:35	3978:00	648	6:08	-0.24	-1.14



Checklist #14 - Resale - Megabit Repair

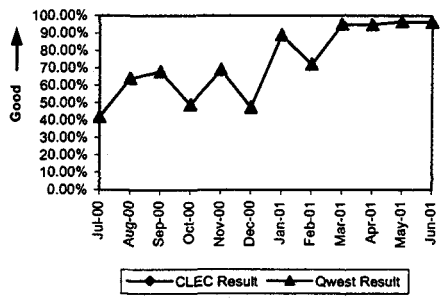
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	263	1378	19.09%	-0.49	-1.3
Aug-00					352	1469	23.96%		
Sep-00					293	1329	22.05%		
Oct-00					299	1406	21.27%		
Nov-00					160	767	20.86%		
Dec-00					100	548	18.25%		
Jan-01					155	705	21.99%		
Feb-01	0	1	0.00%	0.00%	167	725	23.03%	-0.55	-1.33
Mar-01					212	870	24.37%		
Apr-01	4	11	36.36%	48.10%	183	748	24.47%	0.88	-0.46
May-01	0	8	0.00%	0.00%	256	954	26.83%	-1.71	-2.04
Jun-01	0	2	0.00%	0.00%	164	648	25.31%	-0.82	-1.5



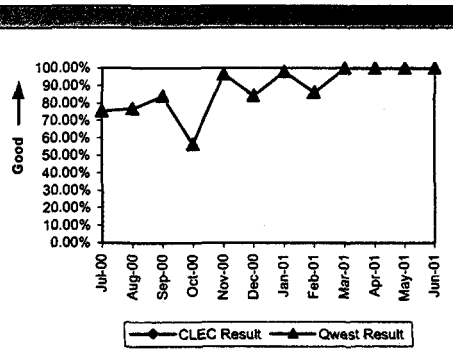
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					24	57	42.11%	*	
Aug-00					25	39	64.10%		
Sep-00					34	50	68.00%		
Oct-00					26	53	49.06%		
Nov-00					20	29	68.97%		
Dec-00					9	19	47.37%		
Jan-01					48	54	88.89%		
Feb-01					26	36	72.22%		
Mar-01					40	42	95.24%		
Apr-01					19	20	95.00%		
May-01					30	31	96.77%		
Jun-01					27	28	96.43%		



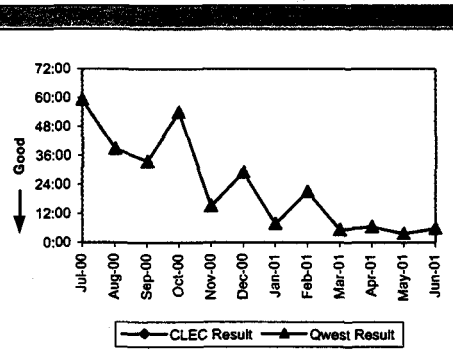
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					43	57	75.44%		
Aug-00					30	39	76.92%		
Sep-00					42	50	84.00%		
Oct-00					30	53	56.60%		
Nov-00					28	29	96.55%		
Dec-00					16	19	84.21%		
Jan-01					53	54	98.15%		
Feb-01					31	36	86.11%		
Mar-01					42	42	100.00%	N/A	
Apr-01					20	20	100.00%	N/A	
May-01					31	31	100.00%	N/A	
Jun-01					28	28	100.00%	N/A	



Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

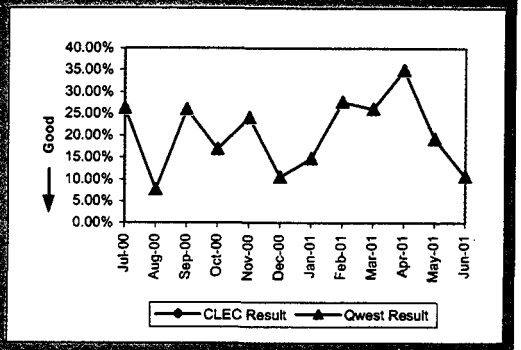
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3376:03	57	59:14		
Aug-00					1522:31	39	39:02		
Sep-00					1688:35	50	33:46		
Oct-00					2864:29	53	54:03		
Nov-00					441:29	29	15:13		
Dec-00					554:04	19	29:10		
Jan-01					423:34	54	7:51		
Feb-01					763:45	36	21:13		
Mar-01					227:48	42	5:25		
Apr-01					131:58	20	6:36		
May-01					115:02	31	3:43		
Jun-01					163:00	28	5:49		



Checklist #14 - Resale - Megabit Repair

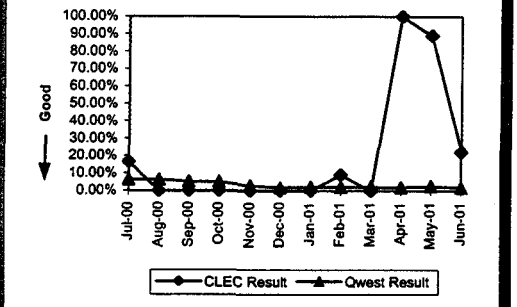
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					15	57	26.32%		
Aug-00					3	39	7.69%		
Sep-00					13	50	26.00%		
Oct-00					9	53	16.98%		
Nov-00					7	29	24.14%		
Dec-00					2	19	10.53%		
Jan-01					8	54	14.81%		
Feb-01					10	36	27.78%		
Mar-01					11	42	26.19%		
Apr-01					7	20	35.00%		
May-01					6	31	19.35%		
Jun-01					3	28	10.71%		



Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

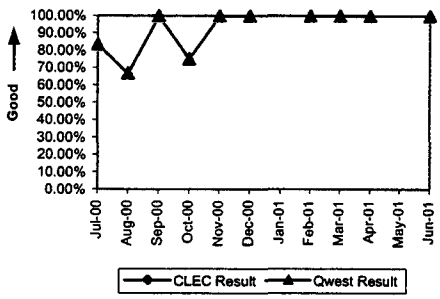
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	6	16.67%	37.27%	1435	22635	6.34%	1.04	-0.45
Aug-00	0	7	0.00%	0.00%	1508	23835	6.33%	-0.69	-1.42
Sep-00	0	7	0.00%	0.00%	1379	25436	5.42%	-0.63	-1.39
Oct-00	0	7	0.00%	0.00%	1459	27789	5.25%	-0.62	-1.38
Nov-00	0	8	0.00%	0.00%	796	29636	2.69%	-0.47	-1.29
Dec-00	0	11	0.00%	0.00%	567	31723	1.79%	-0.45	-1.27
Jan-01	0	12	0.00%	0.00%	759	34829	2.18%	-0.52	-1.31
Feb-01	1	11	9.09%	28.75%	761	37402	2.03%	1.66	-0.28
Mar-01	0	9	0.00%	0.00%	912	39470	2.31%	-0.46	-1.28
Apr-01	11	9	100.00%	0.00%	768	40390	1.90%	21.55	1.26
May-01	8	9	88.89%	31.43%	985	39135	2.52%	16.54	3.3
Jun-01	2	9	22.22%	41.57%	676	37628	1.80%	4.61	0.55



Checklist #14 - Resale - Primary ISDN Installation

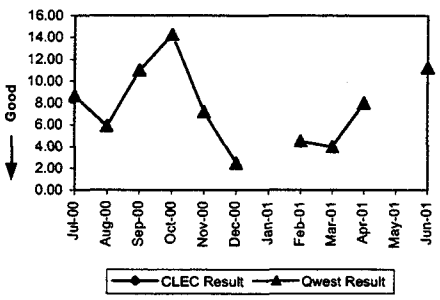
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					5	6	83.33%		
Aug-00					6	9	66.67%		
Sep-00					1	1	100.00%	N/A	
Oct-00					3	4	75.00%		
Nov-00					40	40	100.00%	N/A	
Dec-00					2	2	100.00%	N/A	
Jan-01									
Feb-01					2	2	100.00%	N/A	
Mar-01					1	1	100.00%	N/A	
Apr-01					2	2	100.00%	N/A	
May-01									
Jun-01					4	4	100.00%	N/A	



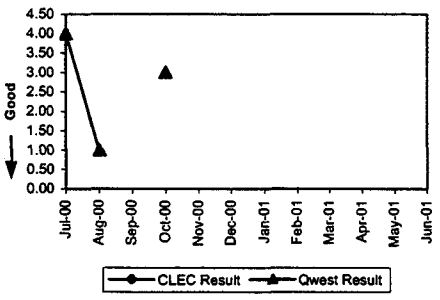
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					52	6	8.67		
Aug-00					53	9	5.89		
Sep-00					11	1	11.00		
Oct-00					57	4	14.25		
Nov-00					288	40	7.20		
Dec-00					5	2	2.50		
Jan-01									
Feb-01					9	2	4.50		
Mar-01					4	1	4.00		
Apr-01					16	2	8.00		
May-01									
Jun-01					45	4	11.25		



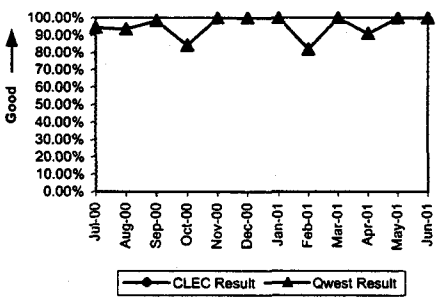
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4	1	4.00		
Aug-00					3	3	1.00		
Sep-00									
Oct-00					3	1	3.00		
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



Installation Commitments Met (Percent) (OP-3)-- No Dispatches

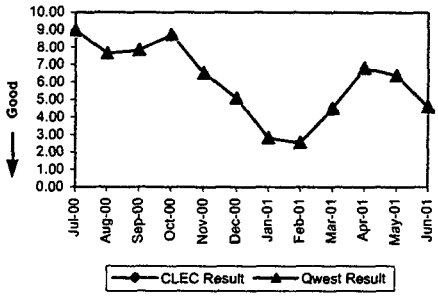
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					33	35	94.29%		
Aug-00					43	46	93.48%		
Sep-00					62	63	98.41%		
Oct-00					21	25	84.00%		
Nov-00					67	67	100.00%	N/A	
Dec-00					24	24	100.00%	N/A	
Jan-01					5	5	100.00%	N/A	
Feb-01					9	11	81.82%		
Mar-01					10	10	100.00%	N/A	
Apr-01					10	11	90.91%		
May-01					13	13	100.00%	N/A	
Jun-01					31	31	100.00%	N/A	



Checklist #14 - Resale - Primary ISDN Installation

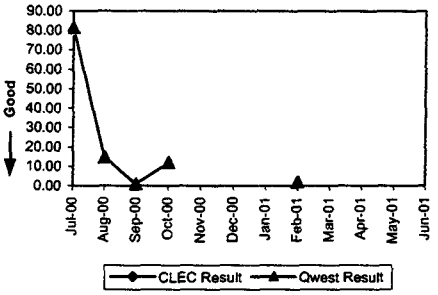
Installation Interval (Average Days) (OP-4)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					314	35	8.97		
Aug-00					352	46	7.65		
Sep-00					493	63	7.83		
Oct-00					218	25	8.72		
Nov-00					437	67	6.52		
Dec-00					122	24	5.08		
Jan-01					14	5	2.80		
Feb-01					28	11	2.55		
Mar-01					45	10	4.50		
Apr-01					75	11	6.82		
May-01					83	13	6.38		
Jun-01					143	31	4.61		



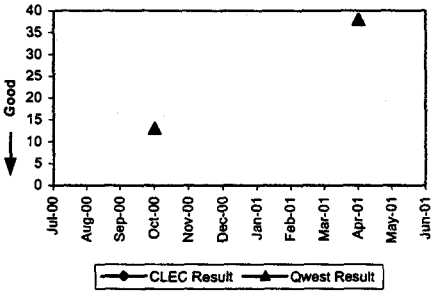
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					163	2	81.50		
Aug-00					45	3	15.00		
Sep-00					1	1	1.00		
Oct-00					24	2	12.00		
Nov-00									
Dec-00									
Jan-01									
Feb-01					4	2	2.00		
Mar-01									
Apr-01									
May-01									
Jun-01									



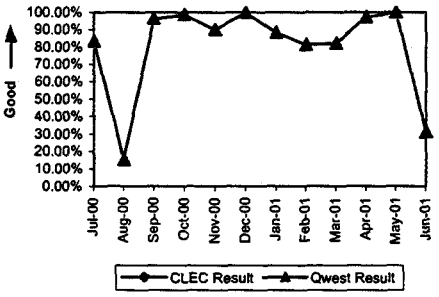
Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00					26	2	13.00		
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01					38	1	38.00		
May-01									
Jun-01									



Installation Commitments Met (Percent) (OP-3)– Interval Zone One

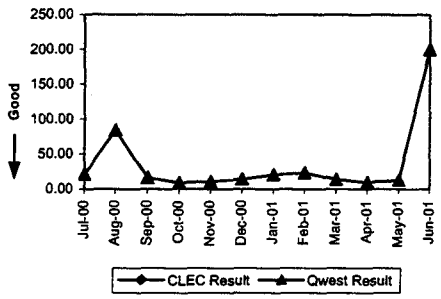
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					20	24	83.33%		
Aug-00					4	26	15.38%		
Sep-00					26	27	96.30%		
Oct-00					71	72	98.61%		
Nov-00					9	10	90.00%		
Dec-00					23	23	100.00%	N/A	
Jan-01					23	26	88.46%		
Feb-01					35	43	81.40%		
Mar-01					46	56	82.14%		
Apr-01					35	36	97.22%		
May-01					31	31	100.00%	N/A	
Jun-01					46	148	31.08%		



Checklist #14 - Resale - Primary ISDN Installation

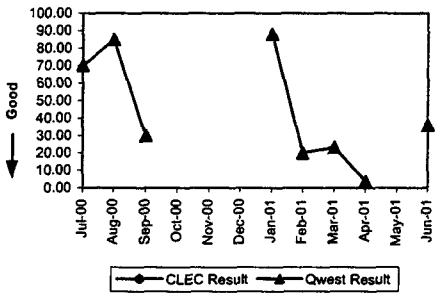
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					505	24	21.04		
Aug-00					2188	26	84.15		
Sep-00					443	27	16.41		
Oct-00					688	72	9.56		
Nov-00					107	10	10.70		
Dec-00					328	23	14.26		
Jan-01					523	25	20.92		
Feb-01					1005	43	23.37		
Mar-01					794	56	14.18		
Apr-01					345	35	9.86		
May-01					309	24	12.88		
Jun-01					29569	148	199.79		



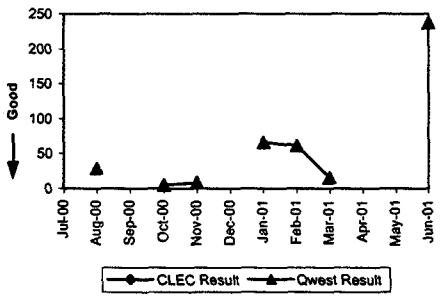
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					280	4	70.00		
Aug-00					1615	19	85.00		
Sep-00					30	1	30.00		
Oct-00									
Nov-00									
Dec-00									
Jan-01					176	2	88.00		
Feb-01					20	1	20.00		
Mar-01					210	9	23.33		
Apr-01					4	1	4.00		
May-01									
Jun-01					108	3	36.00		



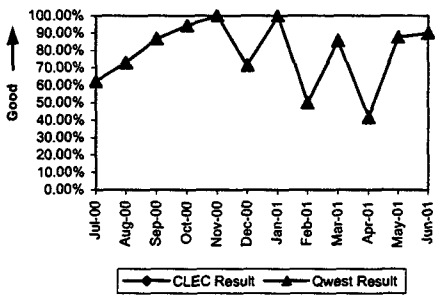
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					87	3	29.00		
Sep-00									
Oct-00					5	1	5.00		
Nov-00					9	1	9.00		
Dec-00									
Jan-01					66	1	66.00		
Feb-01					433	7	61.86		
Mar-01					16	1	16.00		
Apr-01									
May-01									
Jun-01					23549	99	237.87		



Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

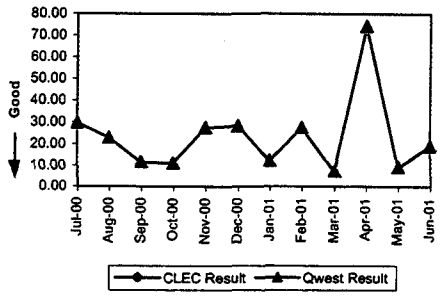
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					5	8	62.50%		
Aug-00					19	26	73.08%		
Sep-00					13	15	86.67%		
Oct-00					17	18	94.44%		
Nov-00					4	4	100.00%	N/A	
Dec-00					5	7	71.43%		
Jan-01					4	4	100.00%	N/A	
Feb-01					4	8	50.00%		
Mar-01					6	7	85.71%		
Apr-01					5	12	41.67%		
May-01					7	8	87.50%		
Jun-01					9	10	90.00%		



Checklist #14 - Resale - Primary ISDN Installation

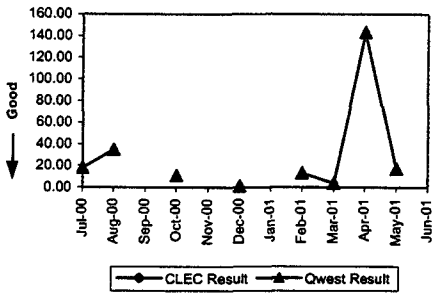
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					237	8	29.62		
Aug-00					595	26	22.88		
Sep-00					175	15	11.67		
Oct-00					201	18	11.17		
Nov-00					110	4	27.50		
Dec-00					199	7	28.43		
Jan-01					49	4	12.25		
Feb-01					221	8	27.62		
Mar-01					51	7	7.29		
Apr-01					892	12	74.33		
May-01					74	8	9.25		
Jun-01					191	10	19.10		



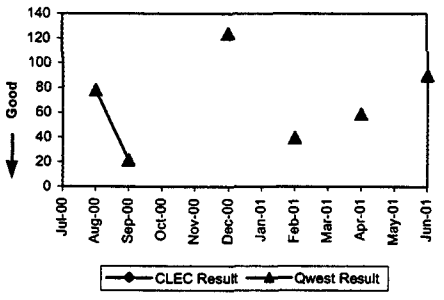
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					54	3	18.00		
Aug-00					174	5	34.80		
Sep-00									
Oct-00					11	1	11.00		
Nov-00									
Dec-00					1	1	1.00		
Jan-01									
Feb-01					27	2	13.50		
Mar-01					4	1	4.00		
Apr-01					572	4	143.00		
May-01					17	1	17.00		
Jun-01									



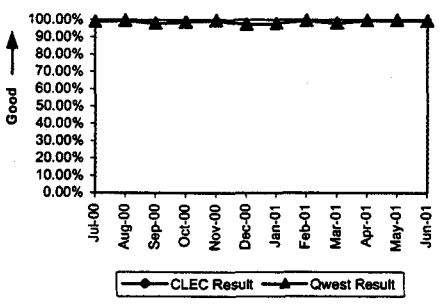
Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					156	2	78.00		
Sep-00					43	2	21.50		
Oct-00									
Nov-00									
Dec-00					124	1	124.00		
Jan-01									
Feb-01					79	2	39.50		
Mar-01									
Apr-01					176	3	58.67		
May-01									
Jun-01					90	1	90.00		



New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

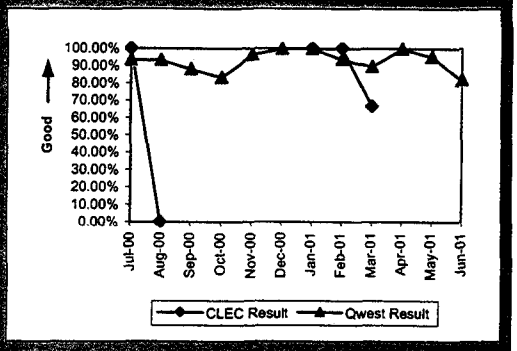
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					290	293	98.98%		
Aug-00					334	335	99.70%		
Sep-00					304	310	98.06%		
Oct-00					260	263	98.86%		
Nov-00					313	314	99.68%		
Dec-00					267	274	97.45%		
Jan-01					228	233	97.85%		
Feb-01					251	252	99.60%		
Mar-01					395	403	98.01%		
Apr-01					645	647	99.69%		
May-01					514	515	99.81%		
Jun-01					355	357	99.44%		



Checklist #14 - Resale - Primary ISDN Repair

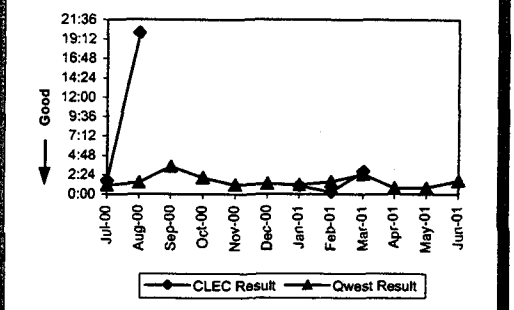
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	2	100.00%	0.00%	14	15	93.33%	-0.36	-1.22
Aug-00	0	1	0.00%	0.00%	28	30	93.33%	3.72	1.26
Sep-00					15	17	88.24%		
Oct-00					15	18	83.33%		
Nov-00					26	27	96.30%		
Dec-00					18	18	100.00%	N/A	
Jan-01	2	2	100.00%	0.00%	26	26	100.00%	N/A	N/A
Feb-01	2	2	100.00%	0.00%	15	16	93.75%	-0.34	-1.21
Mar-01	2	3	66.67%	47.14%	17	19	89.47%	1.49	-0.1
Apr-01					11	11	100.00%	N/A	
May-01					20	21	95.24%		
Jun-01					9	11	81.82%		



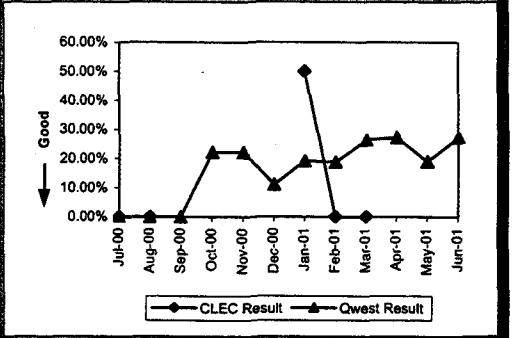
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3:21	2	1:40	2:02	16:39	15	1:07	0.53	-0.68
Aug-00	19:57	1	19:57		43:48	30	1:28	5.79	2.52
Sep-00					58:17	17	3:26		
Oct-00					37:08	18	2:04		
Nov-00					30:51	27	1:09		
Dec-00					23:48	18	1:19		
Jan-01	2:04	2	1:02	0:14	29:53	26	1:09	-0.22	-1.14
Feb-01	0:33	2	0:16	0:18	25:07	16	1:34	-1.16	-1.71
Mar-01	8:25	3	2:48	2:45	47:12	19	2:29	0.1	-0.94
Apr-01					8:47	11	0:48		
May-01					17:04	21	0:49		
Jun-01					18:15	11	1:40		



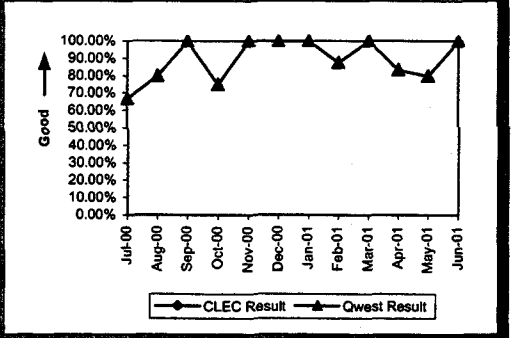
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	2	0.00%	0.00%	0	15	0.00%	N/A	
Aug-00	0	1	0.00%	0.00%	0	30	0.00%	N/A	
Sep-00					0	17	0.00%	N/A	
Oct-00					4	18	22.22%		
Nov-00					6	27	22.22%		
Dec-00					2	18	11.11%		
Jan-01	1	2	50.00%	50.00%	5	26	19.23%	0.79	-0.52
Feb-01	0	2	0.00%	0.00%	3	16	18.75%	-0.64	-1.39
Mar-01	0	3	0.00%	0.00%	5	19	26.32%	-0.96	-1.58
Apr-01					3	11	27.27%		
May-01					4	21	19.05%		
Jun-01					3	11	27.27%		



All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

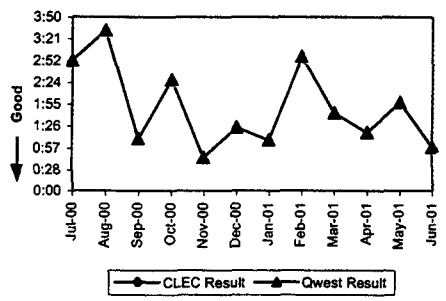
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8	12	66.67%		
Aug-00					4	5	80.00%		
Sep-00					10	10	100.00%	N/A	
Oct-00					6	8	75.00%		
Nov-00					11	11	100.00%	N/A	
Dec-00					11	11	100.00%	N/A	
Jan-01					11	11	100.00%	N/A	
Feb-01					7	8	87.50%		
Mar-01					4	4	100.00%	N/A	
Apr-01					5	6	83.33%		
May-01					4	5	80.00%		
Jun-01					15	15	100.00%	N/A	



Checklist #14 - Resale - Primary ISDN Repair

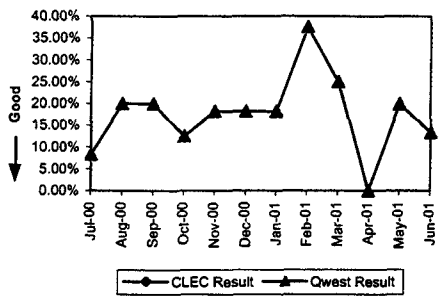
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					34:41	12	2:53		
Aug-00					17:43	5	3:33		
Sep-00					11:42	10	1:10		
Oct-00					19:42	8	2:28		
Nov-00					8:15	11	0:45		
Dec-00					15:33	11	1:25		
Jan-01					12:33	11	1:08		
Feb-01					23:47	8	2:58		
Mar-01					6:55	4	1:44		
Apr-01					7:51	6	1:18		
May-01					9:51	5	1:58		
Jun-01					14:38	15	0:59		



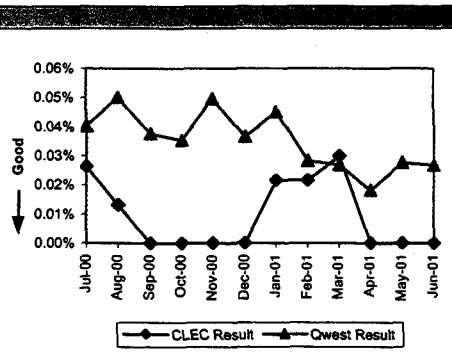
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1	12	8.33%		
Aug-00					1	5	20.00%		
Sep-00					2	10	20.00%		
Oct-00					1	8	12.50%		
Nov-00					2	11	18.18%		
Dec-00					2	11	18.18%		
Jan-01					2	11	18.18%		
Feb-01					3	8	37.50%		
Mar-01					1	4	25.00%		
Apr-01					0	6	0.00%	N/A	
May-01					1	5	20.00%		
Jun-01					2	15	13.33%		



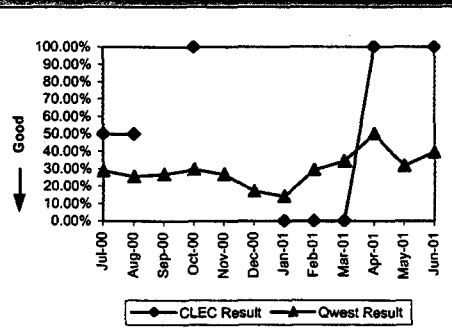
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	7575	0.03%	1.62%	27	66950	0.04%	-0.57	-1.35
Aug-00	1	7575	0.01%	1.15%	35	69795	0.05%	-1.36	-1.83
Sep-00	0	7575	0.00%	0.00%	27	71591	0.04%	-1.61	-1.98
Oct-00	0	7911	0.00%	0.00%	26	73384	0.04%	-1.59	-1.97
Nov-00	0	7911	0.00%	0.00%	38	76526	0.05%	-1.89	-2.15
Dec-00	0	9255	0.00%	0.00%	29	79177	0.04%	-1.74	-2.06
Jan-01	2	9255	0.02%	1.47%	37	81909	0.05%	-1.01	-1.61
Feb-01	2	9255	0.02%	1.47%	24	84707	0.03%	-0.36	-1.22
Mar-01	3	10047	0.03%	1.73%	23	85503	0.03%	0.17	-0.9
Apr-01	0	10071	0.00%	0.00%	17	93389	0.02%	-1.29	-1.78
May-01	0	10119	0.00%	0.00%	26	93917	0.03%	-1.59	-1.97
Jun-01	0	10119	0.00%	0.00%	26	97164	0.03%	-1.57	-1.95



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

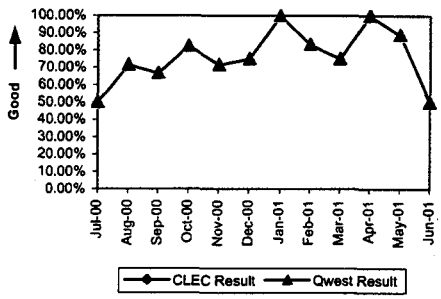
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	4	50.00%	50.00%	11	38	28.95%	0.77	-0.53
Aug-00	1	2	50.00%	50.00%	12	47	25.53%	0.61	-0.63
Sep-00					10	37	27.03%		
Oct-00	1	1	100.00%	0.00%	11	37	29.73%	1.03	-0.38
Nov-00					14	52	26.92%		
Dec-00					6	35	17.14%		
Jan-01	0	2	0.00%	0.00%	6	43	13.95%	-0.56	-1.34
Feb-01	0	2	0.00%	0.00%	10	34	29.41%	-0.89	-1.54
Mar-01	0	3	0.00%	0.00%	12	35	34.29%	-1.2	-1.73
Apr-01	1	1	100.00%	0.00%	17	34	50.00%	0.65	-0.6
May-01					12	38	31.58%		
Jun-01	2	2	100.00%	0.00%	17	43	39.53%	1.44	-0.13



Checklist #14 - Resale - DS0 Installation

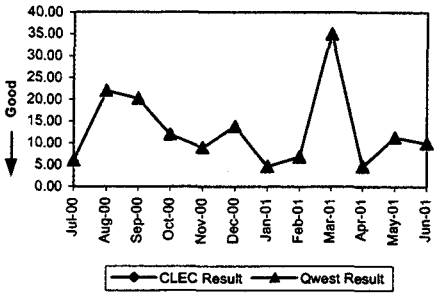
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1	2	50.00%		
Aug-00					5	7	71.43%		
Sep-00					6	9	66.67%		
Oct-00					14	17	82.35%		
Nov-00					10	14	71.43%		
Dec-00					6	8	75.00%		
Jan-01					3	3	100.00%	N/A	
Feb-01					5	6	83.33%		
Mar-01					3	4	75.00%		
Apr-01					3	3	100.00%	N/A	
May-01					8	9	88.89%		
Jun-01					1	2	50.00%		



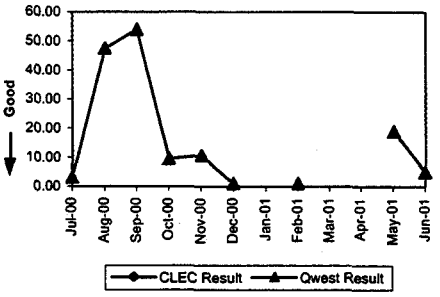
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					12	2	6.00		
Aug-00					154	7	22.00		
Sep-00					182	9	20.22		
Oct-00					203	17	11.94		
Nov-00					125	14	8.93		
Dec-00					111	8	13.88		
Jan-01					14	3	4.67		
Feb-01					41	6	6.83		
Mar-01					140	4	35.00		
Apr-01					14	3	4.67		
May-01					102	9	11.33		
Jun-01					20	2	10.00		



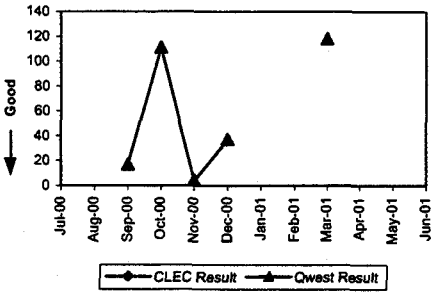
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3	1	3.00		
Aug-00					95	2	47.50		
Sep-00					108	2	54.00		
Oct-00					19	2	9.50		
Nov-00					32	3	10.67		
Dec-00					1	1	1.00		
Jan-01									
Feb-01					1	1	1.00		
Mar-01									
Apr-01									
May-01					19	1	19.00		
Jun-01					5	1	5.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

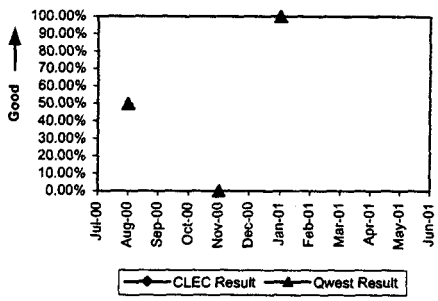
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					17	1	17.00		
Oct-00					111	1	111.00		
Nov-00					4	1	4.00		
Dec-00					37	1	37.00		
Jan-01									
Feb-01									
Mar-01					118	1	118.00		
Apr-01									
May-01									
Jun-01									



Checklist #14 - Resale - DS0 Installation

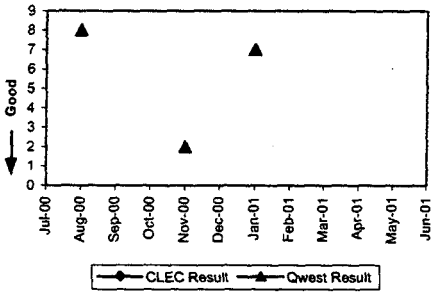
Installation Commitments Met (Percent) (OP-3)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					1	2	50.00%		
Sep-00									
Oct-00									
Nov-00					0	1	0.00%	N/A	
Dec-00									
Jan-01					1	1	100.00%	N/A	
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



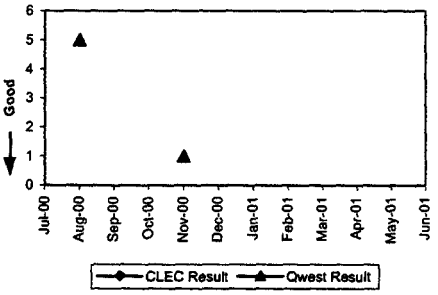
Installation Interval (Average Days) (OP-4)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					16	2	8.00		
Sep-00									
Oct-00									
Nov-00					2	1	2.00		
Dec-00									
Jan-01					7	1	7.00		
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



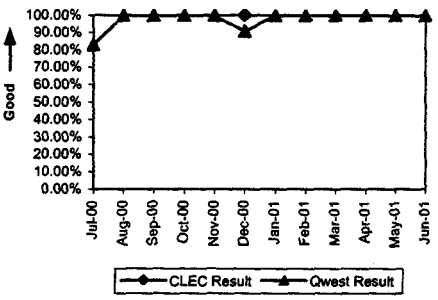
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					5	1	5.00		
Sep-00									
Oct-00									
Nov-00					1	1	1.00		
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



Installation Commitments Met (Percent) (OP-3)– No Dispatches

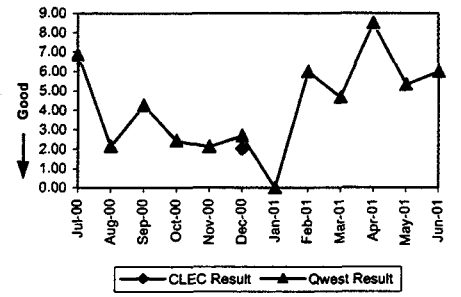
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					29	35	82.86%		
Aug-00					20	20	100.00%	N/A	
Sep-00					19	19	100.00%	N/A	
Oct-00					47	47	100.00%	N/A	
Nov-00					32	32	100.00%	N/A	
Dec-00	1	1	100.00%	0.00%	20	22	90.91%	-0.31	-1.19
Jan-01					1	1	100.00%	N/A	
Feb-01					1	1	100.00%	N/A	
Mar-01					3	3	100.00%	N/A	
Apr-01					2	2	100.00%	N/A	
May-01					3	3	100.00%	N/A	
Jun-01					1	1	100.00%	N/A	



Checklist #14 - Resale - DS0 Installation

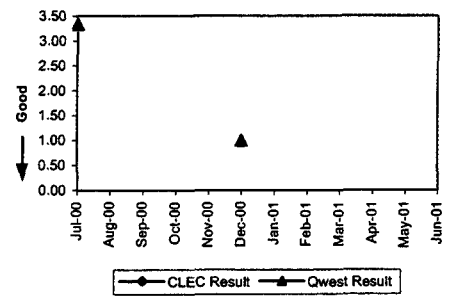
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					240	35	6.86		
Aug-00					43	20	2.15		
Sep-00					81	19	4.26		
Oct-00					114	47	2.43		
Nov-00					68	32	2.12		
Dec-00	2	1	2.00		59	22	2.68	-0.44	-1.27
Jan-01					0	1	0.00		
Feb-01					6	1	6.00		
Mar-01					14	3	4.67		
Apr-01					17	2	8.50		
May-01					16	3	5.33		
Jun-01					6	1	6.00		



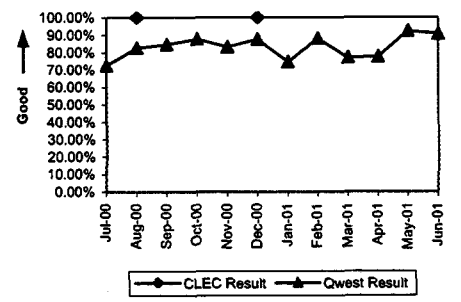
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					20	6	3.33		
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00					2	2	1.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									



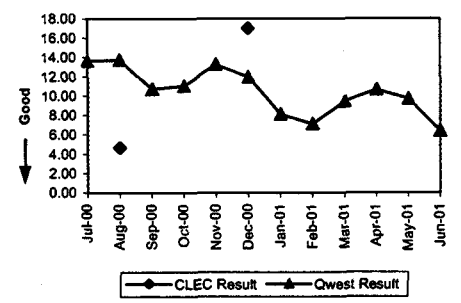
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					104	143	72.73%		
Aug-00	3	3	100.00%	0.00%	130	157	82.80%	-0.78	-1.48
Sep-00					117	138	84.78%		
Oct-00					109	124	87.90%		
Nov-00					110	132	83.33%		
Dec-00	1	1	100.00%	0.00%	122	139	87.77%	-0.37	-1.23
Jan-01					18	24	75.00%		
Feb-01					15	17	88.24%		
Mar-01					24	31	77.42%		
Apr-01					14	18	77.78%		
May-01					37	40	92.50%		
Jun-01					10	11	90.91%		



Installation Interval (Average Days) (OP-4)-- Interval Zone One

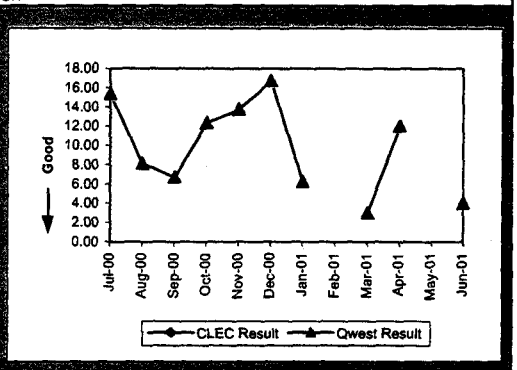
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1884	138	13.65		
Aug-00	14	3	4.67	0.58	2118	154	13.75	-1.04	-1.63
Sep-00					1451	135	10.75		
Oct-00					1348	122	11.05		
Nov-00					1688	127	13.29		
Dec-00	17	1	17.00		1629	136	11.98	0.36	-0.78
Jan-01					187	23	8.13		
Feb-01					121	17	7.12		
Mar-01					255	27	9.44		
Apr-01					128	12	10.67		
May-01					369	38	9.71		
Jun-01					64	10	6.40		



Checklist #14 - Resale - DS0 Installation

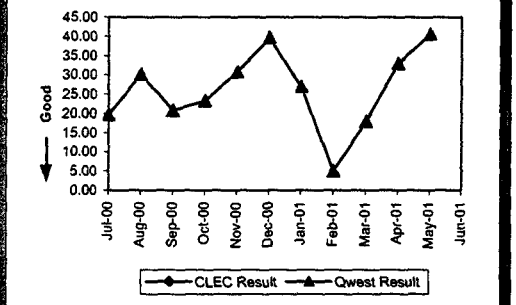
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					384	25	15.36		
Aug-00					65	8	8.12		
Sep-00					47	7	6.71		
Oct-00					74	6	12.33		
Nov-00					151	11	13.73		
Dec-00					117	7	16.71		
Jan-01					25	4	6.25		
Feb-01									
Mar-01					9	3	3.00		
Apr-01					36	3	12.00		
May-01									
Jun-01					4	1	4.00		



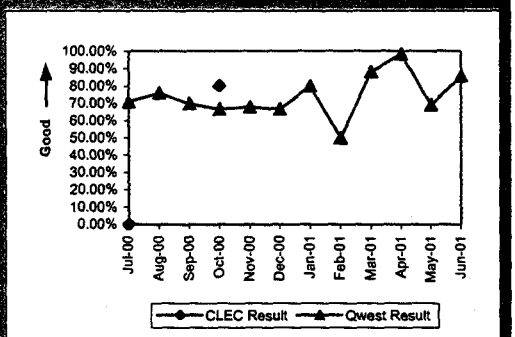
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					276	14	19.71		
Aug-00					574	19	30.21		
Sep-00					292	14	20.86		
Oct-00					210	9	23.33		
Nov-00					338	11	30.73		
Dec-00					397	10	39.70		
Jan-01					54	2	27.00		
Feb-01					10	2	5.00		
Mar-01					72	4	18.00		
Apr-01					33	1	33.00		
May-01					122	3	40.67		
Jun-01									



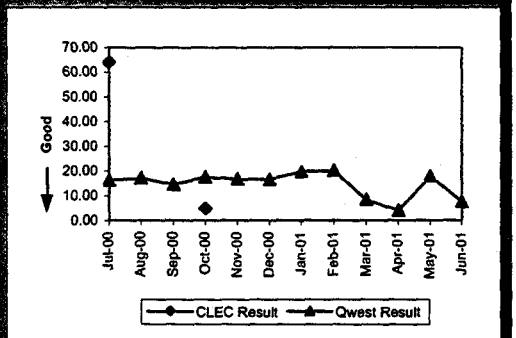
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	29	41	70.73%	5.47	2.32
Aug-00					38	50	76.00%		
Sep-00					37	53	69.81%		
Oct-00	4	5	80.00%	40.00%	38	57	66.67%	-0.61	-1.37
Nov-00					36	53	67.92%		
Dec-00					26	39	66.67%		
Jan-01					4	5	80.00%		
Feb-01					4	8	50.00%		
Mar-01					15	17	88.24%		
Apr-01					60	61	98.36%		
May-01					9	13	69.23%		
Jun-01					6	7	85.71%		



Installation Interval (Average Days) (OP-4)-- Interval Zone Two

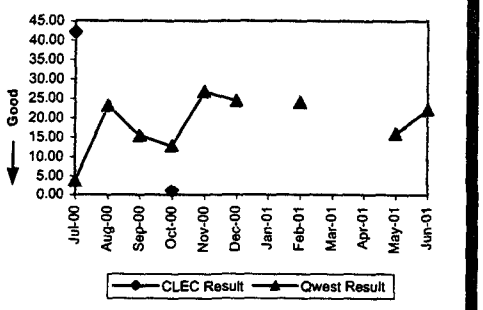
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	64	1	64.00		631	39	16.18	1.67	0.01
Aug-00					823	48	17.15		
Sep-00					774	53	14.60		
Oct-00	24	5	4.80	1.30	986	56	17.61	-1.18	-1.72
Nov-00					875	52	16.83		
Dec-00					619	37	16.73		
Jan-01					99	5	19.80		
Feb-01					162	8	20.25		
Mar-01					134	16	8.38		
Apr-01					245	61	4.02		
May-01					217	12	18.08		
Jun-01					53	7	7.57		



Checklist #14 - Resale - DS0 Installation

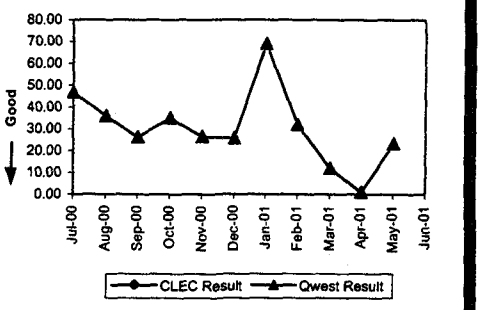
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	42	1	42.00		26	7	3.71	10.38	5.31
Aug-00					208	9	23.11		
Sep-00					154	10	15.40		
Oct-00	1	1	1.00		128	10	12.80	-1.18	-1.72
Nov-00					241	9	26.78		
Dec-00					146	6	24.33		
Jan-01									
Feb-01					72	3	24.00		
Mar-01									
Apr-01									
May-01					16	1	16.00		
Jun-01					22	1	22.00		



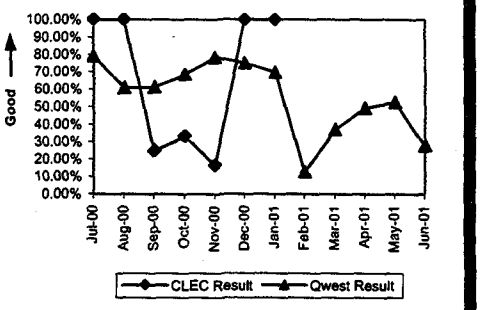
Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					234	5	46.80		
Aug-00					108	3	36.00		
Sep-00					158	6	26.33		
Oct-00					316	9	35.11		
Nov-00					213	8	26.62		
Dec-00					180	7	25.71		
Jan-01					69	1	69.00		
Feb-01					32	1	32.00		
Mar-01					24	2	12.00		
Apr-01					1	1	1.00		
May-01					70	3	23.33		
Jun-01									



New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

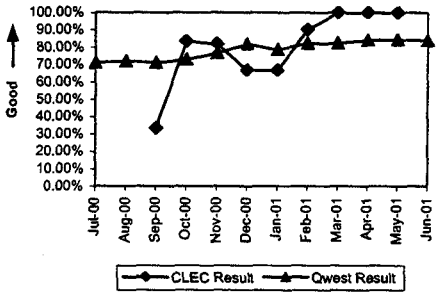
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	288	364	79.12%	-0.51	-1.31
Aug-00	2	2	100.00%	0.00%	192	314	61.15%	-1.12	-1.68
Sep-00	0.5	2	25.00%	43.30%	202	329	61.40%	1.05	-0.7
Oct-00	1	3	33.33%	47.14%	243	354	68.64%	1.31	0.25
Nov-00	0.5	3	16.67%	37.27%	278	354	78.53%	2.6	3.89
Dec-00	1	1	100.00%	0.00%	229	304	75.33%	-0.57	-1.35
Jan-01	1	1	100.00%	0.00%	121	173	69.94%	-0.65	-1.4
Feb-01					7	55	12.73%		
Mar-01					29	78	37.18%		
Apr-01					55	111	49.55%		
May-01					56	106	52.83%		
Jun-01					21	75	28.00%		



Checklist #14 - Resale - DS0 Repair

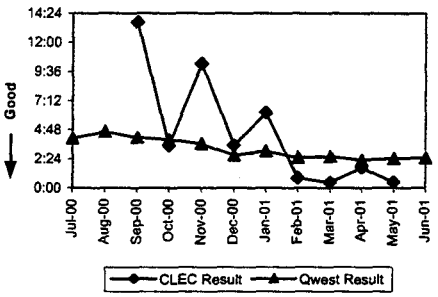
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					901	1268	71.06%		
Aug-00					1164	1616	72.03%		
Sep-00	5	15	33.33%	47.14%	931	1311	71.01%	7.15	3.35
Oct-00	10	12	83.33%	37.27%	994	1365	72.82%	-0.82	-1.5
Nov-00	9	11	81.82%	38.57%	817	1067	76.57%	-0.41	-1.25
Dec-00	2	3	66.67%	47.14%	760	931	81.63%	-0.1	-1.06
Jan-01	4	6	66.67%	47.14%	826	1052	78.52%	0.73	-0.56
Feb-01	9	10	90.00%	30.00%	718	874	82.15%	-0.64	-1.39
Mar-01	7	7	100.00%	0.00%	811	984	82.42%	-1.22	-1.74
Apr-01	3	3	100.00%	0.00%	683	814	83.91%	-0.76	-1.46
May-01	2	2	100.00%	0.00%	803	953	84.26%	-0.61	-1.37
Jun-01					781	931	83.89%		



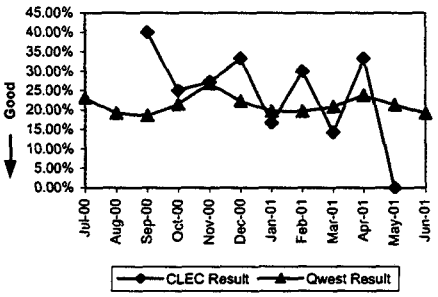
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					5196:43	1268	4:06		
Aug-00					7526:30	1616	4:39		
Sep-00	204:38	15	13:39	17:11	5445:57	1311	4:09	3.72	1.26
Oct-00	41:44	12	3:29	5:59	5440:00	1365	3:59	-0.24	-1.15
Nov-00	112:32	11	10:14	26:27	3871:30	1067	3:38	2.51	0.53
Dec-00	10:32	3	3:31	2:16	2520:25	931	2:42	0.33	-0.8
Jan-01	37:26	6	6:14	8:59	3203:03	1052	3:03	1.52	-0.08
Feb-01	8:17	10	0:50	1:21	2206:44	874	2:31	-1.35	-1.82
Mar-01	3:06	7	0:27	0:40	2540:21	984	2:35	-1.41	-1.86
Apr-01	4:59	3	1:40	0:47	1875:10	814	2:18	-0.29	-1.18
May-01	0:59	2	0:29	0:04	2311:21	953	2:26	-0.63	-1.38
Jun-01					2310:44	931	2:29		



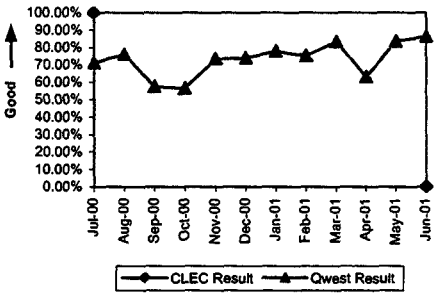
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					293	1268	23.11%		
Aug-00					311	1616	19.25%		
Sep-00	6	15	40.00%	48.99%	244	1311	18.61%	1.91	0.16
Oct-00	3	12	25.00%	43.30%	293	1365	21.47%	0.35	-0.79
Nov-00	3	11	27.27%	44.54%	287	1067	26.90%	0.06	-0.96
Dec-00	1	3	33.33%	47.14%	207	931	22.23%	0.43	-0.74
Jan-01	1	6	16.67%	37.27%	207	1052	19.68%	-0.18	-1.11
Feb-01	3	10	30.00%	45.83%	172	874	19.68%	0.82	-0.5
Mar-01	1	7	14.29%	34.99%	205	984	20.83%	-0.43	-1.26
Apr-01	1	3	33.33%	47.14%	194	814	23.83%	0.41	-0.75
May-01	0	2	0.00%	0.00%	204	953	21.41%	-0.74	-1.45
Jun-01					179	931	19.23%		



All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two

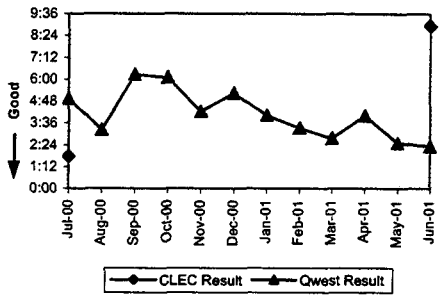
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	302	424	71.23%	-0.63	-1.39
Aug-00					352	463	76.03%		
Sep-00					301	524	57.44%		
Oct-00					297	525	56.57%		
Nov-00					291	396	73.48%		
Dec-00					196	265	73.96%		
Jan-01					272	349	77.94%		
Feb-01					228	303	75.25%		
Mar-01					227	272	83.46%		
Apr-01					262	415	63.13%		
May-01					327	391	83.63%		
Jun-01	0	1	0.00%	0.00%	296	343	86.30%	8.13	3.94



Checklist #14 - Resale - DS0 Repair

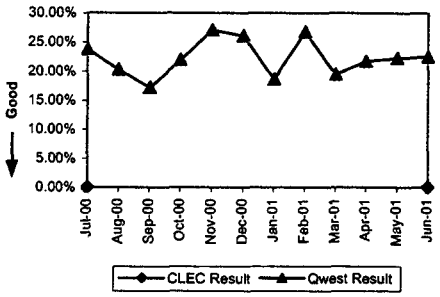
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1:47	1	1:47		2098:56	424	4:57	-0.33	-1.2
Aug-00					1497:50	463	3:14		
Sep-00					3294:47	524	6:17		
Oct-00					3210:22	525	6:07		
Nov-00					1675:20	396	4:14		
Dec-00					1390:19	265	5:15		
Jan-01					1405:34	349	4:02		
Feb-01					1008:03	303	3:20		
Mar-01					751:13	272	2:46		
Apr-01					1666:08	415	4:01		
May-01					983:07	391	2:31		
Jun-01	8:55	1	8:55		807:04	343	2:21	2.02	0.23



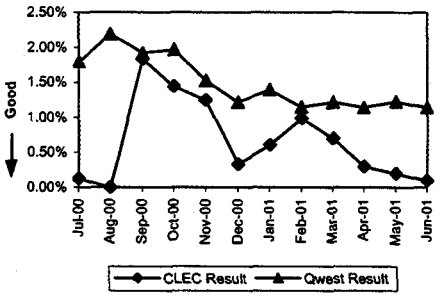
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	101	424	23.82%	-0.56	-1.34
Aug-00					94	463	20.30%		
Sep-00					90	524	17.18%		
Oct-00					115	525	21.90%		
Nov-00					107	396	27.02%		
Dec-00					69	265	26.04%		
Jan-01					65	349	18.62%		
Feb-01					81	303	26.73%		
Mar-01					53	272	19.49%		
Apr-01					90	415	21.69%		
May-01					87	391	22.25%		
Jun-01	0	1	0.00%	0.00%	77	343	22.45%	-0.54	-1.33



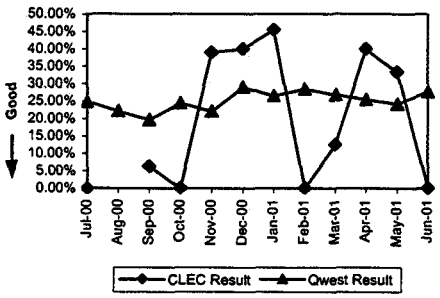
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	794	0.13%	3.55%	1692	94295	1.79%	-3.53	-3.14
Aug-00	0	717	0.00%	0.00%	2079	94752	2.19%	-4	-3.43
Sep-00	15	817	1.84%	13.42%	1835	95423	1.92%	-0.18	-1.11
Oct-00	12	831	1.44%	11.93%	1890	95782	1.97%	-1.09	-1.66
Nov-00	11	883	1.25%	11.09%	1463	95719	1.53%	-0.68	-1.41
Dec-00	3	896	0.33%	5.78%	1196	97998	1.22%	-2.4	-2.46
Jan-01	6	990	0.61%	7.76%	1401	100399	1.40%	-2.11	-2.28
Feb-01	10	1011	0.99%	9.90%	1177	102343	1.15%	-0.48	-1.29
Mar-01	7	996	0.70%	8.35%	1256	103034	1.22%	-1.48	-1.9
Apr-01	3	999	0.30%	5.47%	1229	107363	1.14%	-2.5	-2.52
May-01	2	1003	0.20%	4.46%	1344	109323	1.23%	-2.95	-2.79
Jun-01	1	1011	0.10%	3.14%	1274	111110	1.15%	-3.11	-2.89



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

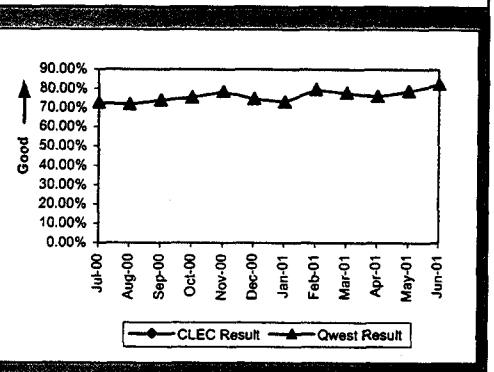
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	559	2251	24.83%	-0.57	-1.35
Aug-00					592	2671	22.16%		
Sep-00	1	16	6.25%	24.21%	449	2284	19.66%	-1.34	-1.82
Oct-00	0	12	0.00%	0.00%	611	2501	24.43%	-1.96	-2.19
Nov-00	7	18	38.89%	48.75%	415	1878	22.10%	1.6	-0.02
Dec-00	2	5	40.00%	48.99%	489	1685	29.02%	0.52	-0.68
Jan-01	5	11	45.45%	49.79%	505	1906	26.50%	1.34	-0.19
Feb-01	0	10	0.00%	0.00%	468	1645	28.45%	-1.99	-2.21
Mar-01	1	8	12.50%	33.07%	460	1716	26.81%	-0.91	-1.55
Apr-01	2	5	40.00%	48.99%	420	1649	25.47%	0.72	-0.56
May-01	1	3	33.33%	47.14%	427	1771	24.11%	0.39	-0.76
Jun-01	0	1	0.00%	0.00%	487	1761	27.65%	-0.62	-1.38



Checklist #14 - Resale - DS1 Installation

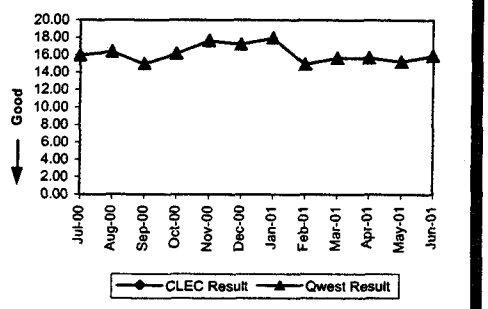
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					416	573	72.60%		
Aug-00					586	816	71.81%		
Sep-00					464	627	74.00%		
Oct-00					393	522	75.29%		
Nov-00					436	556	78.42%		
Dec-00					487	653	74.58%		
Jan-01					424	580	73.10%		
Feb-01					498	627	79.43%		
Mar-01					540	695	77.70%		
Apr-01					535	703	76.10%		
May-01					388	493	78.70%		
Jun-01					531	644	82.45%		



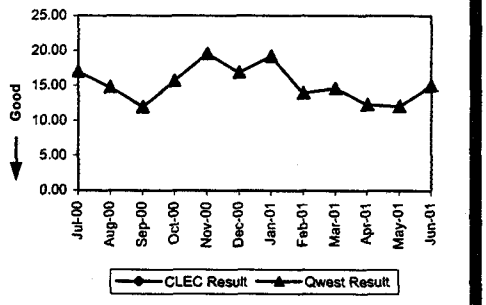
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					9077	569	15.95		
Aug-00					13372	815	16.41		
Sep-00					9406	627	15.00		
Oct-00					8315	515	16.15		
Nov-00					9732	552	17.63		
Dec-00					11182	649	17.23		
Jan-01					10412	580	17.95		
Feb-01					9143	611	14.96		
Mar-01					10655	679	15.69		
Apr-01					10983	699	15.71		
May-01					7439	489	15.21		
Jun-01					10256	644	15.93		



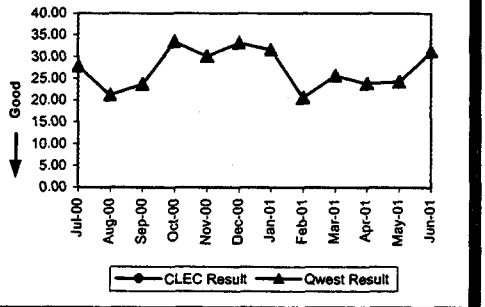
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1547	91	17.00		
Aug-00					1954	132	14.80		
Sep-00					1136	95	11.96		
Oct-00					1319	84	15.70		
Nov-00					1607	82	19.60		
Dec-00					1795	106	16.93		
Jan-01					2042	106	19.26		
Feb-01					1311	94	13.95		
Mar-01					1698	116	14.64		
Apr-01					1521	124	12.27		
May-01					821	68	12.07		
Jun-01					1199	80	14.99		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

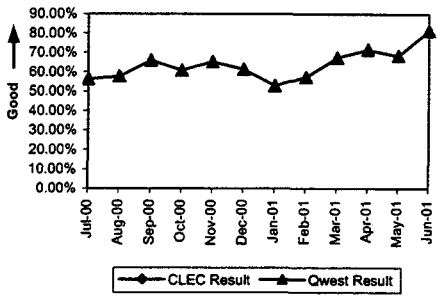
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1836	66	27.82		
Aug-00					2080	98	21.22		
Sep-00					1613	68	23.72		
Oct-00					1506	45	33.47		
Nov-00					1143	38	30.08		
Dec-00					1992	60	33.20		
Jan-01					1582	50	31.64		
Feb-01					721	35	20.60		
Mar-01					1002	39	25.69		
Apr-01					1050	44	23.86		
May-01					898	37	24.27		
Jun-01					1031	33	31.24		



Checklist #14 - Resale - DS1 Installation

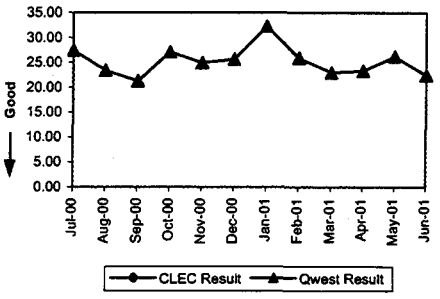
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					40	71	56.34%		
Aug-00					59	102	57.84%		
Sep-00					70	106	66.04%		
Oct-00					92	151	60.93%		
Nov-00					62	95	65.26%		
Dec-00					57	93	61.29%		
Jan-01					73	138	52.90%		
Feb-01					71	124	57.26%		
Mar-01					120	178	67.42%		
Apr-01					111	155	71.61%		
May-01					50	73	68.49%		
Jun-01					187	230	81.30%		



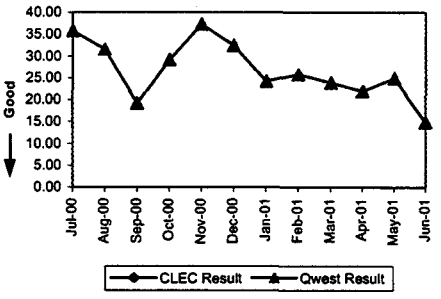
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1952	71	27.49		
Aug-00					2392	102	23.45		
Sep-00					2259	106	21.31		
Oct-00					4096	151	27.13		
Nov-00					2343	94	24.93		
Dec-00					2335	91	25.66		
Jan-01					4456	138	32.29		
Feb-01					3217	124	25.94		
Mar-01					4100	178	23.03		
Apr-01					3622	155	23.37		
May-01					1841	70	26.30		
Jun-01					5162	229	22.54		



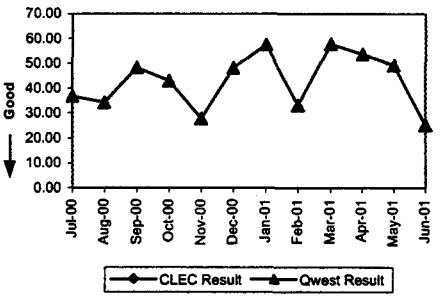
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					824	23	35.83		
Aug-00					757	24	31.54		
Sep-00					555	29	19.14		
Oct-00					1252	43	29.12		
Nov-00					895	24	37.29		
Dec-00					779	24	32.46		
Jan-01					750	31	24.19		
Feb-01					827	32	25.84		
Mar-01					1053	44	23.93		
Apr-01					680	31	21.94		
May-01					225	9	25.00		
Jun-01					372	25	14.88		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

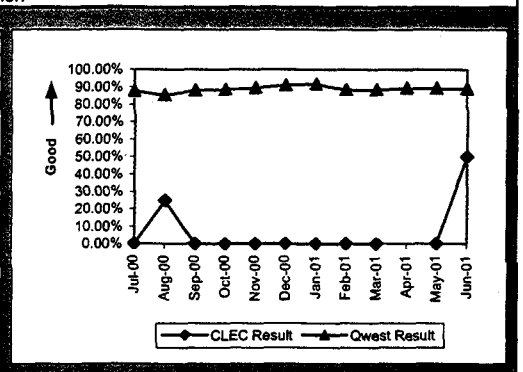
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					295	8	36.88		
Aug-00					651	19	34.26		
Sep-00					338	7	48.29		
Oct-00					690	16	43.12		
Nov-00					251	9	27.89		
Dec-00					578	12	48.17		
Jan-01					1960	34	57.65		
Feb-01					698	21	33.24		
Mar-01					810	14	57.86		
Apr-01					699	13	53.77		
May-01					691	14	49.36		
Jun-01					455	18	25.28		



Checklist #14 - Resale - DS1 Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

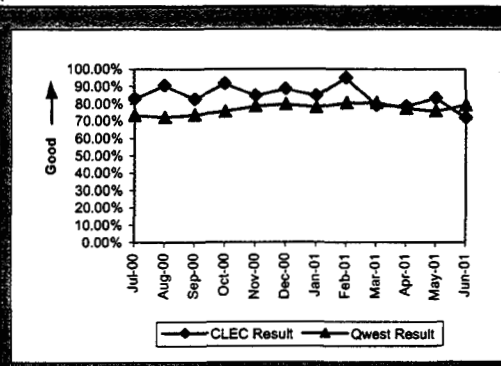
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	900	1027	87.63%	2.66	1.26
Aug-00	0.5	2	25.00%	43.30%	1042	1220	85.41%	2.42	1.26
Sep-00	0	1	0.00%	0.00%	1146	1302	88.02%	2.71	1.26
Oct-00	0	1	0.00%	0.00%	1078	1217	88.58%	2.78	1.26
Nov-00	0	1	0.00%	0.00%	1055	1179	89.48%	2.92	3.89
Dec-00	0	1	0.00%	0.00%	1073	1180	90.93%	3.17	3.99
Jan-01	0	1	0.00%	0.00%	1087	1184	91.81%	3.35	3.91
Feb-01	0	2	0.00%	0.00%	970	1097	88.42%	3.9	1.26
Mar-01	0	2	0.00%	0.00%	1116	1262	88.43%	3.91	1.26
Apr-01					1195	1337	89.38%		
May-01	0	1	0.00%	0.00%	981	1099	89.26%	2.88	3.94
Jun-01	1	2	50.00%	50.00%	969	1088	89.06%	1.77	3.94



Checklist #14 - Resale - DS1 Repair

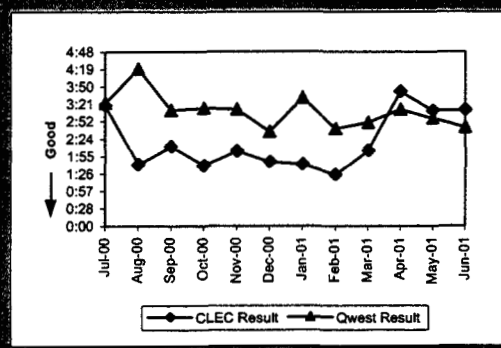
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	29	35	82.86%	37.69%	790	1078	73.28%	-1.26	-1.77
Aug-00	29	32	90.63%	29.15%	976	1352	72.19%	-2.3	-2.4
Sep-00	19	23	82.61%	37.90%	889	1208	73.59%	-0.97	-1.59
Oct-00	33	36	91.67%	27.64%	987	1307	75.52%	-2.22	-2.35
Nov-00	22	26	84.62%	36.08%	795	1012	78.56%	-0.74	-1.45
Dec-00	23	26	88.46%	31.95%	709	890	79.66%	-1.1	-1.67
Jan-01	22	26	84.62%	36.08%	782	1004	77.89%	-0.82	-1.5
Feb-01	19	20	95.00%	21.79%	761	945	80.53%	-1.62	-1.98
Mar-01	19	24	79.17%	40.61%	842	1043	80.73%	0.1	-0.94
Apr-01	11	14	78.57%	41.03%	871	1127	77.28%	-0.11	-1.07
May-01	25	30	83.33%	37.27%	860	1135	75.77%	-0.95	-1.58
Jun-01	18	25	72.00%	44.90%	859	1081	79.46%	0.87	-0.47



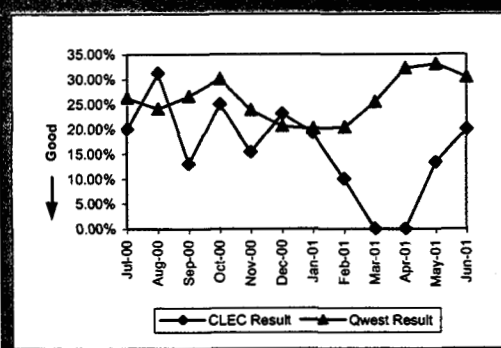
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	116:28	35	3:20	4:21	3671:51	1078	3:24	-0.09	-1.05
Aug-00	54:18	32	1:42	1:50	5867:53	1352	4:20	-1.62	-1.98
Sep-00	50:47	23	2:12	2:44	3866:05	1208	3:12	-1.06	-1.65
Oct-00	59:48	36	1:40	2:17	4254:22	1307	3:15	-1.89	-2.15
Nov-00	53:53	26	2:04	3:08	3246:55	1012	3:13	-0.99	-1.6
Dec-00	45:54	26	1:46	1:51	2311:24	890	2:36	-1.13	-1.69
Jan-01	44:07	26	1:42	2:07	3550:46	1004	3:32	-0.71	-1.43
Feb-01	28:26	20	1:25	1:40	2540:31	945	2:41	-1.49	-1.91
Mar-01	49:55	24	2:05	1:50	2971:54	1043	2:51	-0.85	-1.52
Apr-01	51:44	14	3:42	5:59	3628:45	1127	3:13	0.33	-0.8
May-01	95:26	30	3:11	8:25	3360:02	1135	2:58	0.34	-0.79
Jun-01	79:54	25	3:12	4:41	2940:37	1081	2:43	0.65	-0.6



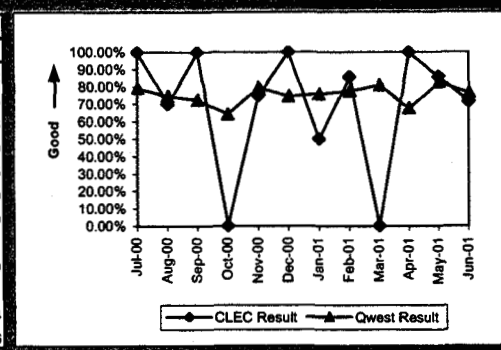
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	7	35	20.00%	40.00%	283	1078	26.25%	-0.83	-1.5
Aug-00	10	32	31.25%	46.35%	326	1352	24.11%	0.93	-0.43
Sep-00	3	23	13.04%	33.68%	321	1208	26.57%	-1.46	-1.88
Oct-00	9	36	25.00%	43.30%	393	1307	30.07%	-0.65	-1.4
Nov-00	4	26	15.38%	36.08%	241	1012	23.81%	-1	-1.61
Dec-00	6	26	23.08%	42.13%	183	890	20.56%	0.36	-0.78
Jan-01	5	26	19.23%	39.41%	202	1004	20.12%	-0.11	-1.07
Feb-01	2	20	10.00%	30.00%	192	945	20.32%	-1.13	-1.69
Mar-01	0	24	0.00%	0.00%	266	1043	25.50%	-2.83	-2.72
Apr-01	0	14	0.00%	0.00%	364	1127	32.30%	-2.57	-2.56
May-01	4	30	13.33%	33.99%	376	1135	33.13%	-2.27	-2.38
Jun-01	5	25	20.00%	40.00%	329	1081	30.43%	-1.12	-1.68



All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two

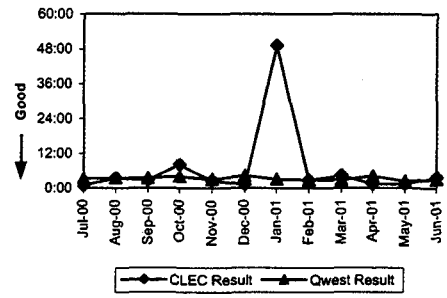
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	4	100.00%	0.00%	171	216	79.17%	-1.02	-1.62
Aug-00	7	10	70.00%	45.83%	196	262	74.81%	0.28	-0.83
Sep-00	5	5	100.00%	0.00%	185	255	72.55%	-1.36	-1.83
Oct-00	0	1	0.00%	0.00%	213	332	64.16%	8.21	3.99
Nov-00	3	4	75.00%	43.30%	222	279	79.57%	0.25	-0.85
Dec-00	5	5	100.00%	0.00%	164	220	74.55%	-1.29	-1.79
Jan-01	1	2	50.00%	50.00%	188	248	75.81%	1.01	-0.39
Feb-01	6	7	85.71%	34.99%	187	241	77.59%	-0.51	-1.31
Mar-01	0	1	0.00%	0.00%	200	247	80.97%	8.21	3.99
Apr-01	10	10	100.00%	0.00%	228	337	67.66%	-2.15	-2.31
May-01	6	7	85.71%	34.99%	259	314	82.48%	-0.22	-1.14
Jun-01	5	7	71.43%	45.18%	267	349	76.50%	0.07	-0.96



Checklist #14 - Resale - DS1 Repair

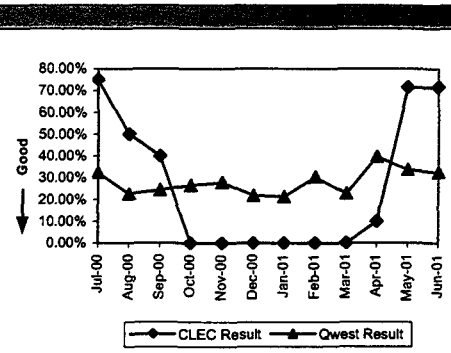
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4:07	4	1:02	0:43	745:01	216	3:27	-0.62	-1.38
Aug-00	36:13	10	3:37	4:11	963:14	262	3:41	-0.03	-1.02
Sep-00	14:17	5	2:51	1:24	886:32	255	3:29	-0.3	-1.19
Oct-00	8:15	1	8:15		1374:12	332	4:08	0.79	-0.52
Nov-00	10:51	4	2:43	1:57	879:53	279	3:09	-0.2	-1.12
Dec-00	6:44	5	1:21	1:42	970:49	220	4:25	-0.68	-1.41
Jan-01	98:16	2	49:08	68:41	766:58	248	3:06	12.22	6.43
Feb-01	19:47	7	2:50	2:56	692:12	241	2:52	-0.03	-1.02
Mar-01	4:26	1	4:26		722:02	247	2:55	0.35	-0.79
Apr-01	14:39	10	1:28	1:06	1437:23	337	4:16	-1.51	-1.92
May-01	11:12	7	1:36	2:19	770:06	314	2:27	-0.74	-1.45
Jun-01	26:27	7	3:47	4:23	1092:20	349	3:08	0.42	-0.75



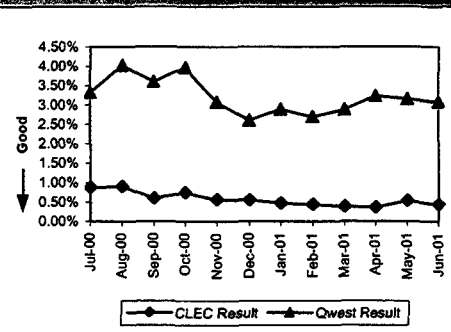
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	4	75.00%	43.30%	70	216	32.41%	1.6	-0.03
Aug-00	5	10	50.00%	50.00%	59	262	22.52%	1.84	0.12
Sep-00	2	5	40.00%	48.99%	62	255	24.31%	0.75	-0.54
Oct-00	0	1	0.00%	0.00%	88	332	26.51%	-0.6	-1.36
Nov-00	0	4	0.00%	0.00%	78	279	27.96%	-1.24	-1.75
Dec-00	0	5	0.00%	0.00%	48	220	21.82%	-1.17	-1.71
Jan-01	0	2	0.00%	0.00%	53	248	21.37%	-0.73	-1.45
Feb-01	0	7	0.00%	0.00%	73	241	30.29%	-1.72	-2.05
Mar-01	0	1	0.00%	0.00%	56	247	22.67%	-0.54	-1.33
Apr-01	1	10	10.00%	30.00%	134	337	39.76%	-1.9	-2.15
May-01	5	7	71.43%	45.18%	106	314	33.76%	1.94	0.18
Jun-01	5	7	71.43%	45.18%	113	349	32.38%	2.02	0.23



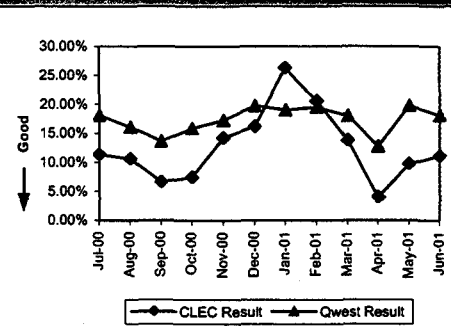
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	39	4452	0.88%	9.32%	1294	38882	3.33%	-8.64	-6.25
Aug-00	42	4655	0.90%	9.46%	1614	40035	4.03%	-10.27	-7.25
Sep-00	28	4682	0.60%	7.71%	1463	40465	3.62%	-10.47	-7.37
Oct-00	37	4931	0.75%	8.63%	1639	41191	3.98%	-10.96	-7.66
Nov-00	30	5289	0.57%	7.51%	1291	41897	3.08%	-9.97	-7.06
Dec-00	31	5579	0.56%	7.43%	1110	42573	2.61%	-9.04	-6.5
Jan-01	28	5912	0.47%	6.87%	1252	43227	2.90%	-10.42	-7.33
Feb-01	27	6098	0.44%	6.64%	1186	43866	2.70%	-10.2	-7.2
Mar-01	25	6367	0.39%	6.25%	1290	44616	2.89%	-11.13	-7.77
Apr-01	24	6528	0.37%	6.05%	1464	45180	3.24%	-12.25	-8.45
May-01	37	6849	0.54%	7.33%	1449	45828	3.16%	-11.56	-8.03
Jun-01	32	7221	0.44%	6.64%	1430	46384	3.08%	-12.07	-8.34



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

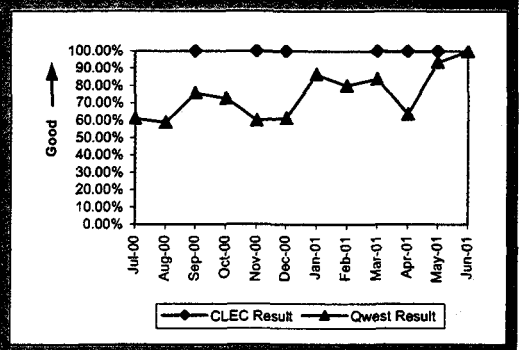
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	44	11.36%	31.74%	286	1580	18.10%	-1.14	-1.7
Aug-00	5	47	10.64%	30.83%	310	1924	16.11%	-1.01	-1.61
Sep-00	2	30	6.67%	24.94%	231	1694	13.64%	-1.1	-1.67
Oct-00	3	40	7.50%	26.34%	309	1948	15.86%	-1.43	-1.87
Nov-00	5	35	14.29%	34.99%	270	1561	17.30%	-0.47	-1.28
Dec-00	6	37	16.22%	36.86%	274	1384	19.80%	-0.54	-1.33
Jan-01	10	38	26.32%	44.03%	295	1547	19.07%	1.11	-0.32
Feb-01	7	34	20.59%	40.43%	288	1474	19.54%	0.2	-0.88
Mar-01	4	29	13.79%	34.48%	284	1574	18.04%	-0.59	-1.36
Apr-01	1	25	4.00%	19.60%	214	1678	12.75%	-1.3	-1.79
May-01	4	41	9.76%	29.67%	357	1806	19.77%	-1.59	-1.97
Jun-01	4	36	11.11%	31.43%	316	1746	18.10%	-1.08	-1.66



Checklist #14 - Resale - Installation for DS3 and Higher

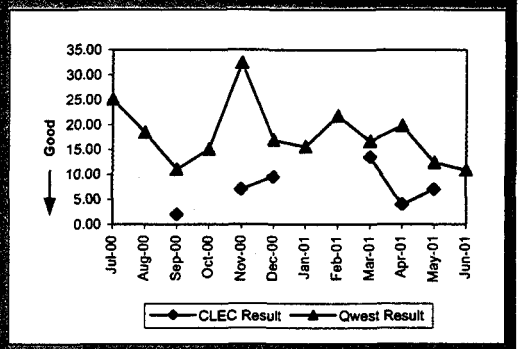
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					11	18	61.11%		
Aug-00					10	17	58.82%		
Sep-00	1	1	100.00%	0.00%	22	29	75.86%	-0.55	-1.34
Oct-00					16	22	72.73%		
Nov-00	1	1	100.00%	0.00%	15	25	60.00%	-0.8	-1.49
Dec-00	2	2	100.00%	0.00%	19	31	61.29%	-1.09	-1.66
Jan-01					13	15	86.67%		
Feb-01					28	35	80.00%		
Mar-01	2	2	100.00%	0.00%	42	50	84.00%	-0.61	-1.37
Apr-01	2	2	100.00%	0.00%	14	22	63.64%	-1.02	-1.62
May-01	1	1	100.00%	0.00%	29	31	93.55%	-0.26	-1.16
Jun-01					19	19	100.00%	N/A	



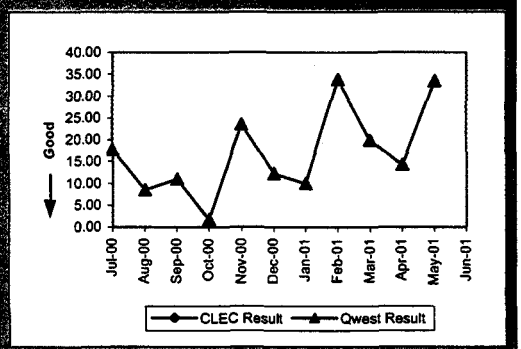
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					452	18	25.11		
Aug-00					315	17	18.53		
Sep-00	2	1	2.00		322	29	11.10	-1.33	-1.81
Oct-00					333	22	15.14		
Nov-00	7	1	7.00		810	25	32.40	-0.65	-1.39
Dec-00	19	2	9.50	2.12	525	31	16.94	-0.55	-1.34
Jan-01					234	15	15.60		
Feb-01					762	35	21.77		
Mar-01	27	2	13.50	0.71	835	50	16.70	-0.25	-1.15
Apr-01	8	2	4.00	0.00	436	22	19.82	-1.51	-1.92
May-01	7	1	7.00		384	31	12.39	-0.4	-1.24
Jun-01					185	17	10.88		



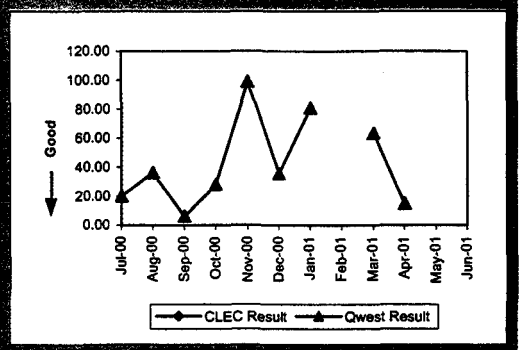
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					71	4	17.75		
Aug-00					34	4	8.50		
Sep-00					44	4	11.00		
Oct-00					5	3	1.67		
Nov-00					164	7	23.43		
Dec-00					98	8	12.25		
Jan-01					10	1	10.00		
Feb-01					237	7	33.86		
Mar-01					119	6	19.83		
Apr-01					100	7	14.29		
May-01					67	2	33.50		
Jun-01									



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

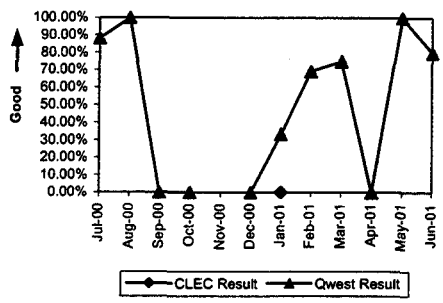
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					60	3	20.00		
Aug-00					109	3	36.33		
Sep-00					18	3	6.00		
Oct-00					84	3	28.00		
Nov-00					297	3	99.00		
Dec-00					142	4	35.50		
Jan-01					81	1	81.00		
Feb-01									
Mar-01					127	2	63.50		
Apr-01					15	1	15.00		
May-01									
Jun-01									



Checklist #14 - Resale - Installation for DS3 and Higher

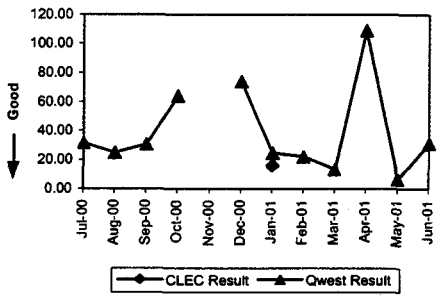
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					15	17	88.24%		
Aug-00					6	6	100.00%	N/A	
Sep-00					0	3	0.00%	N/A	
Oct-00					0	1	0.00%	N/A	
Nov-00									
Dec-00					0	2	0.00%	N/A	
Jan-01	0	1	0.00%	0.00%	2	6	33.33%	0.62	-0.62
Feb-01					9	13	69.23%		
Mar-01					3	4	75.00%		
Apr-01					0	1	0.00%	N/A	
May-01					4	4	100.00%	N/A	
Jun-01					4	5	80.00%		



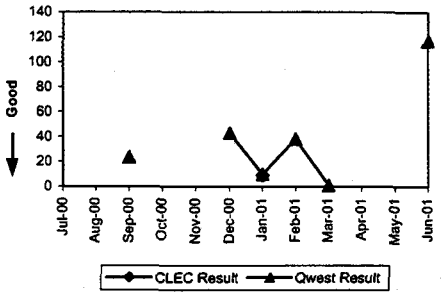
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					539	17	31.71		
Aug-00					150	6	25.00		
Sep-00					92	3	30.67		
Oct-00					64	1	64.00		
Nov-00									
Dec-00					148	2	74.00		
Jan-01	16	1	16.00		148	6	24.67	-0.25	-1.15
Feb-01					288	13	22.15		
Mar-01					54	4	13.50		
Apr-01					109	1	109.00		
May-01					26	4	6.50		
Jun-01					157	5	31.40		



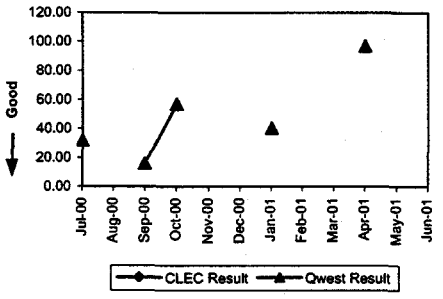
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00					47	2	23.50		
Oct-00									
Nov-00									
Dec-00					86	2	43.00		
Jan-01	9	1	9.00		20	2	10.00		
Feb-01					153	4	38.25		
Mar-01					1	1	1.00		
Apr-01									
May-01									
Jun-01					117	1	117.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

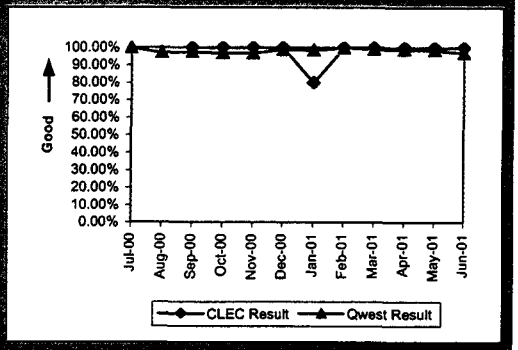
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					64	2	32.00		
Aug-00									
Sep-00					16	1	16.00		
Oct-00					57	1	57.00		
Nov-00									
Dec-00									
Jan-01					81	2	40.50		
Feb-01									
Mar-01									
Apr-01					97	1	97.00		
May-01									
Jun-01									



Checklist #14 - Resale - Installation for DS3 and Higher

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

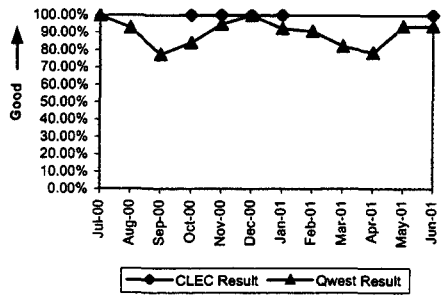
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					85	85	100.00%	N/A	
Aug-00					72	74	97.30%		
Sep-00	1	1	100.00%	0.00%	89	91	97.80%	-0.15	-1.09
Oct-00	1	1	100.00%	0.00%	96	99	96.97%	-0.18	-1.11
Nov-00	1	1	100.00%	0.00%	93	96	96.88%	-0.18	-1.11
Dec-00	5	5	100.00%	0.00%	90	91	98.90%	-0.23	-1.14
Jan-01	4	5	80.00%	40.00%	74	75	98.67%	3.52	2.5
Feb-01	1	1	100.00%	0.00%	87	87	100.00%	N/A	N/A
Mar-01	3	3	100.00%	0.00%	133	134	99.25%	-0.15	-1.09
Apr-01	4	4	100.00%	0.00%	118	119	99.16%	-0.18	-1.11
May-01	2	2	100.00%	0.00%	80	81	98.77%	-0.16	-1.09
Jun-01	1	1	100.00%	0.00%	68	70	97.14%	-0.17	-1.1



Checklist #14 - Resale - Repair for DS3 and Higher

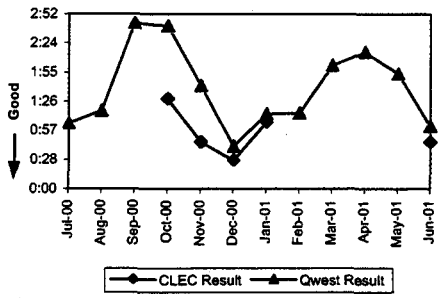
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					21	21	100.00%	N/A	
Aug-00					13	14	92.86%		
Sep-00					17	22	77.27%		
Oct-00	1	1	100.00%	0.00%	16	19	84.21%	-0.42	-1.26
Nov-00	2	2	100.00%	0.00%	19	20	95.00%	-0.31	-1.19
Dec-00	1	1	100.00%	0.00%	15	15	100.00%	N/A	N/A
Jan-01	5	5	100.00%	0.00%	12	13	92.31%	-0.55	-1.33
Feb-01					10	11	90.91%		
Mar-01					14	17	82.35%		
Apr-01					11	14	78.57%		
May-01					15	16	93.75%		
Jun-01	2	2	100.00%	0.00%	15	16	93.75%	-0.34	-1.21



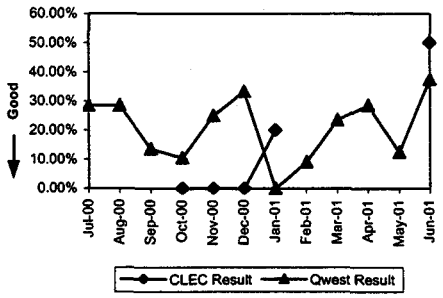
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					22:50	21	1:05		
Aug-00					17:54	14	1:17		
Sep-00					60:15	22	2:44		
Oct-00	1:29	1	1:29		50:52	19	2:41	-0.3	-1.18
Nov-00	1:33	2	0:46	0:05	33:53	20	1:42	-0.86	-1.52
Dec-00	0:28	1	0:28		10:37	15	0:42	-0.39	-1.24
Jan-01	5:30	5	1:06	0:32	16:06	13	1:14	-0.19	-1.12
Feb-01					13:50	11	1:15		
Mar-01					34:41	17	2:02		
Apr-01					31:28	14	2:15		
May-01					30:23	16	1:54		
Jun-01	1:31	2	0:46	0:59	16:36	16	1:02	-0.27	-1.16



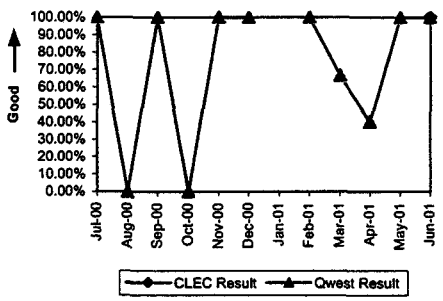
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					6	21	28.57%		
Aug-00					4	14	28.57%		
Sep-00					3	22	13.64%		
Oct-00	0	1	0.00%	0.00%	2	19	10.53%	-0.33	-1.2
Nov-00	0	2	0.00%	0.00%	5	20	25.00%	-0.78	-1.47
Dec-00	0	1	0.00%	0.00%	5	15	33.33%	-0.68	-1.42
Jan-01	1	5	20.00%	40.00%	0	13	0.00%	N/A	0.17
Feb-01					1	11	9.09%		
Mar-01					4	17	23.53%		
Apr-01					4	14	28.57%		
May-01					2	16	12.50%		
Jun-01	1	2	50.00%	50.00%	6	16	37.50%	0.2	-0.88



All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two

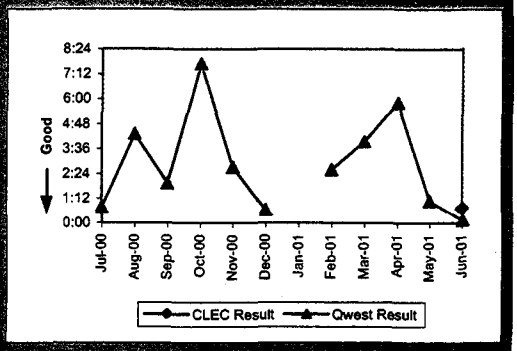
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2	2	100.00%	N/A	
Aug-00					0	1	0.00%	N/A	
Sep-00					1	1	100.00%	N/A	
Oct-00					0	2	0.00%	N/A	
Nov-00					3	3	100.00%	N/A	
Dec-00					2	2	100.00%	N/A	
Jan-01									
Feb-01					1	1	100.00%	N/A	
Mar-01					2	3	66.67%		
Apr-01					2	5	40.00%		
May-01					1	1	100.00%	N/A	
Jun-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A



Checklist #14 - Resale - Repair for DS3 and Higher

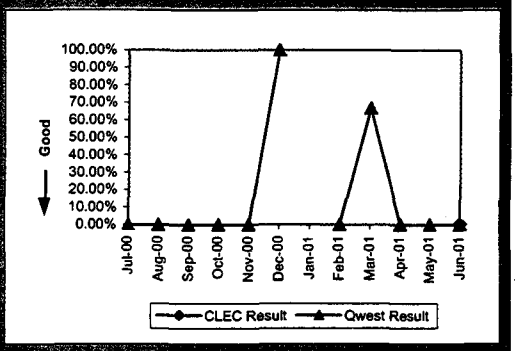
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1:34	2	0:47		
Aug-00					4:20	1	4:20		
Sep-00					1:58	1	1:58		
Oct-00					15:22	2	7:41		
Nov-00					8:13	3	2:44		
Dec-00					1:20	2	0:40		
Jan-01									
Feb-01					2:36	1	2:36		
Mar-01					11:52	3	3:57		
Apr-01					29:07	5	5:49		
May-01					1:06	1	1:06		
Jun-01	0:43	1	0:43		0:20	2	0:10	3.18	0.93



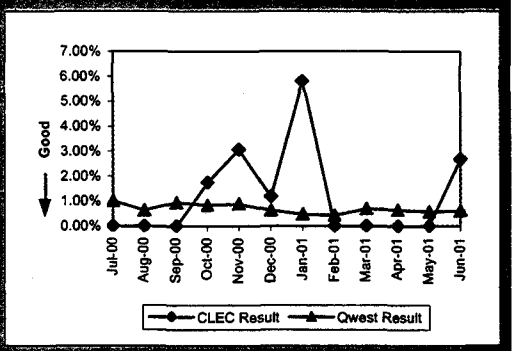
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					0	2	0.00%	N/A	
Aug-00					0	1	0.00%	N/A	
Sep-00					0	1	0.00%	N/A	
Oct-00					0	2	0.00%	N/A	
Nov-00					0	3	0.00%	N/A	
Dec-00					2	2	100.00%	N/A	
Jan-01									
Feb-01					0	1	0.00%	N/A	
Mar-01					2	3	66.67%		
Apr-01					0	5	0.00%	N/A	
May-01					0	1	0.00%	N/A	
Jun-01	0	1	0.00%	0.00%	0	2	0.00%	N/A	



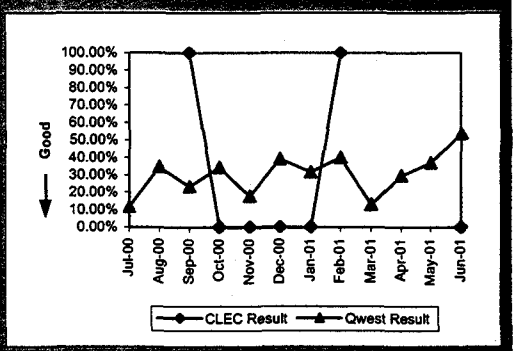
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	50	0.00%	0.00%	23	2267	1.01%	-0.71	-1.43
Aug-00	0	55	0.00%	0.00%	15	2346	0.64%	-0.59	-1.36
Sep-00	0	57	0.00%	0.00%	23	2401	0.96%	-0.73	-1.45
Oct-00	1	57	1.75%	13.13%	21	2494	0.84%	0.75	-0.52
Nov-00	2	65	3.08%	17.27%	23	2566	0.90%	1.84	-0.1
Dec-00	1	84	1.19%	10.85%	17	2628	0.65%	0.61	-0.58
Jan-01	5	86	5.81%	23.40%	13	2684	0.48%	7.01	1.37
Feb-01	0	86	0.00%	0.00%	12	2760	0.43%	-0.6	-1.37
Mar-01	0	97	0.00%	0.00%	20	2853	0.70%	-0.81	-1.49
Apr-01	0	106	0.00%	0.00%	19	2880	0.66%	-0.82	-1.5
May-01	0	107	0.00%	0.00%	17	2929	0.58%	-0.78	-1.47
Jun-01	3	112	2.68%	16.15%	18	2929	0.61%	2.74	0.24



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

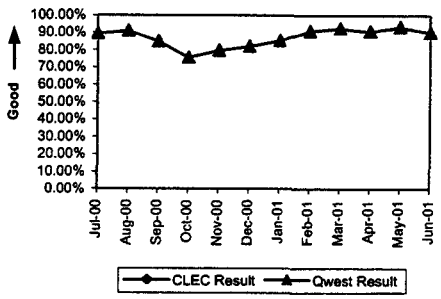
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3	26	11.54%		
Aug-00					8	23	34.78%		
Sep-00	1	1	100.00%	0.00%	7	30	23.33%	1.16	-0.29
Oct-00	0	1	0.00%	0.00%	11	32	34.38%	-0.71	-1.43
Nov-00	0	2	0.00%	0.00%	5	28	17.86%	-0.64	-1.39
Dec-00	0	1	0.00%	0.00%	11	28	39.29%	-0.79	-1.48
Jan-01	0	5	0.00%	0.00%	6	19	31.58%	-1.35	-1.82
Feb-01	1	1	100.00%	0.00%	8	20	40.00%	0.8	-0.51
Mar-01					3	23	13.04%		
Apr-01					8	27	29.63%		
May-01					10	27	37.04%		
Jun-01	0	3	0.00%	0.00%	21	39	53.85%	-1.8	-2.1



Checklist #14 - Resale - Frame Relay Installation

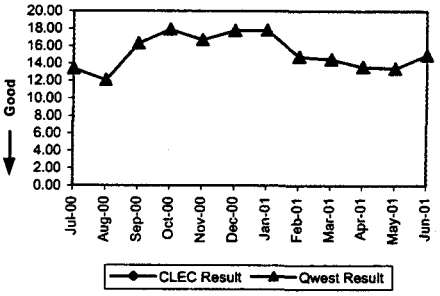
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					109	122	89.34%		
Aug-00					183	201	91.04%		
Sep-00					153	180	85.00%		
Oct-00					87	115	75.65%		
Nov-00					144	181	79.56%		
Dec-00					87	106	82.08%		
Jan-01					58	68	85.29%		
Feb-01					71	78	91.03%		
Mar-01					112	121	92.56%		
Apr-01					109	120	90.83%		
May-01					57	61	93.44%		
Jun-01					99	110	90.00%		



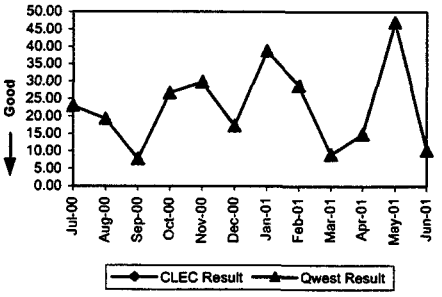
Installation Interval (Average Days) (OP-4)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1636	122	13.41		
Aug-00					2426	201	12.07		
Sep-00					2935	180	16.31		
Oct-00					2058	115	17.90		
Nov-00					3018	181	16.67		
Dec-00					1882	106	17.75		
Jan-01					1211	68	17.81		
Feb-01					1153	78	14.78		
Mar-01					1755	121	14.50		
Apr-01					1633	120	13.61		
May-01					818	61	13.41		
Jun-01					1643	110	14.94		



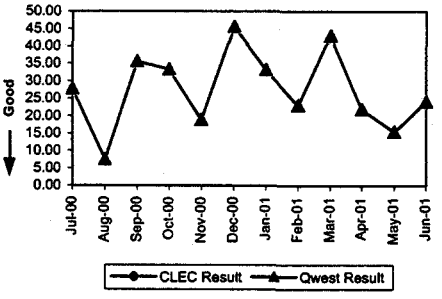
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					46	2	23.00		
Aug-00					154	8	19.25		
Sep-00					87	11	7.91		
Oct-00					321	12	26.75		
Nov-00					657	22	29.86		
Dec-00					156	9	17.33		
Jan-01					194	5	38.80		
Feb-01					173	6	28.83		
Mar-01					55	6	9.17		
Apr-01					60	4	15.00		
May-01					94	2	47.00		
Jun-01					31	3	10.33		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

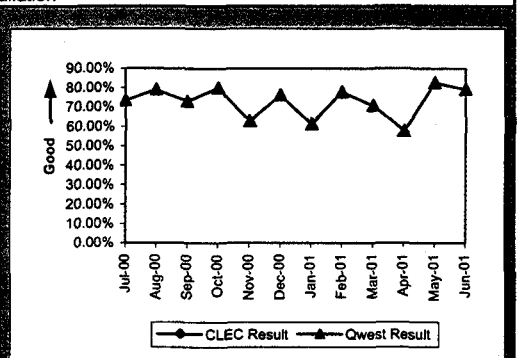
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					305	11	27.73		
Aug-00					75	10	7.50		
Sep-00					570	16	35.62		
Oct-00					533	16	33.31		
Nov-00					283	15	18.87		
Dec-00					456	10	45.60		
Jan-01					166	5	33.20		
Feb-01					23	1	23.00		
Mar-01					129	3	43.00		
Apr-01					154	7	22.00		
May-01					31	2	15.50		
Jun-01					193	8	24.12		



Checklist #14 - Resale - Frame Relay Installation

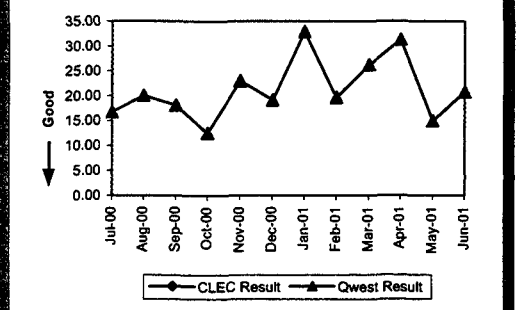
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					36	49	73.47%		
Aug-00					57	72	79.17%		
Sep-00					46	63	73.02%		
Oct-00					32	40	80.00%		
Nov-00					39	62	62.90%		
Dec-00					42	55	76.36%		
Jan-01					27	44	61.36%		
Feb-01					28	36	77.78%		
Mar-01					34	48	70.83%		
Apr-01					15	26	57.69%		
May-01					24	29	82.76%		
Jun-01					23	29	79.31%		



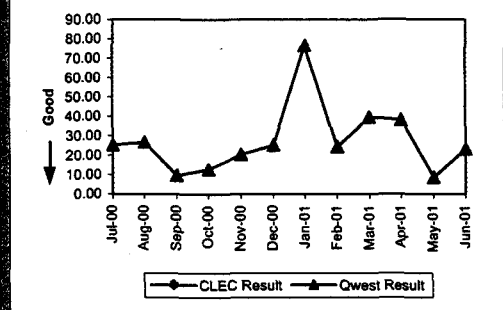
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					823	49	16.80		
Aug-00					1446	72	20.08		
Sep-00					1143	63	18.14		
Oct-00					502	40	12.55		
Nov-00					1428	62	23.03		
Dec-00					1057	55	19.22		
Jan-01					1446	44	32.86		
Feb-01					708	36	19.67		
Mar-01					1259	48	26.23		
Apr-01					813	26	31.27		
May-01					433	29	14.93		
Jun-01					602	29	20.76		



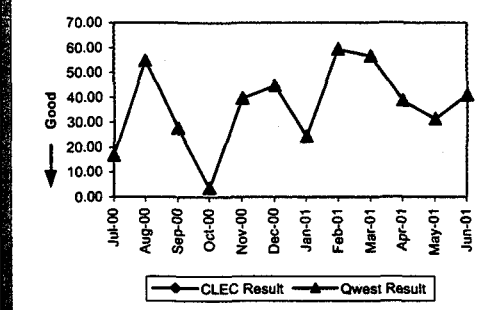
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					202	8	25.25		
Aug-00					213	8	26.62		
Sep-00					58	6	9.67		
Oct-00					64	5	12.80		
Nov-00					203	10	20.30		
Dec-00					176	7	25.14		
Jan-01					690	9	76.67		
Feb-01					146	6	24.33		
Mar-01					396	10	39.60		
Apr-01					229	6	38.17		
May-01					17	2	8.50		
Jun-01					92	4	23.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

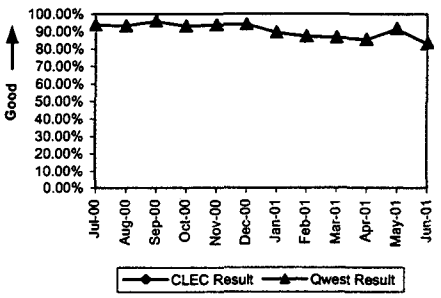
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					84	5	16.80		
Aug-00					384	7	54.86		
Sep-00					305	11	27.73		
Oct-00					11	3	3.67		
Nov-00					517	13	39.77		
Dec-00					269	6	44.83		
Jan-01					196	8	24.50		
Feb-01					119	2	59.50		
Mar-01					226	4	56.50		
Apr-01					194	5	38.80		
May-01					94	3	31.33		
Jun-01					82	2	41.00		



Checklist #14 - Resale - Frame Relay Installation

New Service Installation without Trouble Reports (Percent) (OP-5)– Interval Zone One and Two

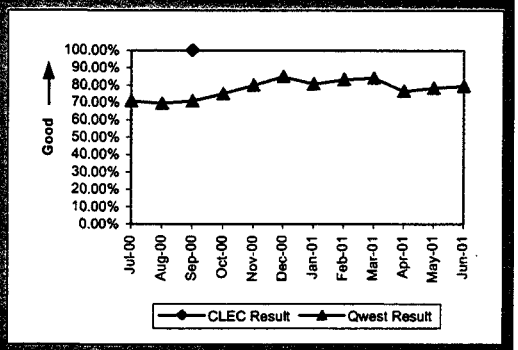
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					285	304	93.75%		
Aug-00					317	340	93.24%		
Sep-00					378	394	95.94%		
Oct-00					292	314	92.99%		
Nov-00					300	320	93.75%		
Dec-00					322	342	94.15%		
Jan-01					213	238	89.50%		
Feb-01					177	203	87.19%		
Mar-01					220	254	86.61%		
Apr-01					218	255	85.49%		
May-01					154	168	91.67%		
Jun-01					133	160	83.13%		



Checklist #14 - Resale - Frame Relay Repair

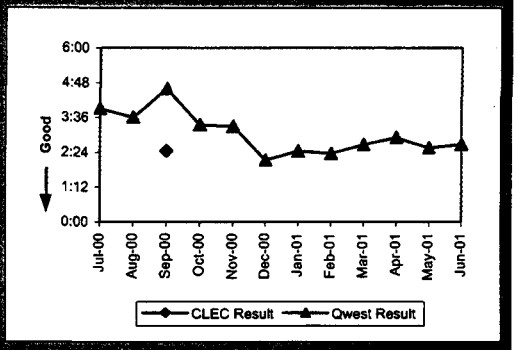
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					209	295	70.85%		
Aug-00					218	314	69.43%		
Sep-00	1	1	100.00%	0.00%	204	288	70.83%	-0.64	-1.39
Oct-00					259	345	75.07%		
Nov-00					220	275	80.00%		
Dec-00					203	239	84.94%		
Jan-01					197	244	80.74%		
Feb-01					144	173	83.24%		
Mar-01					213	253	84.19%		
Apr-01					171	223	76.68%		
May-01					228	291	78.35%		
Jun-01					203	255	79.61%		



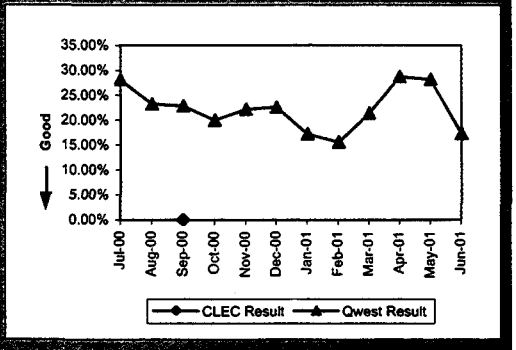
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1157:01	295	3:55		
Aug-00					1133:46	314	3:37		
Sep-00	2:27	1	2:27		1324:19	288	4:36	-0.29	-1.17
Oct-00					1153:11	345	3:21		
Nov-00					907:34	275	3:18		
Dec-00					511:32	239	2:08		
Jan-01					599:42	244	2:27		
Feb-01					408:06	173	2:22		
Mar-01					674:29	253	2:40		
Apr-01					652:16	223	2:55		
May-01					746:12	291	2:34		
Jun-01					684:54	255	2:41		



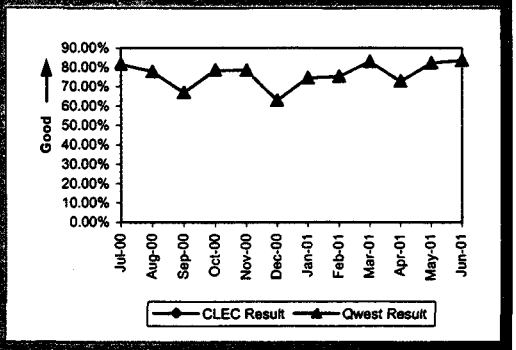
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					83	295	28.14%		
Aug-00					73	314	23.25%		
Sep-00	0	1	0.00%	0.00%	66	288	22.92%	-0.54	-1.33
Oct-00					69	345	20.00%		
Nov-00					61	275	22.18%		
Dec-00					54	239	22.59%		
Jan-01					42	244	17.21%		
Feb-01					27	173	15.61%		
Mar-01					54	253	21.34%		
Apr-01					64	223	28.70%		
May-01					82	291	28.18%		
Jun-01					44	255	17.25%		



All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two

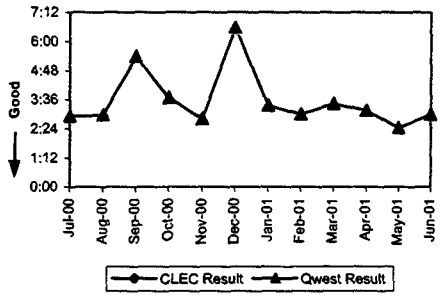
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					75	92	81.52%		
Aug-00					112	144	77.78%		
Sep-00					69	103	66.99%		
Oct-00					107	136	78.68%		
Nov-00					80	102	78.43%		
Dec-00					78	124	62.90%		
Jan-01					94	126	74.60%		
Feb-01					64	85	75.29%		
Mar-01					83	100	83.00%		
Apr-01					77	106	72.64%		
May-01					107	130	82.31%		
Jun-01					92	110	83.64%		



Checklist #14 - Resale - Frame Relay Repair

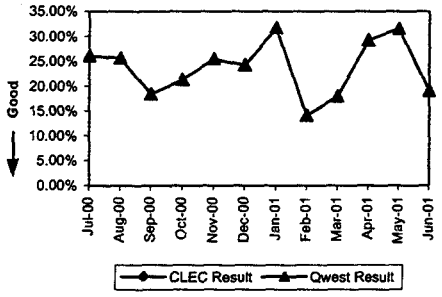
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					268:46	92	2:55		
Aug-00					428:27	144	2:59		
Sep-00					555:38	103	5:24		
Oct-00					500:58	136	3:41		
Nov-00					286:49	102	2:49		
Dec-00					814:28	124	6:34		
Jan-01					423:48	126	3:22		
Feb-01					256:21	85	3:01		
Mar-01					344:52	100	3:27		
Apr-01					335:05	106	3:10		
May-01					318:56	130	2:27		
Jun-01					329:52	110	3:00		



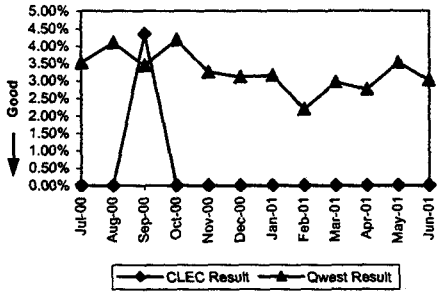
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					24	92	26.09%		
Aug-00					37	144	25.69%		
Sep-00					19	103	18.45%		
Oct-00					29	136	21.32%		
Nov-00					26	102	25.49%		
Dec-00					30	124	24.19%		
Jan-01					40	126	31.75%		
Feb-01					12	85	14.12%		
Mar-01					18	100	18.00%		
Apr-01					31	106	29.25%		
May-01					41	130	31.54%		
Jun-01					21	110	19.09%		



Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	23	0.00%	0.00%	387	10986	3.52%	-0.92	-1.56
Aug-00	0	23	0.00%	0.00%	458	11157	4.11%	-0.99	-1.6
Sep-00	1	23	4.35%	20.39%	391	11317	3.46%	0.23	-0.82
Oct-00	0	23	0.00%	0.00%	481	11495	4.18%	-1	-1.61
Nov-00	0	23	0.00%	0.00%	377	11599	3.25%	-0.88	-1.53
Dec-00	0	23	0.00%	0.00%	363	11643	3.12%	-0.86	-1.52
Jan-01	0	23	0.00%	0.00%	370	11731	3.15%	-0.86	-1.53
Feb-01	0	23	0.00%	0.00%	258	11804	2.19%	-0.72	-1.44
Mar-01	0	23	0.00%	0.00%	353	11901	2.97%	-0.84	-1.51
Apr-01	0	23	0.00%	0.00%	329	11922	2.76%	-0.81	-1.49
May-01	0	23	0.00%	0.00%	421	11928	3.53%	-0.92	-1.56
Jun-01	0	23	0.00%	0.00%	365	12083	3.02%	-0.85	-1.51



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					79	466	16.95%		
Aug-00					102	560	18.21%		
Sep-00	0	1	0.00%	0.00%	85	476	17.86%	-0.47	-1.28
Oct-00					110	591	18.61%		
Nov-00					90	467	19.27%		
Dec-00					74	437	16.93%		
Jan-01					70	440	15.91%		
Feb-01					82	340	24.12%		
Mar-01					85	438	19.41%		
Apr-01					67	396	16.92%		
May-01					86	507	16.96%		
Jun-01					96	461	20.82%		

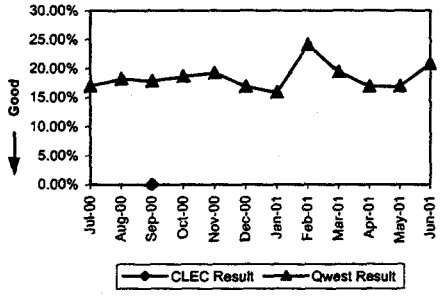


EXHIBIT 3

REGIONAL RESULTS

ride the light SM

Qwest®

Performance Results

Regional

July 2000 - June 2001

July 31, 2001

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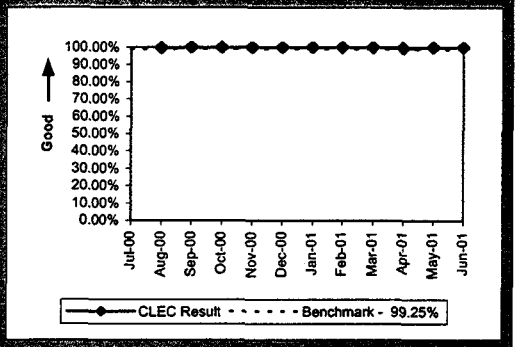
GA-1 - Gateway Availability - IMA-GUI

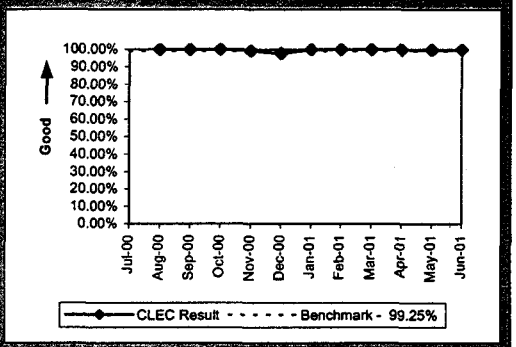
Gateway Availability - IMA-GUI (Percent) All (GA-1 A)

Date	Numerator	Denominator	CLEC Result
Jul-00			
Aug-00	24280	24360	99.67%
Sep-00	24344	24360	99.93%
Oct-00	24433	24480	99.81%
Nov-00	24480	24480	100.00%
Dec-00	23520	23520	100.00%
Jan-01	25440	25440	100.00%
Feb-01	21720	21720	100.00%
Mar-01	25315	25320	99.98%
Apr-01	22564	22680	99.49%
May-01	25440	25440	100.00%
Jun-01	24120	24120	100.00%



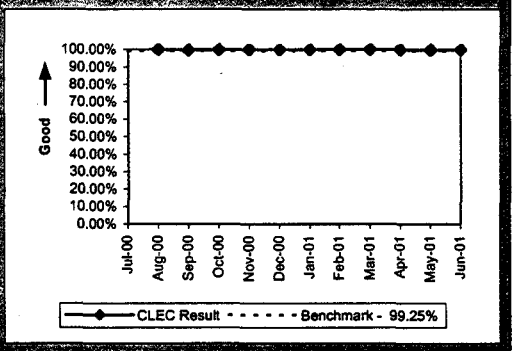
Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1 B)

Date	Numerator	Denominator	CLEC Result
Jul-00			
Aug-00	25440	25440	100.00%
Sep-00	24360	24360	100.00%
Oct-00	24480	24480	100.00%
Nov-00	24275	24480	99.16%
Dec-00	23831	24360	97.83%
Jan-01	25425	25440	99.94%
Feb-01	22560	22560	100.00%
Mar-01	25320	25320	100.00%
Apr-01	23520	23520	100.00%
May-01	25385	25440	99.78%
Jun-01	24360	24360	100.00%



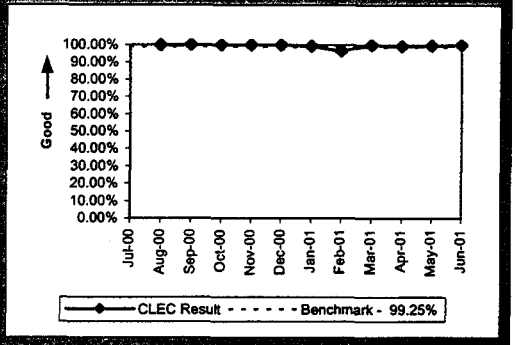
Gateway Availability - IMA-GUI (Percent) Data Arbiter (GA-1 C)

Date	Numerator	Denominator	CLEC Result
Jul-00			
Aug-00	127145	127200	99.96%
Sep-00	121403	121800	99.67%
Oct-00	122284	122400	99.91%
Nov-00	122400	122400	100.00%
Dec-00	121800	121800	100.00%
Jan-01	127200	127200	100.00%
Feb-01	112800	112800	100.00%
Mar-01	121710	121740	99.98%
Apr-01	117600	117600	100.00%
May-01	127083	127200	99.91%
Jun-01	121800	121800	100.00%



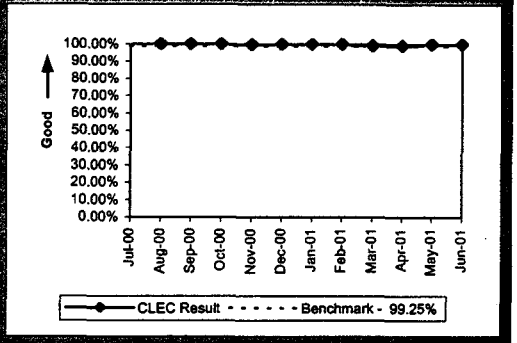
GA-2 - Gateway Availability - IMA-EDI

Gateway Availability - IMA-EDI (Percent) (GA-2)			
Date	Numerator	Denominator	CLEC Result
Jul-00			
Aug-00	24310	24360	99.79%
Sep-00	24360	24360	100.00%
Oct-00	24480	24480	100.00%
Nov-00	24480	24480	100.00%
Dec-00	23520	23520	100.00%
Jan-01	25250	25440	99.25%
Feb-01	20969	21720	96.54%
Mar-01	25320	25320	100.00%
Apr-01	22521	22680	99.30%
May-01	25362	25440	99.69%
Jun-01	24120	24120	100.00%



GA-3 - Gateway Availability - EB-TA

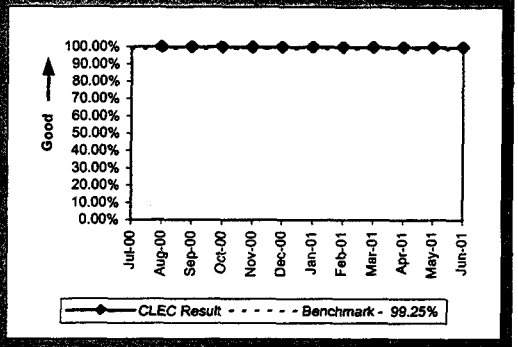
Gateway Availability - EB-TA (Percent) (GA-3)			
Date	Numerator	Denominator	CLEC Result
Jul-00			
Aug-00	43200	43200	100.00%
Sep-00	41700	41700	100.00%
Oct-00	42900	42900	100.00%
Nov-00	41524	41640	99.72%
Dec-00	42660	42660	100.00%
Jan-01	43200	43200	100.00%
Feb-01	38880	38880	100.00%
Mar-01	42780	43140	99.17%
Apr-01	41130	41460	99.20%
May-01	43200	43200	100.00%
Jun-01	41700	41700	100.00%



GA-4 - System Availability - EXACT

Gateway Availability - EXACT (Percent) (GA-4)

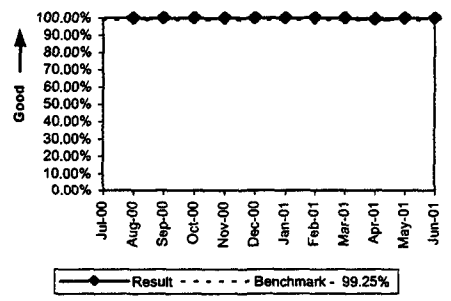
Date	Numerator	Denominator	CLEC Result
Jul-00			
Aug-00	20340	20340	100.00%
Sep-00	18900	18900	100.00%
Oct-00	19560	19560	100.00%
Nov-00	19515	19560	99.77%
Dec-00	21600	21600	100.00%
Jan-01	22860	22860	100.00%
Feb-01	20152	20160	99.96%
Mar-01	22500	22500	100.00%
Apr-01	21060	21060	100.00%
May-01	22860	22860	100.00%
Jun-01	21300	21300	100.00%



GA-6 - Gateway Availability - GUI - Repair

Gateway Availability - GUI - Repair (Percent) (GA-6)

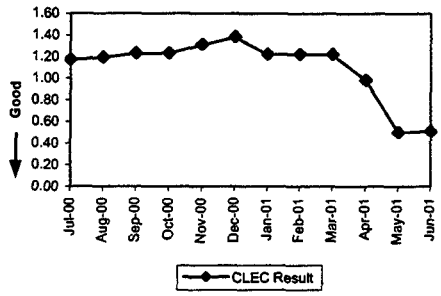
Date	Numerator	Denominator	Result
Jul-00			
Aug-00	36040	36120	99.78%
Sep-00	36285	36285	100.00%
Oct-00	37318	37335	99.95%
Nov-00	36360	36360	100.00%
Dec-00	36000	36000	100.00%
Jan-01	37620	37620	100.00%
Feb-01	32580	32580	100.00%
Mar-01	37540	37545	99.99%
Apr-01	35802	36075	99.24%
May-01	37620	37620	100.00%
Jun-01	36255	36285	99.92%



PO-1 - Pre-Order/Order Response Times

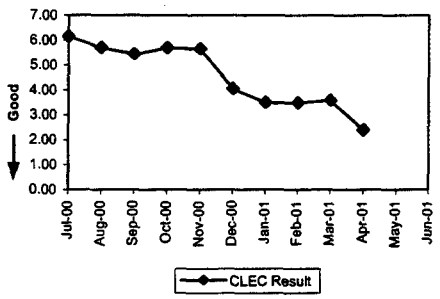
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1 A-1(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	788.58	674	1.17	0.01
Aug-00	906.78	762	1.19	0.05
Sep-00	784.74	638	1.23	0.01
Oct-00	1073.79	873	1.23	0.01
Nov-00	1101.71	841	1.31	0.33
Dec-00	1512.48	1096	1.38	0.37
Jan-01	2176.48	1784	1.22	0.01
Feb-01	1939.8	1590	1.22	0.01
Mar-01	2069.12	1696	1.22	0.01
Apr-01	1538.6	1570	0.98	0.35
May-01	1007.5	2015	0.50	0.09
Jun-01	964.92	1892	0.51	0.14



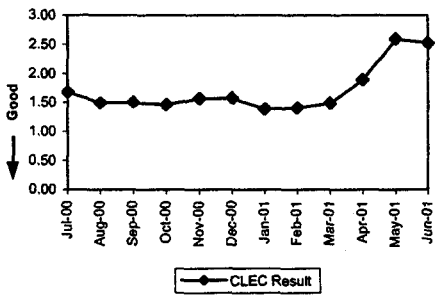
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response (PO-1 A-1(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	4145.1	674	6.15	2.36
Aug-00	4343.4	762	5.70	3.26
Sep-00	3470.72	638	5.44	2.52
Oct-00	4967.37	873	5.69	4.24
Nov-00	4760.06	841	5.66	3.03
Dec-00	4449.76	1096	4.06	2.04
Jan-01	6244	1784	3.50	1.36
Feb-01	5549.1	1590	3.49	1.03
Mar-01	6071.68	1696	3.58	1.54
Apr-01	3768	1570	2.40	2.00
May-01				
Jun-01				



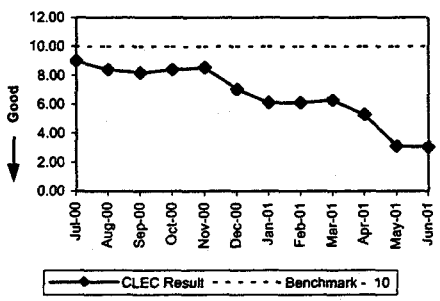
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Accept (PO-1 A-1(c))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	1125.58	674	1.67	1.35
Aug-00	1135.38	762	1.49	0.65
Sep-00	957	638	1.50	1.04
Oct-00	1274.58	873	1.46	0.75
Nov-00	1311.96	841	1.56	1.08
Dec-00	1720.72	1096	1.57	1.23
Jan-01	2461.92	1784	1.38	0.57
Feb-01	2226	1590	1.40	0.74
Mar-01	2510.08	1696	1.48	1.41
Apr-01	2967.3	1570	1.89	1.45
May-01	5218.85	2015	2.59	2.18
Jun-01	4767.84	1892	2.52	0.96



Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1 A-1 Total)

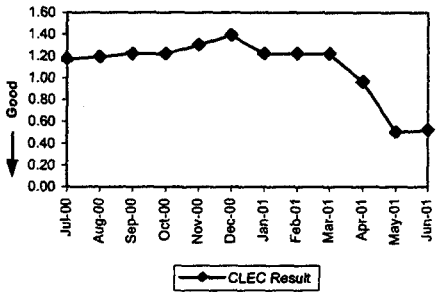
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	6059.26	674	8.99	
Aug-00	6385.56	762	8.38	
Sep-00	5212.46	638	8.17	
Oct-00	7315.74	873	8.38	
Nov-00	7173.73	841	8.53	
Dec-00	7682.96	1096	7.01	
Jan-01	10882.4	1784	6.10	
Feb-01	9714.9	1590	6.11	
Mar-01	10650.88	1696	6.28	
Apr-01	8273.9	1570	5.27	
May-01	6226.35	2015	3.09	
Jun-01	5732.76	1892	3.03	



PO-1 - Pre-Order/Order Response Times

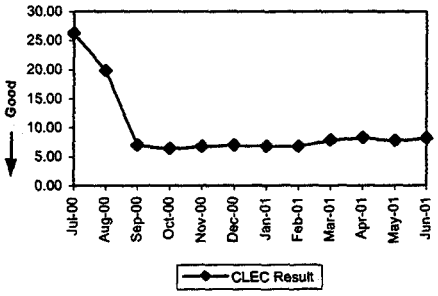
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Request (PO-1 A-2(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	857.61	733	1.17	0.01
Aug-00	1010.31	849	1.19	0.04
Sep-00	980.88	804	1.22	0.03
Oct-00	1313.94	1077	1.22	0.01
Nov-00	1328.6	1022	1.30	0.32
Dec-00	1758.35	1265	1.39	0.37
Jan-01	2780.38	2279	1.22	0.01
Feb-01	2455.86	2013	1.22	0.01
Mar-01	2605.92	2136	1.22	0.01
Apr-01	1923.84	2004	0.96	0.37
May-01	1436.5	2873	0.50	0.08
Jun-01	1469	2825	0.52	0.19



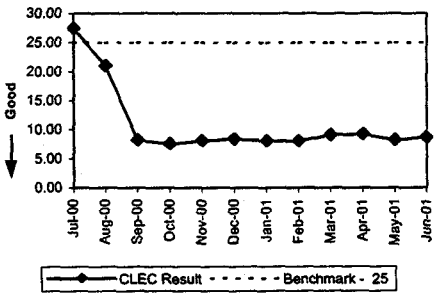
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1 A-2(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	19233.92	733	26.24	4.67
Aug-00	16793.22	849	19.78	9.41
Sep-00	5595.84	804	6.96	2.40
Oct-00	6817.41	1077	6.33	1.62
Nov-00	6898.5	1022	6.75	2.00
Dec-00	8829.7	1265	6.98	4.00
Jan-01	15542.78	2279	6.82	1.72
Feb-01	13688.4	2013	6.80	2.48
Mar-01	16767.6	2136	7.85	3.17
Apr-01	16573.08	2004	8.27	3.18
May-01	22150.83	2873	7.71	1.82
Jun-01	23052	2825	8.16	2.59



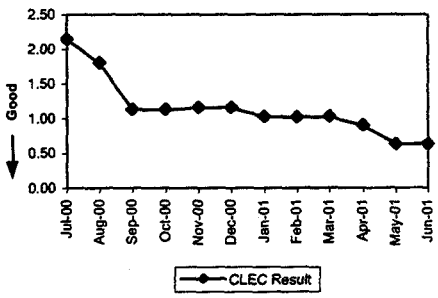
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Aggregate (PO-1 A-2 Total)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	20091.53	733	27.41	
Aug-00	17803.53	849	20.97	
Sep-00	6576.72	804	8.18	
Oct-00	8131.35	1077	7.55	
Nov-00	8227.1	1022	8.05	
Dec-00	10588.05	1265	8.37	
Jan-01	18323.16	2279	8.04	
Feb-01	16144.26	2013	8.02	
Mar-01	19373.52	2136	9.07	
Apr-01	18496.92	2004	9.23	
May-01	23587.33	2873	8.21	
Jun-01	24521	2825	8.68	



Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1 A-3(a))

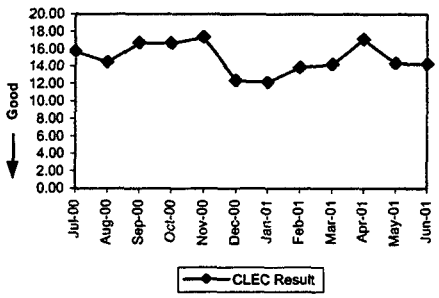
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	348.82	163	2.14	0.01
Aug-00	345.6	192	1.80	0.48
Sep-00	183.06	162	1.13	0.02
Oct-00	268.94	238	1.13	0.01
Nov-00	283.04	244	1.16	0.25
Dec-00	445.44	384	1.16	0.34
Jan-01	451.14	438	1.03	0.05
Feb-01	409.02	401	1.02	0.01
Mar-01	473.8	460	1.03	0.05
Apr-01	378	420	0.90	0.22
May-01	298.62	474	0.63	0.44
Jun-01	272.16	432	0.63	0.13



PO-1 - Pre-Order/Order Response Times

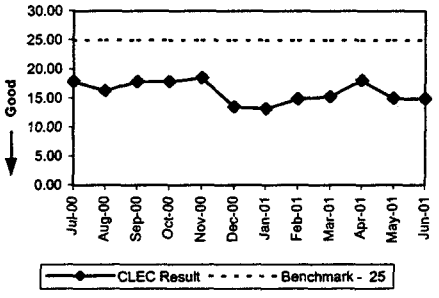
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Response (PO-1 A-3(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	2560.73	163	15.71	8.11
Aug-00	2778.24	192	14.47	3.19
Sep-00	2703.78	162	16.69	8.73
Oct-00	3962.7	238	16.65	4.94
Nov-00	4230.96	244	17.34	4.58
Dec-00	4738.56	384	12.34	3.73
Jan-01	5326.08	438	12.16	5.38
Feb-01	5545.83	401	13.83	2.75
Mar-01	6545.8	460	14.23	10.50
Apr-01	7198.8	420	17.14	10.11
May-01	6797.16	474	14.34	2.95
Jun-01	6156	432	14.25	5.95



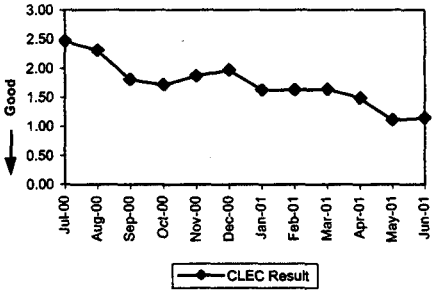
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1 A-3 Total)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	2909.55	163	17.85	
Aug-00	3123.84	192	16.27	
Sep-00	2886.84	162	17.82	
Oct-00	4231.64	238	17.78	
Nov-00	4514	244	18.50	
Dec-00	5184	384	13.50	
Jan-01	5777.22	438	13.19	
Feb-01	5954.85	401	14.85	
Mar-01	7019.6	460	15.26	
Apr-01	7576.8	420	18.04	
May-01	7095.78	474	14.97	
Jun-01	6428.16	432	14.88	



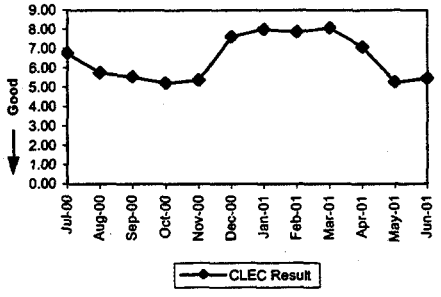
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Request (PO-1 A-4(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	3307.33	1339	2.47	0.13
Aug-00	3550.47	1537	2.31	0.40
Sep-00	2302.32	1272	1.81	0.50
Oct-00	3030.64	1762	1.72	0.46
Nov-00	3182.74	1702	1.87	0.69
Dec-00	4456.14	2262	1.97	0.73
Jan-01	5763.68	3536	1.63	0.28
Feb-01	5157.32	3164	1.63	0.28
Mar-01	5971.24	3641	1.64	0.30
Apr-01	5058.55	3395	1.49	0.39
May-01	4642.02	4182	1.11	0.17
Jun-01	4594.2	4030	1.14	0.25



Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1 A-4(b))

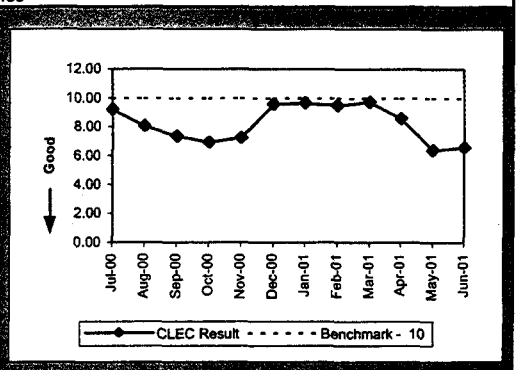
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	9018	1336	6.75	5.06
Aug-00	8822.38	1537	5.74	1.64
Sep-00	7059.6	1272	5.55	6.36
Oct-00	9180.02	1762	5.21	2.17
Nov-00	9139.74	1702	5.37	6.46
Dec-00	17213.82	2262	7.61	2.75
Jan-01	28323.36	3536	8.01	2.77
Feb-01	24900.68	3164	7.87	2.62
Mar-01	29419.28	3641	8.08	3.54
Apr-01	24070.55	3395	7.09	4.52
May-01	22039.14	4182	5.27	2.90
Jun-01	21963.5	4030	5.45	3.19



PO-1 - Pre-Order/Order Response Times

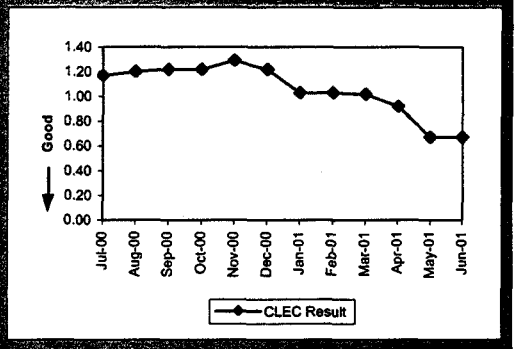
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Aggregate (PO-1 A-4 Total)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	12325.33	1339	9.20	
Aug-00	12372.85	1537	8.05	
Sep-00	9361.92	1272	7.36	
Oct-00	12210.66	1762	6.93	
Nov-00	12322.48	1702	7.24	
Dec-00	21669.96	2262	9.58	
Jan-01	34087.04	3536	9.64	
Feb-01	30058	3164	9.50	
Mar-01	35390.52	3641	9.72	
Apr-01	29129.1	3395	8.58	
May-01	26681.16	4182	6.38	
Jun-01	26557.7	4030	6.59	



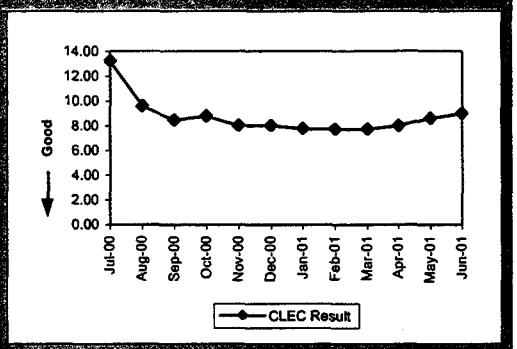
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1 A-5(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	190.71	163	1.17	0.01
Aug-00	229.2	191	1.20	0.15
Sep-00	190.32	156	1.22	0.01
Oct-00	257.42	211	1.22	0.01
Nov-00	308.31	239	1.29	0.27
Dec-00	433.1	355	1.22	0.43
Jan-01	379.04	368	1.03	0.15
Feb-01	381.1	370	1.03	0.12
Mar-01	467.16	458	1.02	0.07
Apr-01	385.48	419	0.92	0.26
May-01	298.82	446	0.67	0.08
Jun-01	284.75	425	0.67	0.12



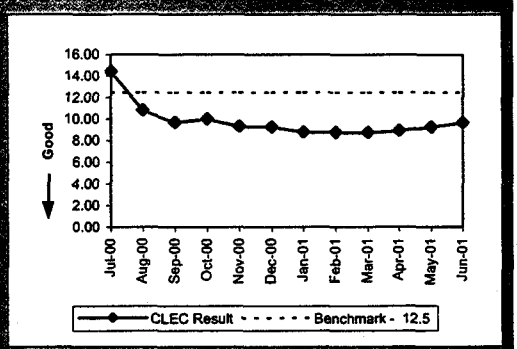
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1 A-5(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	2159.75	163	13.25	9.82
Aug-00	1835.51	191	9.61	6.68
Sep-00	1319.76	156	8.46	6.82
Oct-00	1856.8	211	8.80	5.22
Nov-00	1916.78	239	8.02	3.65
Dec-00	2850.65	355	8.03	2.51
Jan-01	2852	368	7.75	2.44
Feb-01	2852.7	370	7.71	2.29
Mar-01	3526.6	458	7.70	1.92
Apr-01	3356.19	419	8.01	3.05
May-01	3826.68	446	8.58	2.78
Jun-01	3812.25	425	8.97	2.39



Pre-Order Response Times (Get CSR) (Avg Sec) IMA Aggregate (PO-1 A-5 Total)

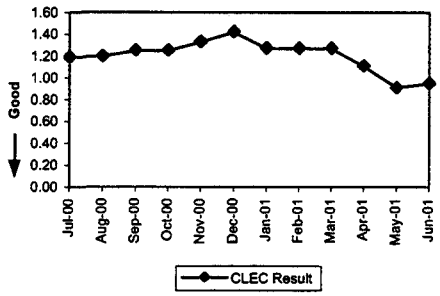
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	2350.46	163	14.42	
Aug-00	2064.71	191	10.81	
Sep-00	1510.08	156	9.68	
Oct-00	2114.22	211	10.02	
Nov-00	2225.09	239	9.31	
Dec-00	3283.75	355	9.25	
Jan-01	3231.04	368	8.78	
Feb-01	3233.8	370	8.74	
Mar-01	3993.76	458	8.72	
Apr-01	3741.67	419	8.93	
May-01	4125.5	446	9.25	
Jun-01	4097	425	9.64	



PO-1 - Pre-Order/Order Response Times

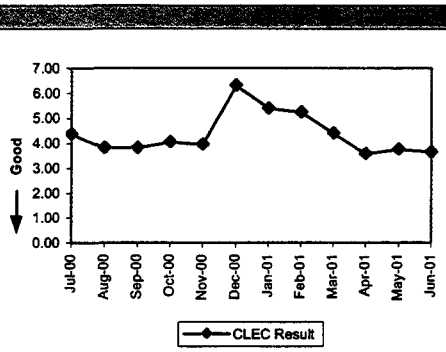
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Request (PO-1 A-6(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	589.05	495	1.19	0.11
Aug-00	679.2	566	1.20	0.06
Sep-00	592.5	474	1.25	0.01
Oct-00	820	656	1.25	0.01
Nov-00	829.92	624	1.33	0.35
Dec-00	1208.42	851	1.42	0.36
Jan-01	1722.12	1356	1.27	0.01
Feb-01	1487.17	1171	1.27	0.01
Mar-01	1744.98	1374	1.27	0.01
Apr-01	2738.37	2467	1.11	0.28
May-01	5862.22	6442	0.91	0.18
Jun-01	6193.05	6519	0.95	0.18



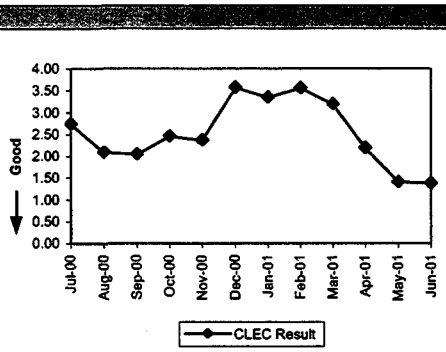
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1 A-6(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	2163.15	495	4.37	4.60
Aug-00	2162.12	566	3.82	1.89
Sep-00	1805.94	474	3.81	1.62
Oct-00	2650.24	656	4.04	1.69
Nov-00	2464.8	624	3.95	1.40
Dec-00	5369.81	851	6.31	3.92
Jan-01	7308.84	1356	5.39	2.16
Feb-01	6136.04	1171	5.24	2.23
Mar-01	6045.6	1374	4.40	2.52
Apr-01	8807.19	2467	3.57	2.44
May-01	24157.5	6442	3.75	2.10
Jun-01	23729.16	6519	3.64	1.95



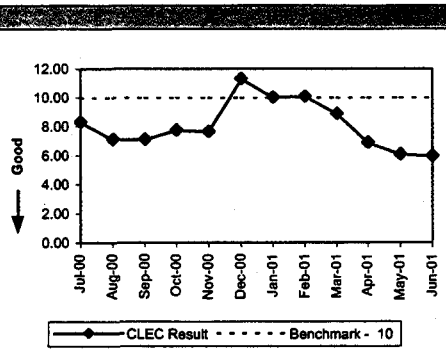
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1 A-6(c))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	1356.3	495	2.74	3.64
Aug-00	1182.94	566	2.09	0.62
Sep-00	966.96	474	2.04	1.92
Oct-00	1613.76	656	2.46	1.26
Nov-00	1478.88	624	2.37	0.87
Dec-00	3038.07	851	3.57	3.52
Jan-01	4529.04	1356	3.34	2.20
Feb-01	4168.76	1171	3.56	0.89
Mar-01	4383.06	1374	3.19	1.55
Apr-01	5402.73	2467	2.19	1.81
May-01	9018.8	6442	1.40	1.35
Jun-01	8931.03	6519	1.37	1.79



Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1 A-6 Total)

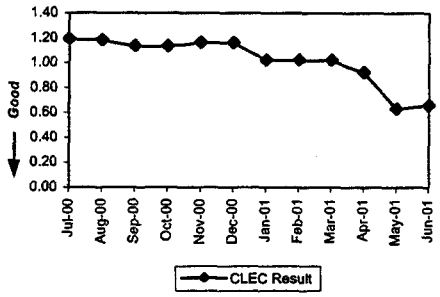
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	4108.5	495	8.30	
Aug-00	4024.26	566	7.11	
Sep-00	3365.4	474	7.10	
Oct-00	5084	656	7.75	
Nov-00	4773.6	624	7.65	
Dec-00	9616.3	851	11.30	
Jan-01	13560	1356	10.00	
Feb-01	11791.97	1171	10.07	
Mar-01	12173.64	1374	8.86	
Apr-01	16948.29	2467	6.87	
May-01	39038.52	6442	6.06	
Jun-01	38853.24	6519	5.96	



PO-1 - Pre-Order/Order Response Times

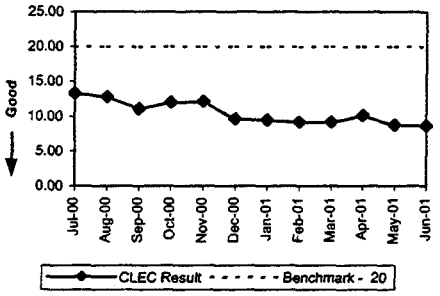
Pre-Order Response Times (Loop Qualification) (Avg Sec) IMA Request (PO-1 A-7(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	389.13	327	1.19	0.19
Aug-00	442.5	375	1.18	0.20
Sep-00	163.85	145	1.13	0.02
Oct-00	272.33	241	1.13	0.01
Nov-00	287.68	248	1.16	0.26
Dec-00	393.24	339	1.16	0.36
Jan-01	415.14	407	1.02	0.01
Feb-01	365.16	358	1.02	0.01
Mar-01	440.64	432	1.02	0.01
Apr-01	356.96	388	0.92	0.21
May-01	253.26	402	0.63	0.07
Jun-01	246.18	373	0.66	0.26



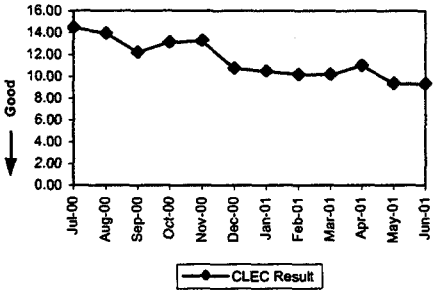
Pre-Order Response Times (Loop Qualification) (Avg Sec) IMA Response (PO-1 A-7(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	4349.1	327	13.30	7.17
Aug-00	4785	375	12.76	4.80
Sep-00	1606.6	145	11.08	8.27
Oct-00	2889.59	241	11.99	8.68
Nov-00	3005.76	248	12.12	3.34
Dec-00	3251.01	339	9.59	2.84
Jan-01	3854.29	407	9.47	3.82
Feb-01	3286.44	358	9.18	2.57
Mar-01	3965.76	432	9.18	3.93
Apr-01	3918.8	388	10.10	6.25
May-01	3509.46	402	8.73	1.60
Jun-01	3230.18	373	8.66	2.13



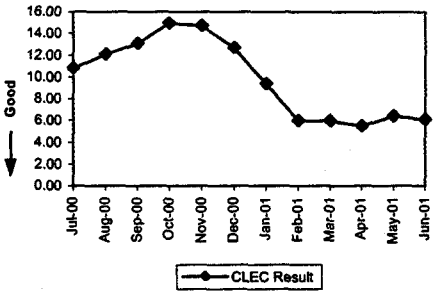
Pre-Order Response Times (Loop Qualification) (Avg Sec) IMA Aggregate (PO-1 A-7 Total)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	4738.23	327	14.49	
Aug-00	5227.5	375	13.94	
Sep-00	1770.45	145	12.21	
Oct-00	3161.92	241	13.12	
Nov-00	3293.44	248	13.28	
Dec-00	3644.25	339	10.75	
Jan-01	4269.43	407	10.49	
Feb-01	3651.6	358	10.20	
Mar-01	4406.4	432	10.20	
Apr-01	4275.76	388	11.02	
May-01	3762.72	402	9.36	
Jun-01	3476.36	373	9.32	



re-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1 B-1(a,b))

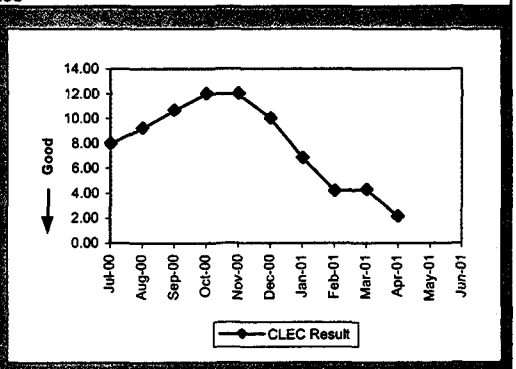
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	14742	1365	10.80	2.87
Aug-00	17938.8	1485	12.08	2.52
Sep-00	15017.43	1149	13.07	3.43
Oct-00	23740.6	1588	14.95	4.12
Nov-00	16515.84	1122	14.72	13.02
Dec-00	20968.85	1655	12.67	3.07
Jan-01	12963.6	1385	9.36	3.84
Feb-01	5978.02	998	5.99	2.97
Mar-01	8383.55	1409	5.95	1.69
Apr-01	13303.04	2432	5.47	2.57
May-01	23067.9	3610	6.39	8.55
Jun-01	18245.64	2996	6.09	9.64



PO-1 - Pre-Order/Order Response Times

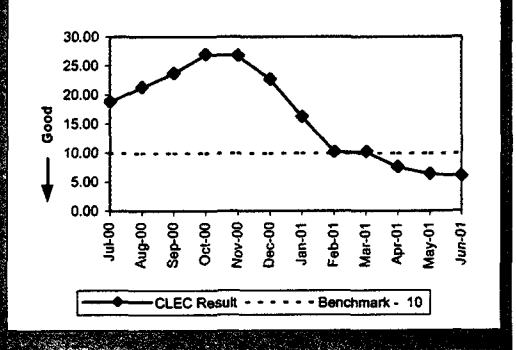
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Accept (PO-1 B-1(c))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	10879.05	1365	7.97	7.03
Aug-00	13676.85	1485	9.21	4.65
Sep-00	12236.85	1149	10.65	6.60
Oct-00	19056	1588	12.00	5.46
Nov-00	13464	1122	12.00	13.74
Dec-00	16566.55	1655	10.01	3.61
Jan-01	9459.55	1385	6.83	3.30
Feb-01	4181.62	998	4.19	1.97
Mar-01	6044.61	1409	4.29	1.62
Apr-01	5253.12	2432	2.16	2.34
May-01				
Jun-01				



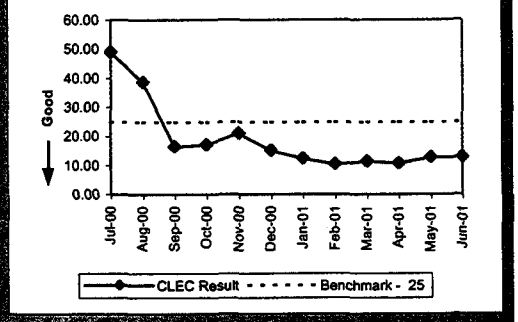
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Aggregate (PO-1 B-1 Total)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	25621.05	1365	18.77	
Aug-00	31615.65	1485	21.29	
Sep-00	27254.28	1149	23.72	
Oct-00	42796.6	1588	26.95	
Nov-00	29979.84	1122	26.72	
Dec-00	37535.4	1655	22.68	
Jan-01	22423.15	1385	16.19	
Feb-01	10159.64	998	10.18	
Mar-01	14428.16	1409	10.24	
Apr-01	18556.16	2432	7.63	
May-01	23067.9	3610	6.39	
Jun-01	18245.64	2996	6.09	



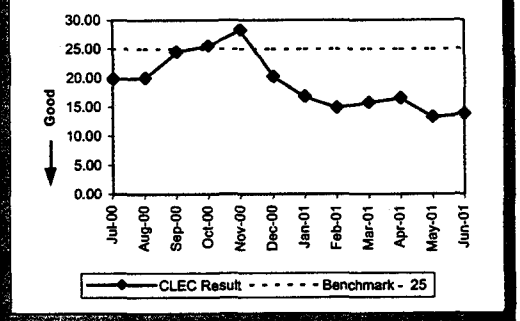
Pre-Order Response Times (Service Availability) (Avg Sec) EDI Request/Response (PO-1 B-2)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	88359.92	1804	48.98	8.17
Aug-00	74671.65	1935	38.59	18.30
Sep-00	28081.92	1704	16.48	7.44
Oct-00	29787.87	1743	17.09	12.55
Nov-00	34190.4	1632	20.95	117.94
Dec-00	28361.47	1877	15.11	5.49
Jan-01	27676.35	2241	12.35	4.42
Feb-01	23098.4	2221	10.40	3.06
Mar-01	27222.1	2390	11.39	3.29
Apr-01	38209.53	3561	10.73	4.55
May-01	65686.08	5164	12.72	9.51
Jun-01	51713.2	4015	12.88	9.77



Pre-Order Response Times (Facility Check) (Avg Sec) EDI Request/Response (PO-1 B-3)

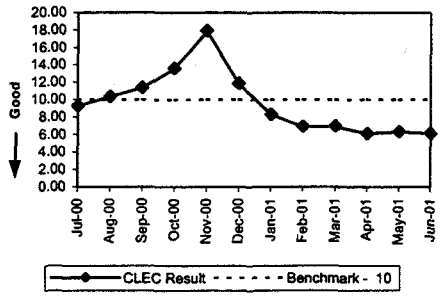
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	4858.5	246	19.75	7.56
Aug-00	5284.1	265	19.94	4.37
Sep-00	6506.36	266	24.46	16.52
Oct-00	10526.6	412	25.55	8.81
Nov-00	10719.8	380	28.21	75.37
Dec-00	8771.14	434	20.21	8.28
Jan-01	7215.4	430	16.78	5.93
Feb-01	5940	400	14.85	4.46
Mar-01	6698.2	428	15.65	5.62
Apr-01	7238	440	16.45	13.57
May-01	7499.5	566	13.25	8.92
Jun-01	6530.72	476	13.72	11.39



PO-1 - Pre-Order/Order Response Times

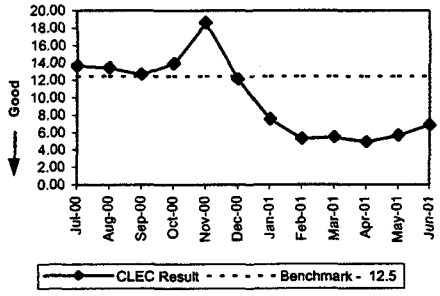
Pre-Order Response Times (Address Validation) (Avg Sec) EDI Request/Response (PO-1 B-4)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	17140.2	1855	9.24	4.95
Aug-00	20836.9	2023	10.30	2.23
Sep-00	23562.6	2076	11.35	7.68
Oct-00	42926.38	3161	13.58	6.10
Nov-00	52196.4	2916	17.90	78.21
Dec-00	39334.75	3325	11.83	6.16
Jan-01	33086.88	3996	8.28	3.38
Feb-01	27141.6	3945	6.88	3.79
Mar-01	29800.36	4294	6.94	3.55
Apr-01	32515.84	5348	6.08	4.76
May-01	49240.8	7816	6.30	8.72
Jun-01	39330.08	6416	6.13	8.97



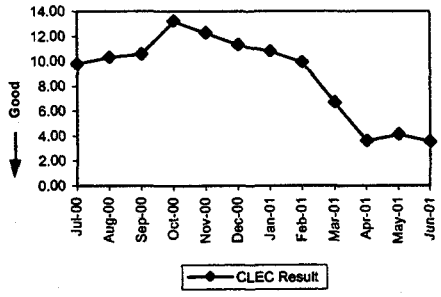
Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1 B-5)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	3187.08	234	13.62	8.33
Aug-00	3306.24	246	13.44	5.71
Sep-00	3380.22	267	12.66	5.77
Oct-00	5373.12	386	13.92	6.30
Nov-00	5449.8	293	18.60	151.52
Dec-00	4977.21	411	12.11	7.12
Jan-01	3379.32	447	7.56	3.63
Feb-01	2125.3	401	5.30	2.86
Mar-01	2338.05	429	5.45	1.89
Apr-01	1913.88	389	4.92	2.29
May-01	2709.36	477	5.68	6.55
Jun-01	2841.44	413	6.88	7.63



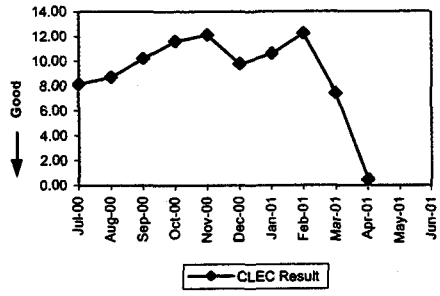
Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Request/Response (PO-1 B-6(a,b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	5433.45	555	9.79	3.38
Aug-00	7265.28	704	10.32	4.38
Sep-00	7497.72	708	10.59	3.88
Oct-00	12468.25	941	13.25	5.53
Nov-00	9345.08	761	12.28	9.81
Dec-00	11237.94	991	11.34	4.67
Jan-01	9205.5	850	10.83	4.09
Feb-01	5704	575	9.92	5.38
Mar-01	6235.08	932	6.69	3.80
Apr-01	34020.64	9424	3.61	4.72
May-01	111322.4	27020	4.12	7.37
Jun-01	81192.05	22871	3.55	6.70



Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Accept (PO-1 B-6(c))

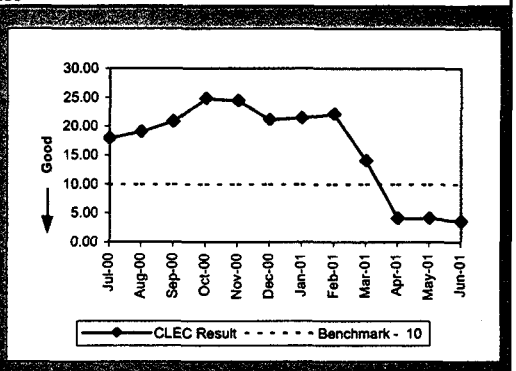
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	4523.25	555	8.15	5.39
Aug-00	6117.76	704	8.69	1.80
Sep-00	7214.52	708	10.19	10.58
Oct-00	10915.6	941	11.60	5.23
Nov-00	9215.71	761	12.11	15.56
Dec-00	9662.25	991	9.75	3.57
Jan-01	9001.5	850	10.59	3.80
Feb-01	7015	575	12.20	4.74
Mar-01	6878.16	932	7.38	5.17
Apr-01	4335.04	9424	0.46	1.75
May-01				
Jun-01				



PO-1 - Pre-Order/Order Response Times

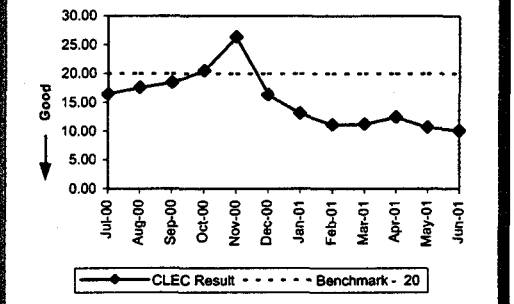
Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Aggregate (PO-1 B-6 Total)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	9956.7	555	17.94	
Aug-00	13383.04	704	19.01	
Sep-00	14712.24	708	20.78	
Oct-00	23383.85	941	24.85	
Nov-00	18560.79	761	24.39	
Dec-00	20900.19	991	21.09	
Jan-01	18207	850	21.42	
Feb-01	12719	575	22.12	
Mar-01	13113.24	932	14.07	
Apr-01	38355.68	9424	4.07	
May-01	111322.4	27020	4.12	
Jun-01	81192.05	22871	3.55	



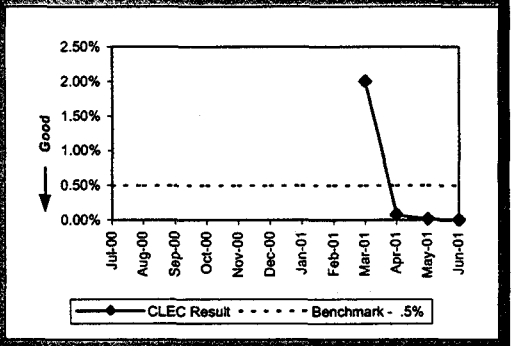
Pre-Order Response Times (Loop Qualification) (Avg Sec) EDI Request/Response (PO-1 B-7)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	5878.36	358	16.42	5.47
Aug-00	6834.73	389	17.57	5.04
Sep-00	4395.86	238	18.47	13.35
Oct-00	7655.78	374	20.47	7.98
Nov-00	9189.17	349	26.33	91.99
Dec-00	6397.44	392	16.32	4.26
Jan-01	5086.68	388	13.11	6.23
Feb-01	4077.37	367	11.11	2.88
Mar-01	4391.4	390	11.26	5.41
Apr-01	5208.17	419	12.43	10.69
May-01	5575.18	523	10.66	7.49
Jun-01	4145.1	410	10.11	13.92



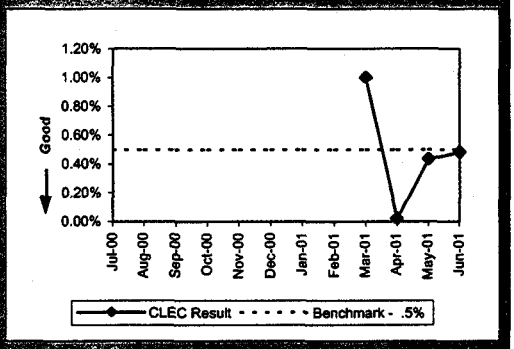
Pre-Order Response Times (Timeout) (Percent) IMA Total (PO-1C -1)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	2	10199	2.00%	
Apr-01	8	10671	0.08%	
May-01	2	16836	0.01%	
Jun-01	0	16496	0.00%	



Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C -2)

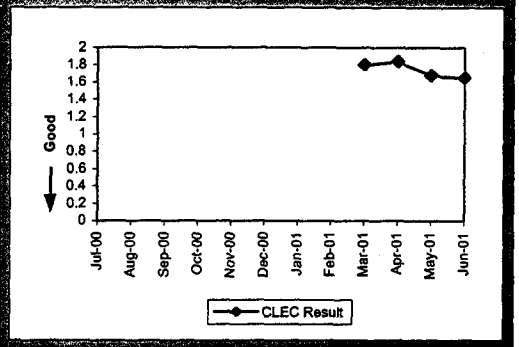
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	1	10273	1.00%	
Apr-01	4	22017	0.02%	
May-01	196	45372	0.43%	
Jun-01	181	37778	0.48%	



PO-1 - Pre-Order/Order Response Times

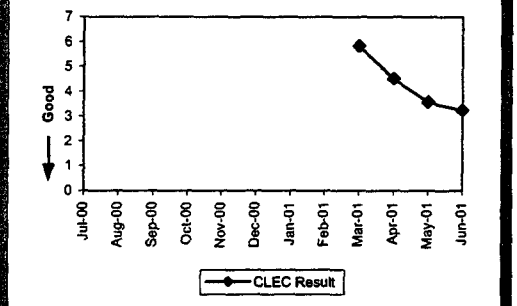
Pre-Order Response Times (Rejected Query) (Avg Sec) IMA Total (PO-1D -1)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	7252.2	4029	1.80	2.15
Apr-01	5945.04	3231	1.84	2.84
May-01	5614.56	3342	1.68	2.33
Jun-01	5515.95	3343	1.65	1.91



Pre-Order Response Times (Rejected Query) (Avg Sec) EDI Total (PO-1D -2)

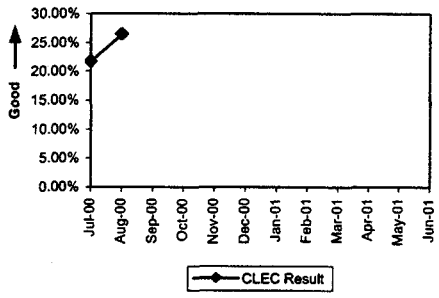
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	13100.82	2251	5.82	4.98
Apr-01	16069.5	3571	4.50	7.83
May-01	24450.93	6849	3.57	7.83
Jun-01	17631.25	5425	3.25	7.27



PO-2A - Electronic Flow-through for LSRs received via IMA (Pre-Split) (Percent)

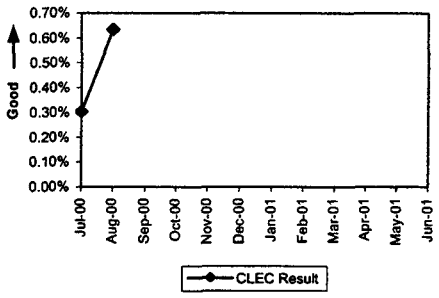
Resale Aggregate W/O UNE-P-POTS

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	4556	20997	21.70%	41.22%
Aug-00	6792	25684	26.44%	44.10%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



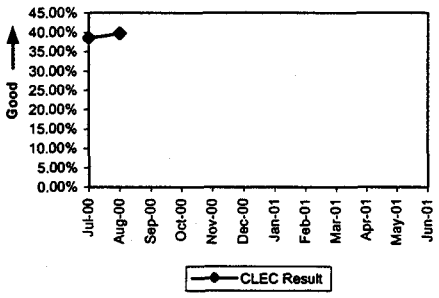
Unbundled Loop Aggregate

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	45	14868	0.30%	5.49%
Aug-00	126	19907	0.63%	7.93%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



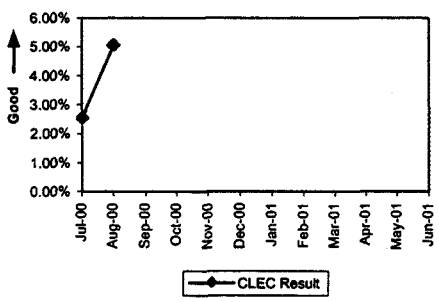
LNP

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	6411	16650	38.50%	48.66%
Aug-00	7785	19612	39.70%	48.93%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



UNE - P (POTS)

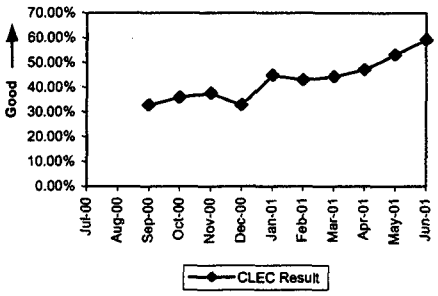
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	4	157	2.55%	15.76%
Aug-00	21	415	5.06%	21.92%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



PO-2A-1 - Electronic Flow-through for LSRs received via IMA GUI (Percent)

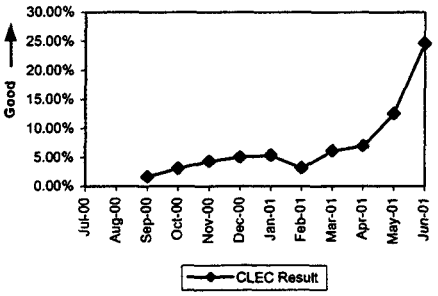
Resale Aggregate W/O UNE-P-POTS

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	7113	21690	32.79%	46.95%
Oct-00	9137	25490	35.85%	47.95%
Nov-00	10021	26648	37.61%	48.44%
Dec-00	9423	28736	32.79%	46.95%
Jan-01	15274	34139	44.74%	49.72%
Feb-01	11890	27698	42.93%	49.50%
Mar-01	15925	35970	44.27%	49.67%
Apr-01	15937	33879	47.04%	49.91%
May-01	21466	40400	53.13%	49.90%
Jun-01	22698	38263	59.32%	49.12%



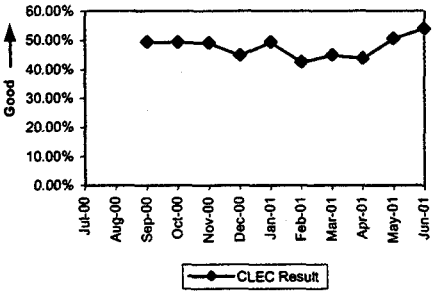
Unbundled Loop Aggregate

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	251	15165	1.66%	12.76%
Oct-00	502	16394	3.06%	17.23%
Nov-00	564	13165	4.28%	20.25%
Dec-00	546	11012	4.96%	21.71%
Jan-01	660	12359	5.34%	22.48%
Feb-01	335	10833	3.09%	17.31%
Mar-01	719	11870	6.06%	23.85%
Apr-01	823	11806	6.97%	25.47%
May-01	1501	11968	12.54%	33.12%
Jun-01	2361	9573	24.66%	43.11%



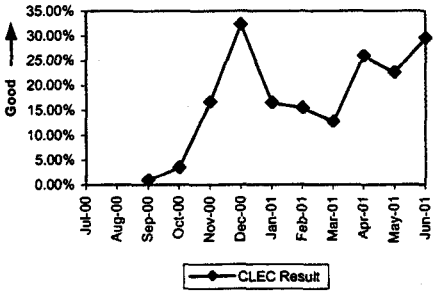
LNP

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	6497	13158	49.38%	50.00%
Oct-00	6601	13379	49.34%	50.00%
Nov-00	5740	11679	49.15%	49.99%
Dec-00	4570	10195	44.83%	49.73%
Jan-01	5907	11975	49.33%	50.00%
Feb-01	4364	10288	42.42%	49.42%
Mar-01	5212	11588	44.98%	49.75%
Apr-01	4644	10608	43.78%	49.61%
May-01	5636	11159	50.51%	50.00%
Jun-01	5757	10675	53.93%	49.85%



UNE - P (POTS)

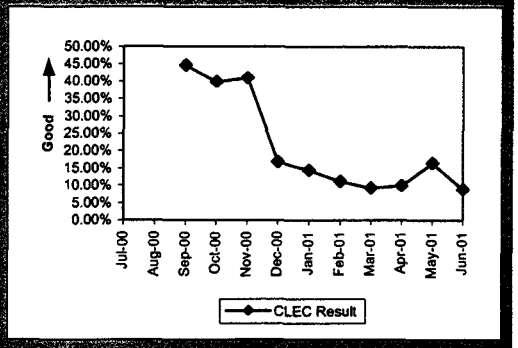
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	3	302	0.99%	9.92%
Oct-00	89	2515	3.54%	18.48%
Nov-00	276	1658	16.65%	37.25%
Dec-00	318	984	32.32%	46.77%
Jan-01	461	2801	16.46%	37.08%
Feb-01	117	758	15.44%	36.13%
Mar-01	112	880	12.73%	33.33%
Apr-01	364	1401	25.98%	43.85%
May-01	221	978	22.60%	41.82%
Jun-01	255	865	29.48%	45.60%



PO-2A-2 - Electronic Flow-through for LSRs received via IMA EDI (Percent)

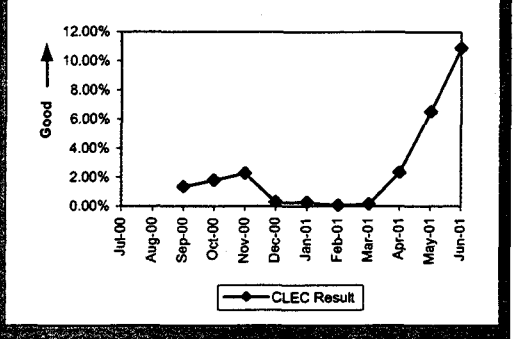
Resale Aggregate W/O UNE-P-POTS

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	1083	2428	44.60%	49.71%
Oct-00	960	2408	39.87%	48.96%
Nov-00	998	2440	40.90%	49.17%
Dec-00	923	5496	16.79%	37.38%
Jan-01	1210	8395	14.41%	35.12%
Feb-01	909	8123	11.19%	31.52%
Mar-01	1041	11244	9.26%	28.98%
Apr-01	1158	11649	9.94%	29.92%
May-01	1851	11255	16.45%	37.07%
Jun-01	1014	11423	8.88%	28.44%



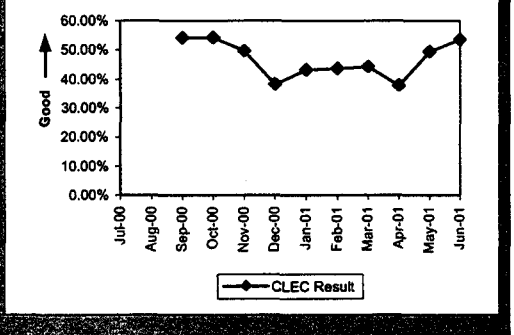
Unbundled Loop Aggregate

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	53	3925	1.35%	11.54%
Oct-00	79	4449	1.78%	13.21%
Nov-00	110	4869	2.26%	14.86%
Dec-00	17	5921	0.29%	5.35%
Jan-01	19	6844	0.28%	5.26%
Feb-01	4	5787	0.07%	2.63%
Mar-01	8	5454	0.15%	3.83%
Apr-01	149	6421	2.32%	15.06%
May-01	406	6222	6.53%	24.70%
Jun-01	540	4957	10.89%	31.16%



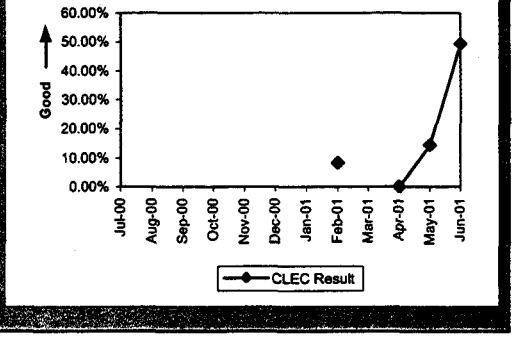
LNP

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	5215	9628	54.16%	49.83%
Oct-00	8696	16024	54.27%	49.82%
Nov-00	8977	18050	49.73%	50.00%
Dec-00	7128	18617	38.29%	48.61%
Jan-01	6245	14421	43.30%	49.55%
Feb-01	5029	11506	43.71%	49.60%
Mar-01	6494	14644	44.35%	49.68%
Apr-01	5622	14842	37.88%	48.51%
May-01	7762	15687	49.48%	50.00%
Jun-01	7011	13067	53.65%	49.87%



UNE - P (POTS)

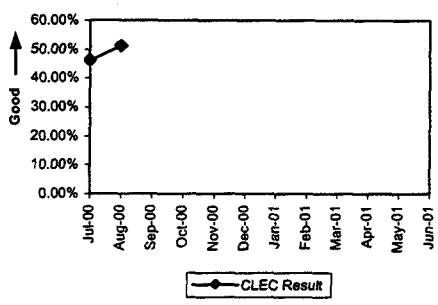
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	1	12	8.33%	27.64%
Mar-01				
Apr-01	0	2	0.00%	0.00%
May-01	4	28	14.29%	34.99%
Jun-01	492	998	49.30%	50.00%



PO-2B - Electronic Flow-through for All Eligible LSRs received via IMA (Pre-Split) (Percent)

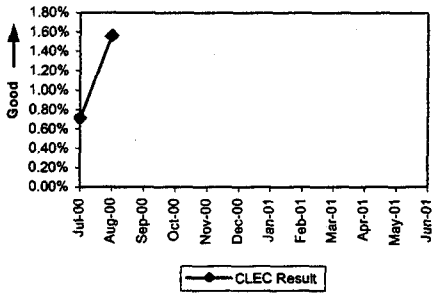
POTS Resale

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	4556	9888	46.08%	49.85%
Aug-00	6791	13309	51.03%	49.99%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



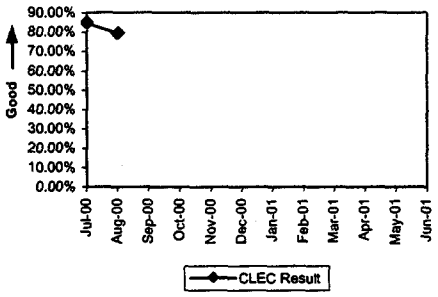
Unbundled Loop Aggregate

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	45	6296	0.71%	8.42%
Aug-00	126	8099	1.56%	12.38%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



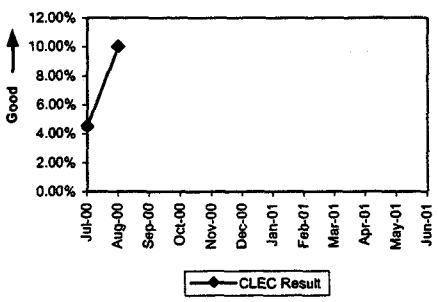
LNP

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	6411	7564	84.76%	35.94%
Aug-00	7785	9829	79.20%	40.58%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



UNE - P (POTS)

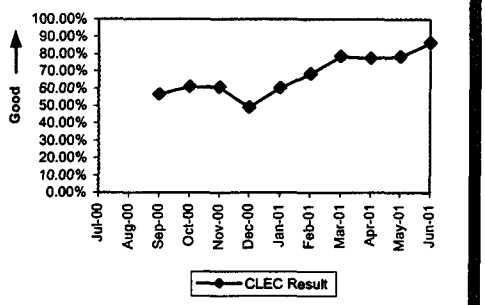
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00	4	89	4.49%	20.72%
Aug-00	21	210	10.00%	30.00%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



PO-2B-1 - Electronic Flow-through for All Eligible LSRs received via IMA GUI (Percent)

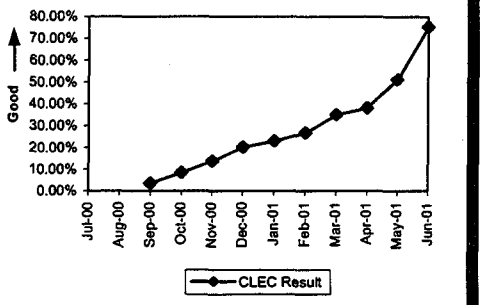
POTS Resale

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	7113	12565	56.61%	49.56%
Oct-00	9136	15009	60.87%	48.80%
Nov-00	10021	16543	60.58%	48.87%
Dec-00	9423	19245	48.96%	49.99%
Jan-01	15274	25311	60.35%	48.92%
Feb-01	11890	17352	68.52%	46.44%
Mar-01	15925	20265	78.58%	41.02%
Apr-01	15937	20537	77.60%	41.69%
May-01	21466	27404	78.33%	41.20%
Jun-01	22698	26275	86.39%	34.29%



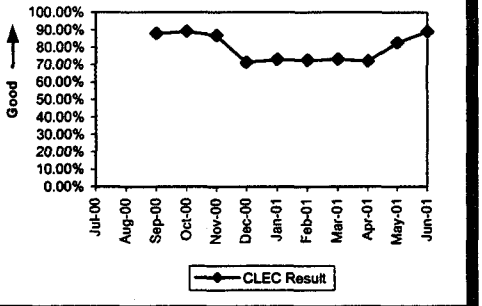
Unbundled Loop Aggregate

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	251	7141	3.51%	18.42%
Oct-00	502	6073	8.27%	27.54%
Nov-00	564	4099	13.76%	34.45%
Dec-00	546	2719	20.08%	40.06%
Jan-01	660	2881	22.91%	42.02%
Feb-01	335	1252	26.76%	44.27%
Mar-01	719	2050	35.07%	47.72%
Apr-01	823	2161	38.08%	48.56%
May-01	1501	2936	51.12%	49.99%
Jun-01	2361	3135	75.31%	43.12%



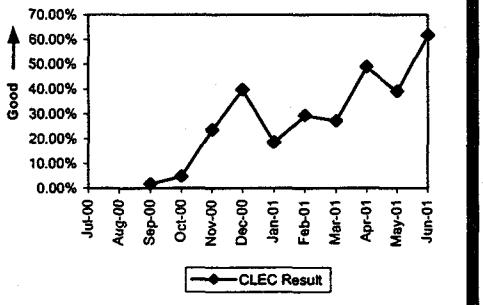
LNP

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	6497	7398	87.82%	32.70%
Oct-00	6601	7415	89.02%	31.26%
Nov-00	5740	6605	86.90%	33.74%
Dec-00	4570	6404	71.36%	45.21%
Jan-01	5907	8089	73.03%	44.38%
Feb-01	4364	6010	72.61%	44.59%
Mar-01	5212	7116	73.24%	44.27%
Apr-01	4644	6442	72.09%	44.86%
May-01	5636	6820	82.64%	37.88%
Jun-01	5757	6460	89.12%	31.14%



UNE - P (POTS)

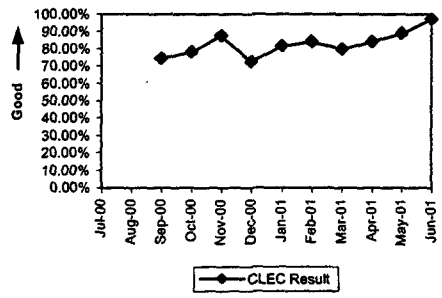
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	3	162	1.85%	13.48%
Oct-00	89	1855	4.80%	21.37%
Nov-00	276	1170	23.59%	42.46%
Dec-00	318	800	39.75%	48.94%
Jan-01	461	2480	18.59%	38.90%
Feb-01	117	398	29.40%	45.56%
Mar-01	112	413	27.12%	44.46%
Apr-01	364	744	48.92%	49.99%
May-01	221	566	39.05%	48.79%
Jun-01	255	413	61.74%	48.60%



PO-2B-2 - Electronic Flow-through for All Eligible LSRs received via IMA EDI (Percent)

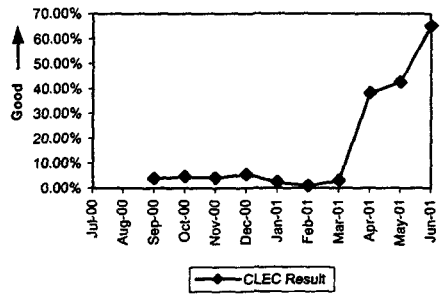
POTS Resale

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	1083	1454	74.48%	43.60%
Oct-00	960	1228	78.18%	41.31%
Nov-00	998	1140	87.54%	33.02%
Dec-00	923	1274	72.45%	44.68%
Jan-01	1210	1483	81.59%	38.76%
Feb-01	909	1081	84.09%	36.58%
Mar-01	1041	1302	79.95%	40.03%
Apr-01	1158	1377	84.10%	36.57%
May-01	1851	2080	88.99%	31.30%
Jun-01	1014	1042	97.31%	16.17%



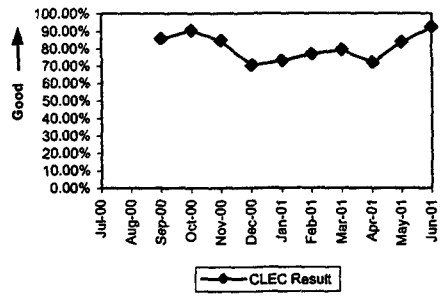
Unbundled Loop Aggregate

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	53	1385	3.83%	19.18%
Oct-00	79	1704	4.64%	21.03%
Nov-00	110	2669	4.12%	19.88%
Dec-00	17	314	5.41%	22.63%
Jan-01	19	778	2.44%	15.44%
Feb-01	4	500	0.80%	8.91%
Mar-01	8	276	2.90%	16.78%
Apr-01	149	390	38.21%	48.59%
May-01	406	954	42.56%	49.44%
Jun-01	540	830	65.06%	47.68%



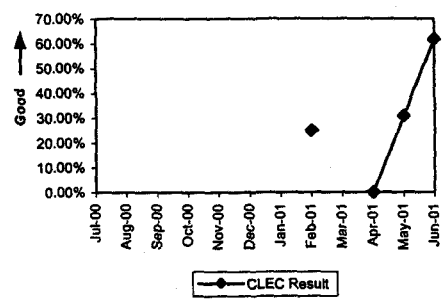
LNP

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00	5215	6084	85.72%	34.99%
Oct-00	8696	9636	90.24%	29.67%
Nov-00	8977	10605	84.65%	36.05%
Dec-00	7128	10125	70.40%	45.65%
Jan-01	6245	8563	72.93%	44.43%
Feb-01	5029	6540	76.90%	42.15%
Mar-01	6494	8195	79.24%	40.56%
Apr-01	5622	7805	72.03%	44.88%
May-01	7762	9276	83.68%	36.96%
Jun-01	7011	7596	92.30%	26.66%



UNE - P (POTS)

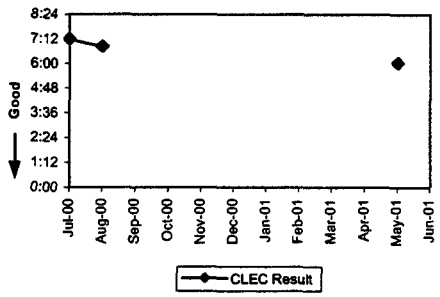
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	1	4	25.00%	43.30%
Mar-01				
Apr-01	0	1	0.00%	0.00%
May-01	4	13	30.77%	46.15%
Jun-01	492	798	61.65%	48.62%



PO-3 - LSR Rejection Notice Interval

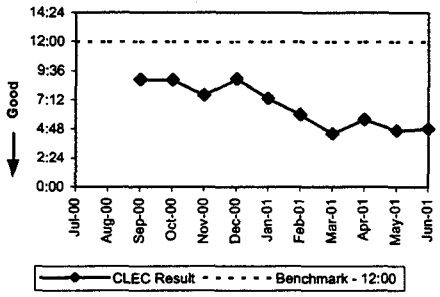
LSR Rejection Notice Interval for IMA (pre-split) (Hours:Minutes) (PO-3)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	48289:36	6718	7:11	12:12
Aug-00	57720:42	8469	6:49	9:18
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01	6:02	1	6:02	
Jun-01				



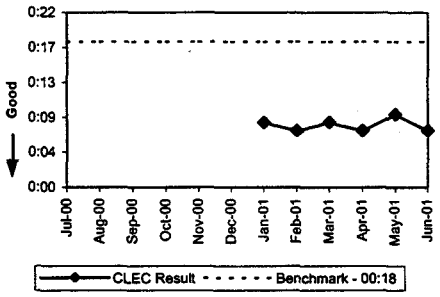
LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	51094:54	5761	8:52	25:52
Oct-00	58085:12	6564	8:51	9:04
Nov-00	48515:06	6410	7:34	31:39
Dec-00	56139:28	6292	8:55	14:41
Jan-01	37902:57	5176	7:19	17:10
Feb-01	29610:39	4942	5:59	42:08
Mar-01	23079:37	5239	4:24	9:33
Apr-01	28407:13	5094	5:35	23:22
May-01	26557:37	5684	4:40	9:42
Jun-01	23820:45	4947	4:49	12:14



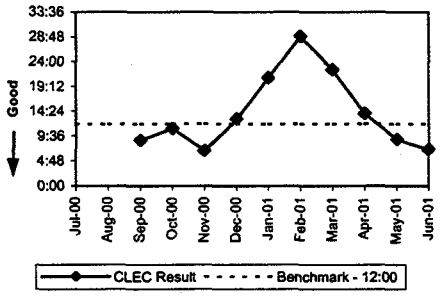
LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	2378:48	17747	0:08	0:13
Feb-01	2148:13	18155	0:07	0:13
Mar-01	2440:50	19022	0:08	0:28
Apr-01	2602:06	21013	0:07	0:11
May-01	3476:22	24033	0:09	0:38
Jun-01	2646:25	22269	0:07	0:11



LSR Rejection Notice Interval for EDI - Rejected Manually (Hours:Minutes) (PO-3B-1)

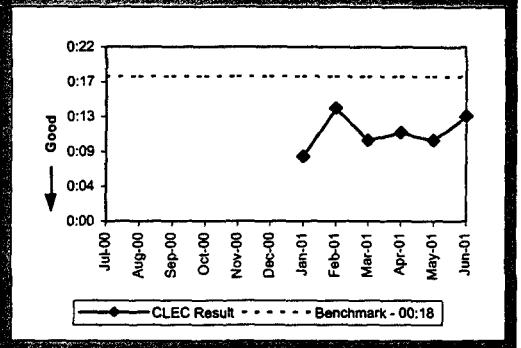
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	24498:23	2791	8:47	11:06
Oct-00	28801:38	2611	11:02	14:19
Nov-00	17021:04	2526	6:44	26:50
Dec-00	45687:07	3535	12:55	17:11
Jan-01	61879:50	2965	20:52	34:37
Feb-01	80287:33	2779	28:53	61:19
Mar-01	72631:23	3242	22:24	30:06
Apr-01	62309:52	4462	13:58	47:22
May-01	37723:21	4212	8:57	29:46
Jun-01	28447:00	4046	7:02	12:06



PO-3 - LSR Rejection Notice Interval

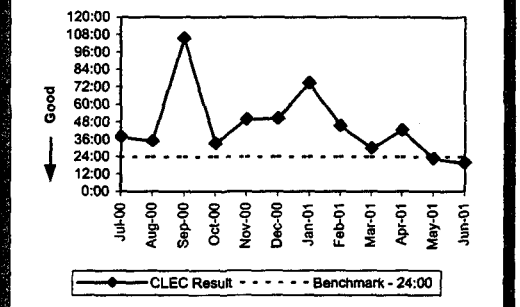
LSR Rejection Notice Interval for EDI - Auto-Rejected (Minutes:Seconds) (PO-3B-2)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	943:21	7432	0:08	0:11
Feb-01	1747:16	7520	0:14	0:54
Mar-01	1188:33	7327	0:10	0:22
Apr-01	1493:35	8414	0:11	0:23
May-01	1564:42	9845	0:10	0:17
Jun-01	1628:21	7734	0:13	0:21



LSR Rejection Notice Interval for Manual and IIS (Hours:Minutes) (PO-3C)

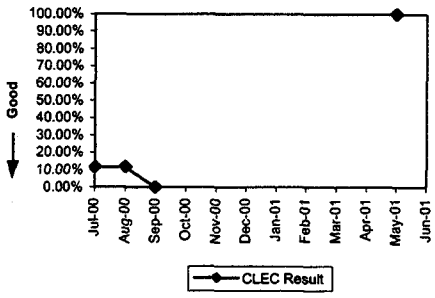
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	42376:25	1116	37:58	58:27
Aug-00	56429:35	1620	34:50	33:35
Sep-00	161928:26	1535	105:29	428:54
Oct-00	54562:07	1639	33:17	97:51
Nov-00	75777:09	1522	49:47	150:47
Dec-00	57822:55	1147	50:25	132:19
Jan-01	82952:15	1110	74:44	204:07
Feb-01	62866:09	1385	45:23	151:50
Mar-01	43277:45	1452	29:48	121:40
Apr-01	56922:53	1339	42:31	271:00
May-01	42422:19	1874	22:38	53:15
Jun-01	24899:53	1270	19:36	94:52



PO-4 - LSRs Rejected

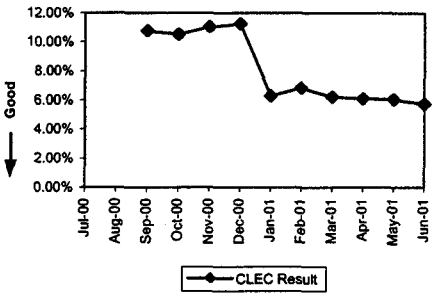
LSRs Rejected for IMA (pre-split) (Percent) (PO-4)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	6718	58292	11.52%	31.93%
Aug-00	8469	72059	11.75%	32.20%
Sep-00	0	1	0.00%	0.00%
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01	1	1	100.00%	0.00%
Jun-01				



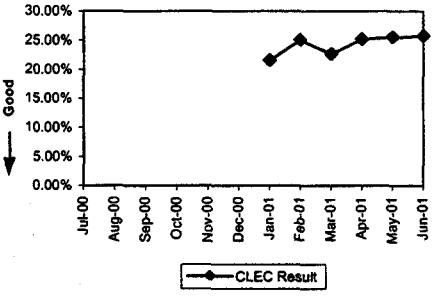
LSRs Rejected for IMA - Rejected Manually (Percent) (PO-4A-1)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	5761	53426	10.78%	31.02%
Oct-00	6564	62359	10.53%	30.69%
Nov-00	6410	58183	11.02%	31.31%
Dec-00	6292	55871	11.26%	31.61%
Jan-01	5176	82402	6.28%	24.26%
Feb-01	4942	72394	6.83%	25.22%
Mar-01	5239	84076	6.23%	24.17%
Apr-01	5094	83423	6.11%	23.94%
May-01	5684	94055	6.04%	23.83%
Jun-01	4947	86450	5.72%	23.23%



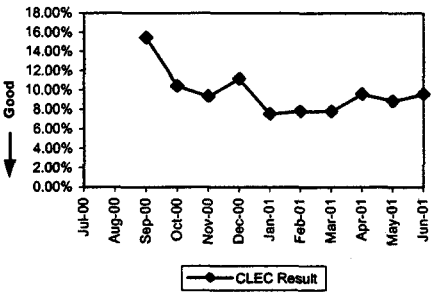
LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	17747	82402	21.54%	41.11%
Feb-01	18155	72394	25.08%	43.35%
Mar-01	19022	84076	22.62%	41.84%
Apr-01	21013	83423	25.19%	43.41%
May-01	24033	94055	25.55%	43.62%
Jun-01	22269	86450	25.76%	43.73%



LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1)

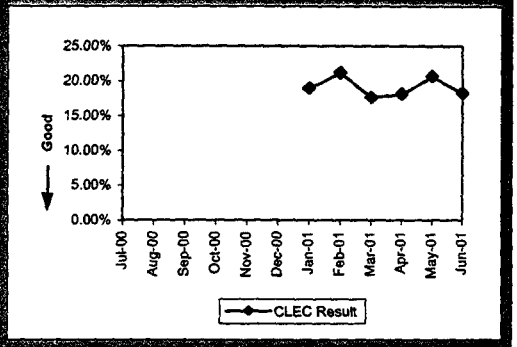
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	2791	18026	15.48%	36.17%
Oct-00	2611	25065	10.42%	30.55%
Nov-00	2526	27034	9.34%	29.10%
Dec-00	3535	31616	11.18%	31.51%
Jan-01	2965	39336	7.54%	26.40%
Feb-01	2779	35580	7.81%	26.83%
Mar-01	3242	41598	7.79%	26.81%
Apr-01	4462	46545	9.59%	29.44%
May-01	4212	47633	8.84%	28.39%
Jun-01	4046	42364	9.55%	29.39%



PO-4 - LSRs Rejected

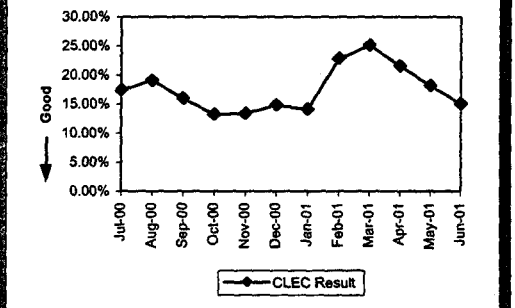
LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2)

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	7432	39336	18.89%	39.15%
Feb-01	7520	35580	21.14%	40.83%
Mar-01	7327	41598	17.61%	38.09%
Apr-01	8414	46545	18.08%	38.48%
May-01	9845	47633	20.67%	40.49%
Jun-01	7734	42364	18.26%	38.63%



LSRs Rejected for Manual and IIS (Percent) (PO-4C)

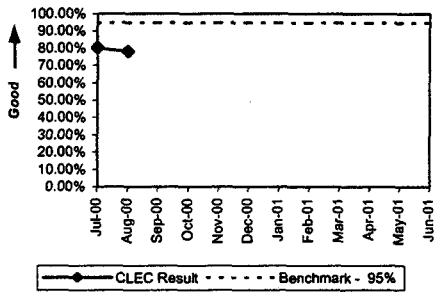
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	1116	6404	17.43%	37.93%
Aug-00	1620	8494	19.07%	39.29%
Sep-00	1535	9597	15.99%	36.66%
Oct-00	1639	12389	13.23%	33.88%
Nov-00	1522	11385	13.37%	34.03%
Dec-00	1147	7738	14.82%	35.53%
Jan-01	1110	7855	14.13%	34.83%
Feb-01	1385	6064	22.84%	41.98%
Mar-01	1452	5785	25.10%	43.36%
Apr-01	1339	6210	21.56%	41.13%
May-01	1874	10311	18.17%	38.56%
Jun-01	1270	8426	15.07%	35.78%



PO-5A - FOCs On Time for Fully Electronic LSRs Received via IMA (Pre-Split) (Percent)

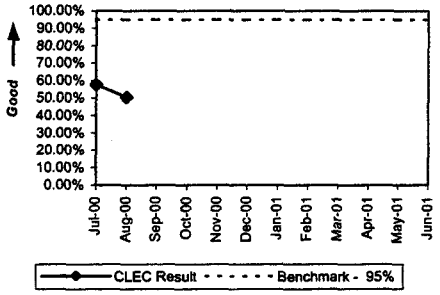
Resale Aggregate (PO-5A -(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	3661	4560	80.29%	39.78%
Aug-00	5317	6813	78.04%	41.40%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



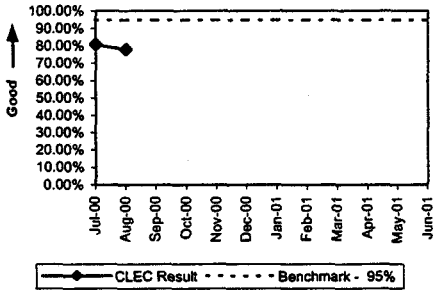
Unbundled Loop Aggregate (PO-5A -(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	19	33	57.58%	49.42%
Aug-00	63	125	50.40%	50.00%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



LNP (PO-5A -(c))

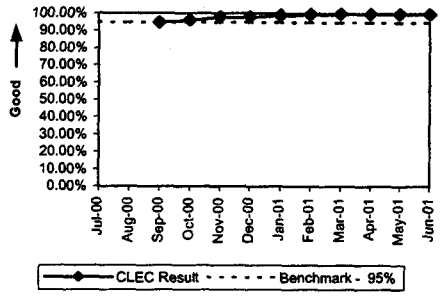
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	5182	6411	80.83%	39.36%
Aug-00	6065	7785	77.91%	41.49%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



PO-5A-1 - FOCs On Time for Fully Electronic LSRs Received via IMA GUI (Percent)

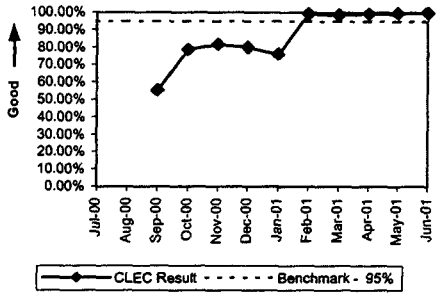
Resale Aggregate (PO-5A-1 (a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	6741	7116	94.73%	22.34%
Oct-00	8861	9226	96.04%	19.49%
Nov-00	10068	10297	97.78%	14.75%
Dec-00	9527	9736	97.85%	14.49%
Jan-01	15538	15740	98.72%	11.26%
Feb-01	11921	12007	99.28%	8.43%
Mar-01	15971	16037	99.59%	6.40%
Apr-01	16248	16301	99.67%	5.69%
May-01	21620	21687	99.69%	5.55%
Jun-01	22861	22953	99.60%	6.32%



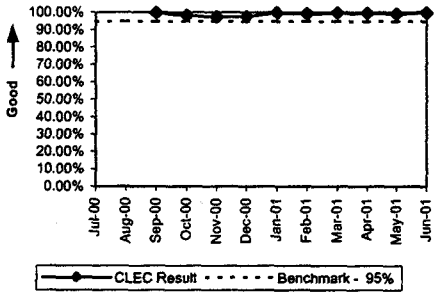
Unbundled Loop Aggregate (PO-5A-1 (b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	139	251	55.38%	49.71%
Oct-00	394	502	78.49%	41.09%
Nov-00	461	564	81.74%	38.64%
Dec-00	436	545	80.00%	40.00%
Jan-01	500	659	75.87%	42.79%
Feb-01	334	337	99.11%	9.39%
Mar-01	704	715	98.46%	12.31%
Apr-01	818	825	99.15%	9.17%
May-01	1492	1501	99.40%	7.72%
Jun-01	2357	2361	99.83%	4.11%



LNP (PO-5A-1 (c))

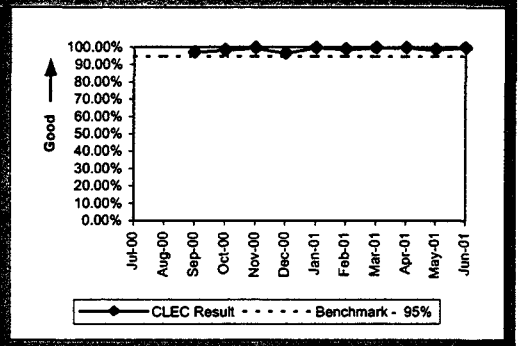
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	6473	6497	99.63%	6.07%
Oct-00	6487	6601	98.27%	13.03%
Nov-00	5591	5740	97.40%	15.90%
Dec-00	4466	4575	97.62%	15.25%
Jan-01	5887	5907	99.66%	5.81%
Feb-01	4326	4364	99.13%	9.29%
Mar-01	5195	5212	99.67%	5.70%
Apr-01	4621	4644	99.50%	7.02%
May-01	5591	5636	99.20%	8.90%
Jun-01	5745	5757	99.79%	4.56%



PO-5A-2 - FOCs On Time for Fully Electronic LSRs Received via IMA EDI (Percent)

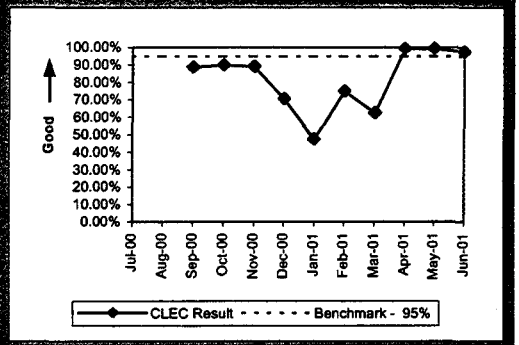
Resale Aggregate (PO-5A-2 (a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	1051	1083	97.05%	16.93%
Oct-00	944	960	98.33%	12.80%
Nov-00	993	998	99.50%	7.06%
Dec-00	891	923	96.53%	18.29%
Jan-01	1205	1210	99.59%	6.41%
Feb-01	899	910	98.79%	10.93%
Mar-01	1037	1041	99.62%	6.19%
Apr-01	1153	1158	99.57%	6.56%
May-01	1830	1855	98.65%	11.53%
Jun-01	1501	1506	99.67%	5.75%



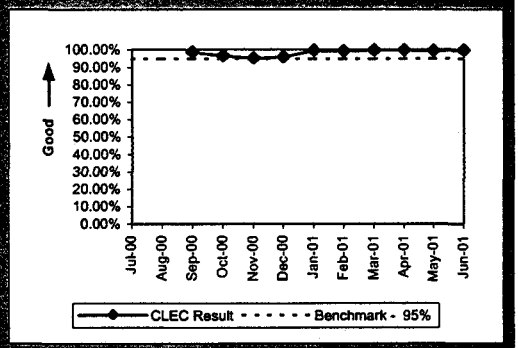
Unbundled Loop Aggregate (PO-5A-2 (b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	47	53	88.68%	31.68%
Oct-00	71	79	89.87%	30.17%
Nov-00	98	110	89.09%	31.18%
Dec-00	12	17	70.59%	45.56%
Jan-01	9	19	47.37%	49.93%
Feb-01	3	4	75.00%	43.30%
Mar-01	5	8	62.50%	48.41%
Apr-01	148	149	99.33%	8.16%
May-01	403	406	99.26%	8.56%
Jun-01	526	540	97.41%	15.89%



LNP (PO-5A-2 (c))

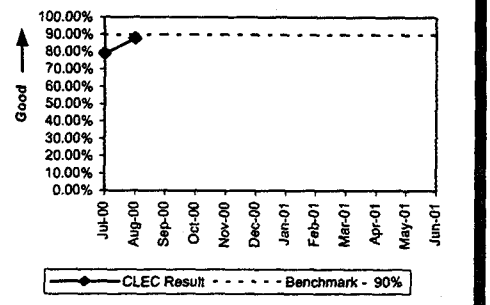
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	5145	5215	98.66%	11.51%
Oct-00	8401	8696	96.61%	18.10%
Nov-00	8536	8977	95.09%	21.61%
Dec-00	6846	7145	95.82%	20.02%
Jan-01	6213	6248	99.44%	7.46%
Feb-01	4989	5029	99.20%	8.88%
Mar-01	6466	6494	99.57%	6.55%
Apr-01	5602	5622	99.64%	5.95%
May-01	7706	7762	99.28%	8.46%
Jun-01	6991	7011	99.71%	5.33%



PO-5B - FOCs On Time for Electronic/Manual LSRs Received via IMA (Pre-Split) (Percent)

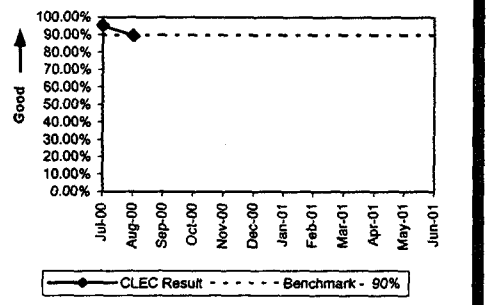
Resale Aggregate (PO-5B -(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	12642	15981	79.11%	40.65%
Aug-00	16050	18265	87.87%	32.64%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



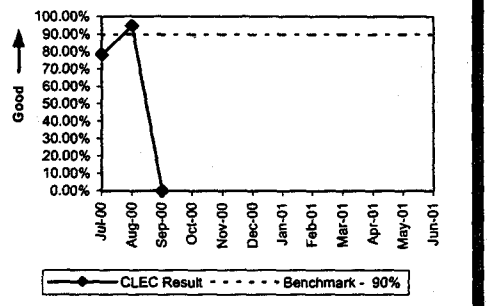
Unbundled Loop Aggregate (PO-5B -(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	6289	6596	95.35%	21.07%
Aug-00	8800	9835	89.48%	30.69%
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



LNP (PO-5B -(c))

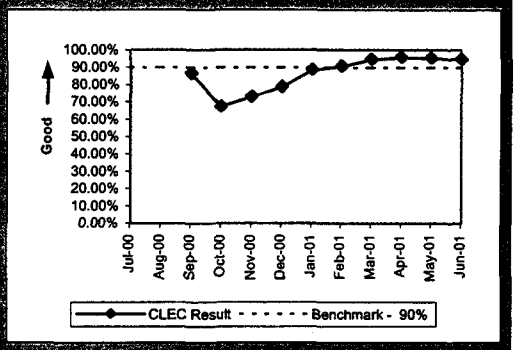
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	7719	9839	78.45%	41.11%
Aug-00	10619	11206	94.76%	22.28%
Sep-00	0	1	0.00%	0.00%
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				



PO-5B-1 - FOCs On Time for Electronic/Manual LSRs Received via IMA GUI (Percent)

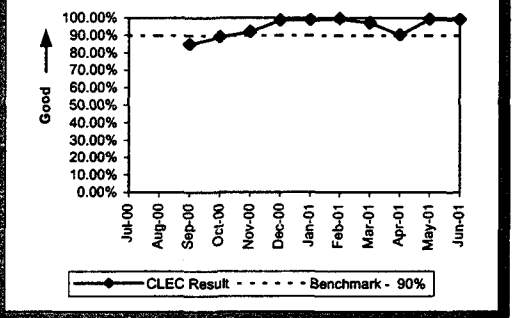
Resale Aggregate (PO-5B-1 (a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	11659	13482	86.48%	34.20%
Oct-00	11837	17612	67.21%	46.94%
Nov-00	12343	16940	72.86%	44.47%
Dec-00	14868	18902	78.66%	40.97%
Jan-01	17926	20236	88.58%	31.80%
Feb-01	14304	15800	90.53%	29.28%
Mar-01	18963	20064	94.51%	22.77%
Apr-01	17431	18207	95.74%	20.20%
May-01	17955	18840	95.30%	21.16%
Jun-01	14650	15482	94.63%	22.55%



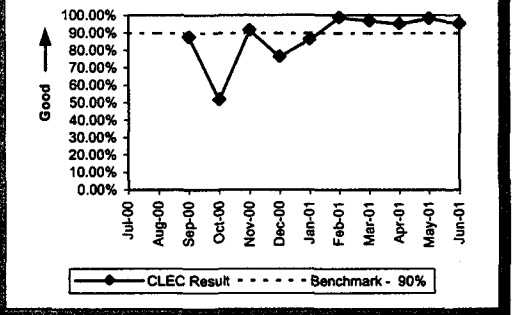
Unbundled Loop Aggregate (PO-5B-1 (b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	6674	7874	84.76%	35.94%
Oct-00	8385	9435	88.87%	31.45%
Nov-00	7634	8304	91.93%	27.23%
Dec-00	6300	6399	98.45%	12.34%
Jan-01	7258	7348	98.78%	11.00%
Feb-01	7904	7945	99.48%	7.17%
Mar-01	8244	8473	97.30%	16.22%
Apr-01	9136	10144	90.06%	29.92%
May-01	9585	9674	99.08%	9.55%
Jun-01	6865	6941	98.91%	10.41%



LNP (PO-5B-1 (c))

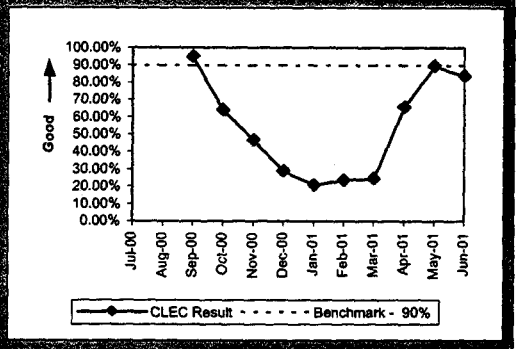
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	5088	5815	87.50%	33.07%
Oct-00	3148	6081	51.77%	49.97%
Nov-00	4845	5289	91.61%	27.73%
Dec-00	3841	5035	76.29%	42.53%
Jan-01	4544	5261	86.37%	34.31%
Feb-01	5014	5076	98.78%	10.98%
Mar-01	5450	5627	96.85%	17.45%
Apr-01	5154	5416	95.16%	21.46%
May-01	5067	5153	98.33%	12.81%
Jun-01	4333	4544	95.36%	21.04%



PO-5B-2 - FOCs On Time for Electronic/Manual LSRs Received via IMA EDI (Percent)

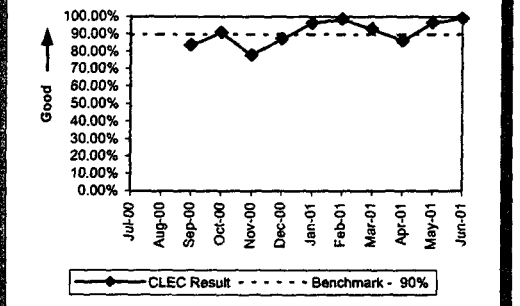
Resale Aggregate (PO-5B-2 (a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	1185	1249	94.88%	22.05%
Oct-00	810	1268	63.88%	48.03%
Nov-00	514	1101	46.68%	49.89%
Dec-00	742	2566	28.92%	45.34%
Jan-01	1388	6612	20.99%	40.73%
Feb-01	1625	6844	23.74%	42.55%
Mar-01	2344	9569	24.50%	43.01%
Apr-01	7038	10700	65.78%	47.45%
May-01	8468	9461	89.50%	30.65%
Jun-01	8740	10422	83.86%	36.79%



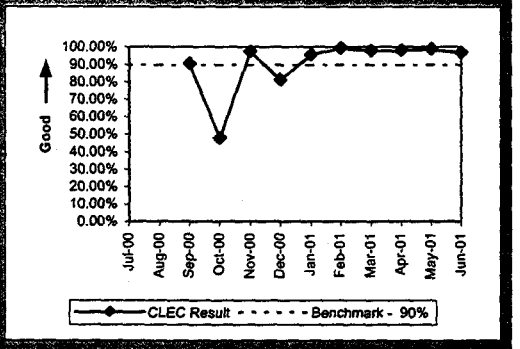
Unbundled Loop Aggregate (PO-5B-2 (b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	1557	1862	83.62%	37.01%
Oct-00	1224	1348	90.80%	28.90%
Nov-00	948	1217	77.90%	41.49%
Dec-00	1149	1319	87.11%	33.51%
Jan-01	1923	2000	96.15%	19.24%
Feb-01	2193	2228	98.43%	12.43%
Mar-01	1991	2144	92.86%	25.74%
Apr-01	3410	3960	86.11%	34.58%
May-01	4414	4572	96.54%	18.27%
Jun-01	3353	3385	99.05%	9.68%



LNP (PO-5B-2 (c))

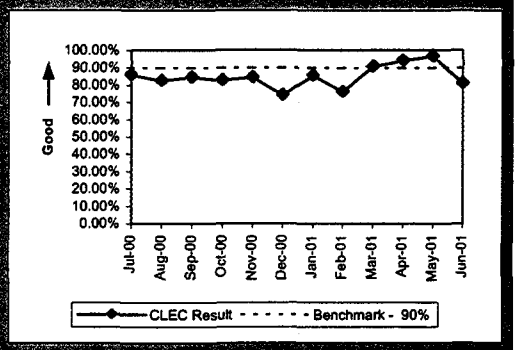
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00	3730	4124	90.45%	29.40%
Oct-00	3408	7128	47.81%	49.95%
Nov-00	8356	8586	97.32%	16.15%
Dec-00	9467	11652	81.25%	39.03%
Jan-01	7503	7838	95.73%	20.23%
Feb-01	6068	6109	99.33%	8.16%
Mar-01	7781	7947	97.91%	14.30%
Apr-01	8920	9090	98.13%	13.55%
May-01	7650	7745	98.77%	11.01%
Jun-01	5713	5906	96.73%	17.78%



PO-5C - FOCs on Time for Manual (Percent)

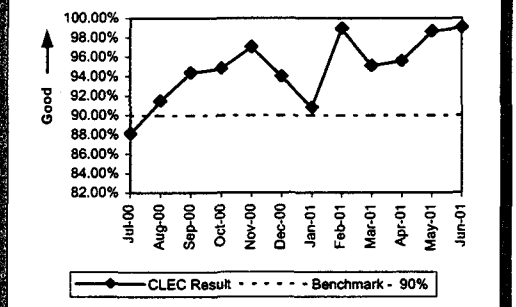
Resale Aggregate (PO-5C -(a))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	4057	4715	86.04%	34.65%
Aug-00	5191	6291	82.51%	37.98%
Sep-00	6433	7612	84.51%	36.18%
Oct-00	8389	10134	82.78%	37.75%
Nov-00	8006	9489	84.37%	36.31%
Dec-00	4572	6161	74.21%	43.75%
Jan-01	5370	6277	85.55%	35.16%
Feb-01	3206	4209	76.17%	42.60%
Mar-01	3401	3753	90.62%	29.15%
Apr-01	4123	4385	94.03%	23.70%
May-01	7534	7800	96.59%	18.15%
Jun-01	324	400	81.00%	39.23%



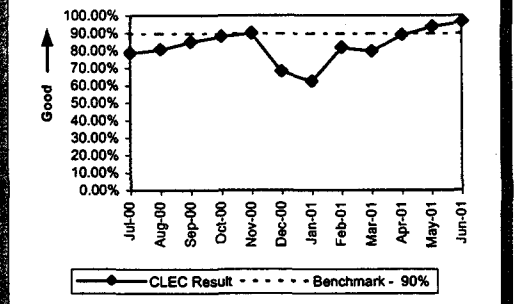
Unbundled Loop Aggregate (PO-5C -(b))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	148	168	88.10%	32.38%
Aug-00	150	164	91.46%	27.94%
Sep-00	67	71	94.37%	23.06%
Oct-00	73	77	94.81%	22.19%
Nov-00	65	67	97.01%	17.02%
Dec-00	94	100	94.00%	23.75%
Jan-01	118	130	90.77%	28.95%
Feb-01	94	95	98.95%	10.21%
Mar-01	135	142	95.07%	21.65%
Apr-01	151	158	95.57%	20.58%
May-01	215	218	98.62%	11.65%
Jun-01	208	210	99.05%	9.71%



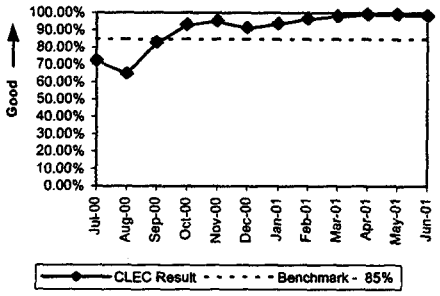
LNP (PO-5C -(c))

Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	245	312	78.53%	41.06%
Aug-00	250	310	80.65%	39.51%
Sep-00	267	314	85.03%	35.68%
Oct-00	407	462	88.10%	32.38%
Nov-00	225	250	90.00%	30.00%
Dec-00	175	257	68.09%	46.61%
Jan-01	178	285	62.46%	48.42%
Feb-01	216	264	81.82%	38.57%
Mar-01	259	325	79.69%	40.23%
Apr-01	209	235	88.94%	31.37%
May-01	307	328	93.60%	24.48%
Jun-01	227	235	96.60%	18.13%



PO-5D - FOCs on Time (Percent)

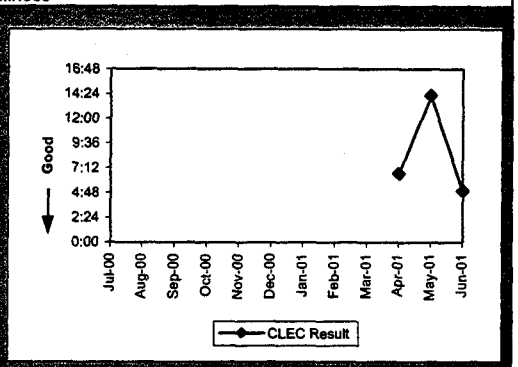
LIS Trunk (PO-5 D)				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00	232	321	72.27%	44.76%
Aug-00	219	338	64.79%	47.76%
Sep-00	207	250	82.80%	37.74%
Oct-00	448	482	92.95%	25.61%
Nov-00	325	341	95.31%	21.15%
Dec-00	324	355	91.27%	28.23%
Jan-01	405	433	93.53%	24.59%
Feb-01	441	457	96.50%	18.38%
Mar-01	421	429	98.14%	13.53%
Apr-01	323	326	99.08%	9.55%
May-01	368	371	99.19%	8.96%
Jun-01	325	330	98.48%	12.22%



PO-6 - Work Completion Notification Timeliness

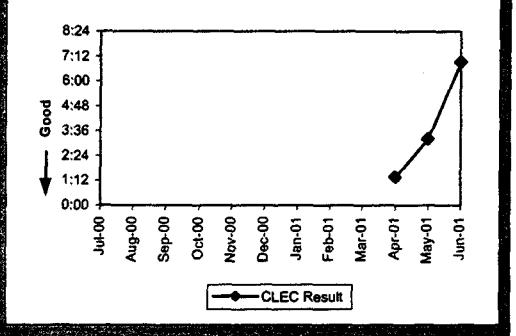
All (Hours:Minutes) (PO-6A)

Date	Numerator	Denominator	CLEC Result
Jul-00			
Aug-00			
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01	95361:35	14365	6:38
May-01	764818:02	53882	14:12
Jun-01	227825:25	45871	4:58



All (Hours:Minutes) (PO-6B)

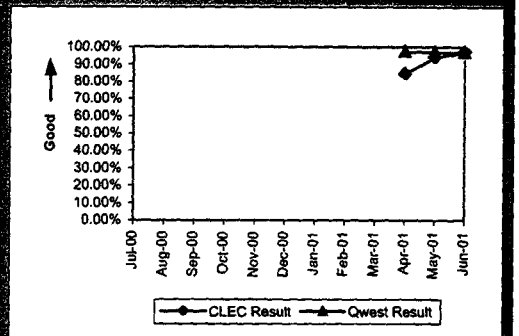
Date	Numerator	Denominator	CLEC Result
Jul-00			
Aug-00			
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01	287:22	213	1:21
May-01	36923:55	11476	3:13
Jun-01	117351:37	17002	6:54



PO-7 - Billing Completion Notification Timeliness

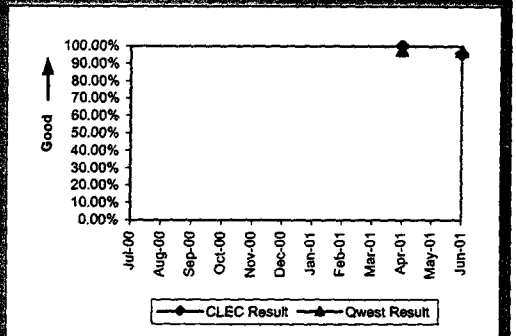
All (Percent) (PO-7A ,C)

Date	Numerator	Denominato	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	32202	38092	84.54%	36.15%	2779309	2850429	97.50%	161.19	97
May-01	52671	56028	94.01%	23.73%	2554512	2632373	97.04%	41.94	24.5
Jun-01	55333	57017	97.05%	16.93%	2262272	2332766	96.98%	-0.94	-1.57



All (Percent) (PO-7B ,C)

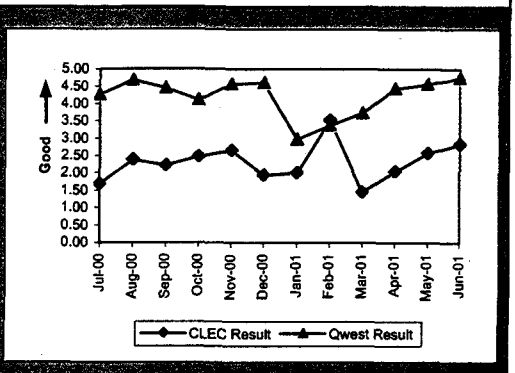
Date	Numerator	Denominato	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	74	74	100.00%	0.00%	2779309	2850429	97.50%	-1.38	-1.84
May-01									
Jun-01	22080	23122	95.49%	20.74%	2262272	2332766	96.98%	13.12	6.98



PO-8 - Jeopardy Notice Interval

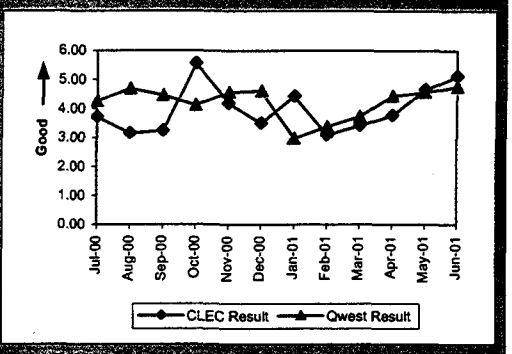
Non-Designed Services (PO-8 A)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	197	117	1.68	2.26	44305	10383	4.27	3.72	1.26
Aug-00	332	139	2.39	4.05	51602	11014	4.69	3.72	1.26
Sep-00	282	127	2.22	3.24	47060	10547	4.46	3.72	1.26
Oct-00	309	125	2.47	2.95	48593	11793	4.12	3.72	1.26
Nov-00	330	124	2.66	3.55	43777	9578	4.57	3.72	1.26
Dec-00	190	98	1.94	3.65	36315	7868	4.62	3.72	1.26
Jan-01	168	84	2.00	3.58	11294	3785	2.98	0.95	-0.42
Feb-01	345	98	3.52	19.12	13481	3990	3.38	-0.2	-1.12
Mar-01	157	108	1.45	1.68	17178	4599	3.74	3.72	1.26
Apr-01	263	128	2.05	2.92	21080	4746	4.44	3.72	1.26
May-01	400	155	2.58	3.47	23852	5220	4.57	3.72	1.26
Jun-01	492	174	2.83	3.17	32836	6903	4.76	3.72	1.26



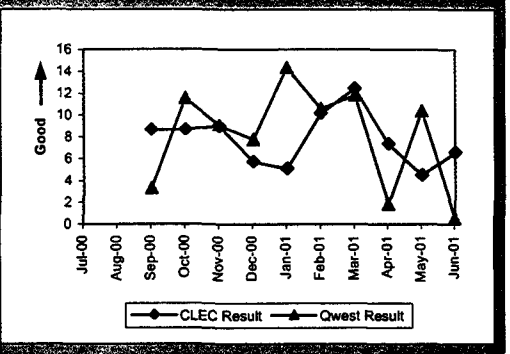
Unbundled Loops and Number Portability (PO-8 B)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	1809	485	3.73	3.86	44305	10383	4.27	1.08	-0.34
Aug-00	1685	533	3.16	2.32	51602	11014	4.69	3.72	1.26
Sep-00	1922	593	3.24	3.20	47060	10547	4.46	3.72	1.26
Oct-00	5368	968	5.55	5.33	48593	11793	4.12	-4.5	-3.74
Nov-00	3840	919	4.18	4.57	43777	9578	4.57	1.36	-0.17
Dec-00	2404	684	3.51	3.87	36315	7868	4.62	3.3	1.01
Jan-01	1874	423	4.43	13.10	11294	3785	2.98	-3.01	-2.83
Feb-01	1080	350	3.09	2.61	13481	3990	3.38	0.76	-0.54
Mar-01	1566	458	3.42	3.51	17178	4599	3.74	0.79	-0.52
Apr-01	1559	414	3.77	3.29	21080	4746	4.44	1.34	-0.19
May-01	2008	432	4.65	7.21	23852	5220	4.57	-0.12	-1.07
Jun-01	1803	352	5.12	8.71	32836	6903	4.76	-0.48	-1.29



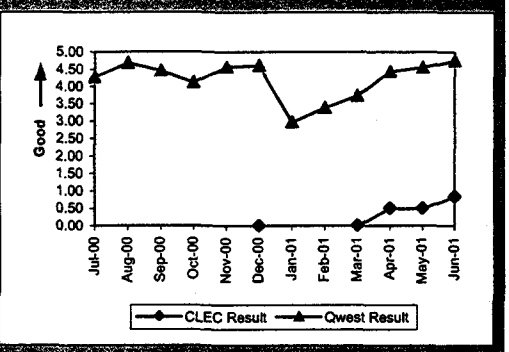
LIS Trunk (PO-8 C)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00									
Aug-00									
Sep-00	26	3	8.67		23	7	3.29		
Oct-00	78	9	8.67		139	12	11.58		
Nov-00	45	5	9.00		200	22	9.09		
Dec-00	63	11	5.73		210	27	7.78		
Jan-01	51	10	5.10		402	28	14.36		
Feb-01	112	11	10.18	9.13	233	22	10.59	0.08	-0.95
Mar-01	212	17	12.47	24.22	307	26	11.81	-0.17	-1.1
Apr-01	81	11	7.36	11.04	22	12	1.83	-4.2	-3.55
May-01	27	6	4.50	6.63	125	12	10.42	0.73	-0.55
Jun-01	33	5	6.60	7.30	2	4	0.50	-15.75	-10.58



UNE - P (POTS) (PO-8 D)

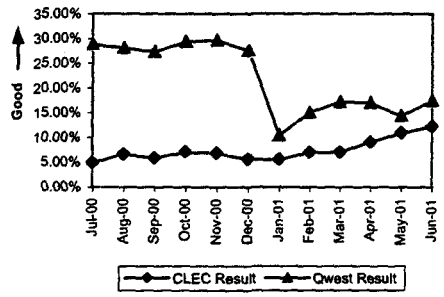
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					44305	10383	4.27		
Aug-00					51602	11014	4.69		
Sep-00					47060	10547	4.46		
Oct-00					48593	11793	4.12		
Nov-00					43777	9578	4.57		
Dec-00	0	1	0.00		36315	7868	4.62	0.55	-0.66
Jan-01					11294	3785	2.98		
Feb-01					13481	3990	3.38		
Mar-01	0	1	0.00		17178	4599	3.74	0.46	-0.72
Apr-01	1	2	0.50	0.71	21080	4746	4.44	0.57	-0.66
May-01	1	2	0.50	0.71	23852	5220	4.57	0.43	-0.74
Jun-01	5	6	0.83	1.17	32836	6903	4.76	0.69	-0.58



PO-9 - Timely Jeopardy Notices

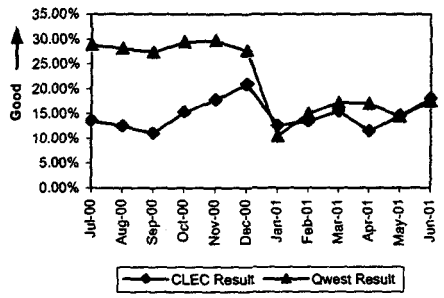
Non-Designed Services (PO-9 A)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	46	948	4.85%	21.49%	4947	17160	28.83%	15.87	8.65
Aug-00	79	1195	6.61%	24.85%	5536	19683	28.13%	16.06	8.76
Sep-00	56	955	5.86%	23.49%	4767	17458	27.31%	14.48	7.8
Oct-00	59	836	7.06%	25.61%	5151	17533	29.38%	13.84	7.42
Nov-00	50	731	6.84%	25.24%	4534	15278	29.68%	13.2	7.03
Dec-00	36	642	5.61%	23.01%	3692	13381	27.59%	12.17	6.4
Jan-01	39	700	5.57%	22.94%	1360	13003	10.46%	4.12	1.5
Feb-01	38	547	6.95%	25.43%	1534	10200	15.04%	5.16	2.14
Mar-01	44	628	7.01%	25.53%	1856	10811	17.17%	6.56	2.99
Apr-01	44	487	9.03%	28.67%	1853	10884	17.03%	4.2	1.55
May-01	70	643	10.89%	31.15%	2028	14035	14.45%	2.51	0.53
Jun-01	58	474	12.24%	32.77%	2414	13803	17.49%	2.74	0.67



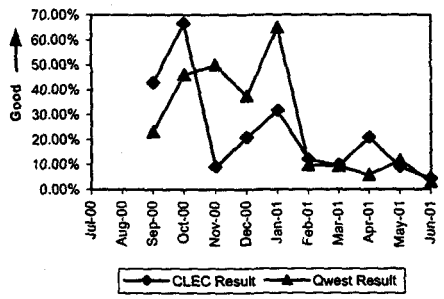
Unbundled Loops and Number Portability (PO-9 B)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	236	1735	13.60%	34.28%	4947	17160	28.83%	13.34	7.11
Aug-00	282	2254	12.51%	33.08%	5536	19683	28.13%	15.62	8.5
Sep-00	269	2423	11.10%	31.42%	4767	17458	27.31%	16.78	9.2
Oct-00	355	2318	15.31%	36.01%	5151	17533	29.38%	13.97	7.49
Nov-00	362	2043	17.72%	38.18%	4534	15278	29.68%	11.11	5.76
Dec-00	249	1193	20.87%	40.64%	3692	13381	27.59%	4.98	2.02
Jan-01	183	1454	12.59%	33.17%	1360	13003	10.46%	-2.51	-2.53
Feb-01	173	1281	13.51%	34.18%	1534	10200	15.04%	1.45	-0.12
Mar-01	187	1207	15.49%	36.18%	1856	10811	17.17%	1.46	-0.11
Apr-01	132	1149	11.49%	31.89%	1853	10884	17.03%	4.75	1.89
May-01	204	1399	14.58%	35.29%	2028	14035	14.45%	-0.13	-1.08
Jun-01	134	745	17.99%	38.41%	2414	13803	17.49%	-0.35	-1.21



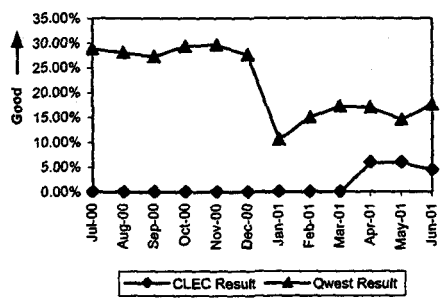
LIS Trunk (PO-9 C)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00									
Aug-00									
Sep-00	3	7	42.86%		3	13	23.08%		
Oct-00	8	12	66.67%		12	26	46.15%		
Nov-00	1	11	9.09%		18	36	50.00%		
Dec-00	5	24	20.83%		18	48	37.50%		
Jan-01	6	19	31.58%		26	40	65.00%		
Feb-01	6	50	12.00%	32.50%	9	92	9.78%	-0.42	-1.26
Mar-01	3	31	9.68%	29.57%	9	95	9.47%	-0.03	-1.02
Apr-01	5	24	20.83%	40.61%	4	69	5.80%	-2.72	-2.65
May-01	2	22	9.09%	28.75%	6	51	11.76%	0.38	-0.77
Jun-01	1	23	4.35%	20.39%	1	32	3.13%	-0.26	-1.16



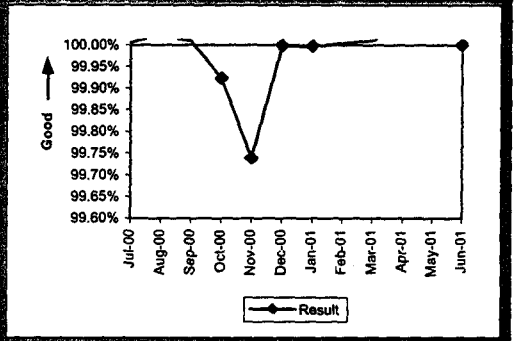
UNE - P (POTS) (PO-9 D)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	0	17	0.00%	0.00%	4947	17160	28.83%	2.37	0.44
Aug-00	0	14	0.00%	0.00%	5536	19683	28.13%	2.07	0.26
Sep-00	0	2	0.00%	0.00%	4767	17458	27.31%	1.44	-0.12
Oct-00	0	26	0.00%	0.00%	5151	17533	29.38%	3.14	0.91
Nov-00	0	16	0.00%	0.00%	4534	15278	29.68%	2.48	0.51
Dec-00	0	28	0.00%	0.00%	3692	13381	27.59%	3.09	0.88
Jan-01	0	34	0.00%	0.00%	1360	13003	10.46%	1.84	0.12
Feb-01	0	21	0.00%	0.00%	1534	10200	15.04%	1.89	0.15
Mar-01	0	17	0.00%	0.00%	1856	10811	17.17%	1.61	-0.02
Apr-01	1	17	5.88%	23.53%	1853	10884	17.03%	1.06	-0.36
May-01	1	17	5.88%	23.53%	2028	14035	14.45%	0.86	-0.48
Jun-01	2	46	4.35%	20.39%	2414	13803	17.49%	2.19	0.33



PO-10 - LSR Accountability

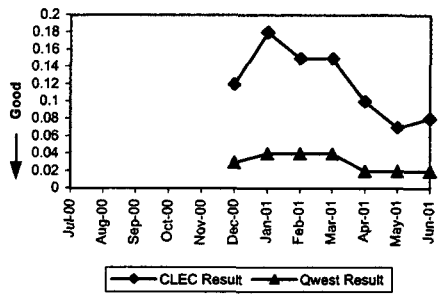
LSR Accountability (Percent) Product Aggregate (PO-10)			
Date	Numerator	Denominator	Result
Jul-00	57862	57858	100.01%
Aug-00	73685	73667	100.02%
Sep-00	71163	71156	100.01%
Oct-00	62732	62780	99.92%
Nov-00	67495	67672	99.74%
Dec-00	66217	66218	100.00%
Jan-01	71131	71133	100.00%
Feb-01	59506	59503	100.01%
Mar-01	69728	69720	100.01%
Apr-01	61799	61773	100.04%
May-01	76780	76408	100.49%
Jun-01	78870	78870	100.00%



PO-15 - Number of Due Date Changes per Order

All (PO-15)

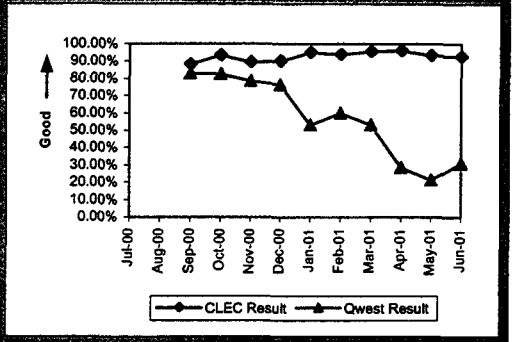
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00	5608	47368	0.12	0.41	29713	1023575	0.03	92.36	55.15
Jan-01	4719	26551	0.18	0.48	11791	278389	0.04	86.81	51.78
Feb-01	3749	25709	0.15	0.44	9155	260890	0.04	78.32	46.62
Mar-01	4103	27786	0.15	0.44	11452	304533	0.04	78.64	46.81
Apr-01	5305	55318	0.10	0.37	23431	1079912	0.02	97.65	58.36
May-01	4928	67043	0.07	0.31	28092	1226792	0.02	74.79	44.47
Jun-01	4841	64525	0.08	0.31	31095	1302490	0.02	72.64	43.16



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

Calls Answered within Twenty Seconds - Interconnect Provisioning Center (Percent) (OP-2)

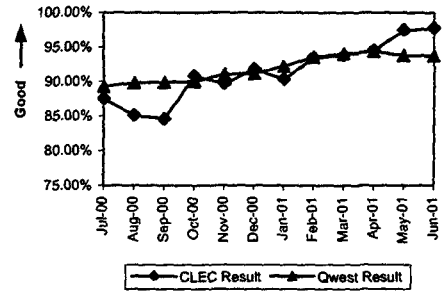
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00						
Aug-00						
Sep-00	33028	37491	88.10%	2362625	2843617	83.09%
Oct-00	39199	41959	93.42%	2541737	3074935	82.66%
Nov-00	36956	41366	89.34%	2331293	2967598	78.56%
Dec-00	40597	45116	89.98%	2133889	2798141	76.26%
Jan-01	39890	41921	95.16%	2006486	3773669	53.17%
Feb-01	31767	33822	93.92%	1855201	3088364	60.07%
Mar-01	34908	36514	95.60%	1831158	3429437	53.40%
Apr-01	32572	33858	96.20%	984100	3445322	28.56%
May-01	34650	37124	93.34%	812115	3781763	21.47%
Jun-01	33539	36214	92.61%	1101299	3563927	30.90%



OP-3A - Installation Commitments Met (Percent) - Dispatches within MSAs

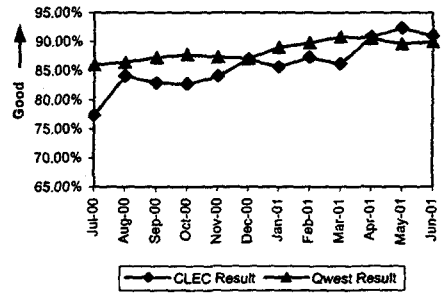
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1146	1309	87.55%	33.02%	68199	76396	89.27%	2	0.21
Aug-00	1599	1878	85.14%	35.57%	82339	91672	89.82%	6.63	3.03
Sep-00	1320	1560	84.62%	36.08%	73695	81962	89.91%	6.88	3.18
Oct-00	1446	1593	90.77%	28.94%	72624	80711	89.98%	-1.04	-1.63
Nov-00	1354	1510	89.67%	30.44%	70736	77672	91.07%	1.89	0.15
Dec-00	1076	1172	91.81%	27.42%	67748	74322	91.15%	-0.78	-1.48
Jan-01	1002	1109	90.35%	29.53%	76484	82936	92.22%	2.31	0.4
Feb-01	1098	1175	93.45%	24.75%	69523	74307	93.56%	0.16	-0.9
Mar-01	1140	1215	93.83%	24.07%	78763	83708	94.09%	0.39	-0.76
Apr-01	946	1001	94.51%	22.79%	76796	81350	94.40%	-0.14	-1.09
May-01	1407	1444	97.44%	15.80%	83944	89491	93.80%	-5.68	-4.46
Jun-01	1591	1628	97.73%	14.90%	83962	89542	93.77%	-6.55	-4.98



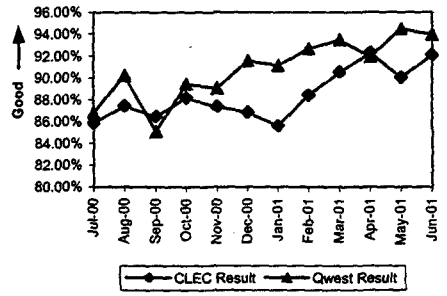
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	256	331	77.34%	41.86%	15414	17924	86.00%	4.63	1.82
Aug-00	312	371	84.10%	36.57%	17812	20606	86.44%	1.26	-0.24
Sep-00	349	421	82.90%	37.65%	16640	19067	87.27%	2.59	0.57
Oct-00	488	590	82.71%	37.81%	18111	20629	87.79%	3.72	1.26
Nov-00	426	507	84.02%	36.64%	16324	18684	87.37%	2.24	0.36
Dec-00	527	606	86.96%	33.67%	14100	16200	87.04%	0.05	-0.97
Jan-01	535	625	85.60%	35.11%	18194	20442	89.00%	2.68	0.63
Feb-01	541	620	87.26%	33.34%	16616	18499	89.82%	2.08	0.26
Mar-01	505	586	86.18%	34.51%	18710	20597	90.84%	3.86	1.34
Apr-01	606	668	90.72%	29.02%	17605	19443	90.55%	-0.15	-1.09
May-01	741	803	92.28%	26.69%	17395	19419	89.58%	-2.46	-2.49
Jun-01	607	667	91.00%	28.61%	16657	18514	89.97%	-0.87	-1.53



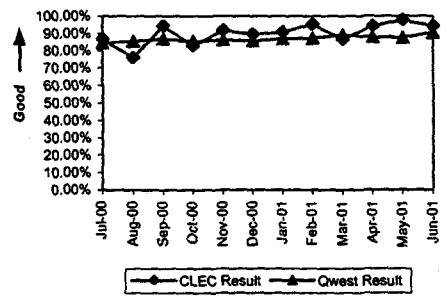
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	819	954	85.85%	34.85%	1638	1887	86.80%	0.71	-0.57
Aug-00	1099	1257	87.43%	33.15%	2038	2259	90.22%	2.67	0.62
Sep-00	835	966	86.44%	34.24%	1816	2134	85.10%	-0.97	-1.59
Oct-00	1020	1157	88.16%	32.31%	1800	2012	89.46%	1.15	-0.3
Nov-00	802	918	87.36%	33.23%	1322	1484	89.08%	1.31	-0.2
Dec-00	804	926	86.83%	33.82%	1227	1340	91.57%	3.99	1.43
Jan-01	991	1158	85.58%	35.13%	1210	1328	91.11%	4.84	1.94
Feb-01	840	950	88.42%	32.00%	1103	1190	92.69%	3.77	1.29
Mar-01	1106	1222	90.51%	29.31%	1276	1365	93.48%	3.06	0.86
Apr-01	1199	1299	92.30%	26.66%	1072	1166	91.94%	-0.33	-1.2
May-01	1127	1252	90.02%	29.98%	1097	1161	94.49%	4.81	1.92
Jun-01	1056	1147	92.07%	27.03%	1012	1077	93.96%	1.88	0.14



Centrex 21

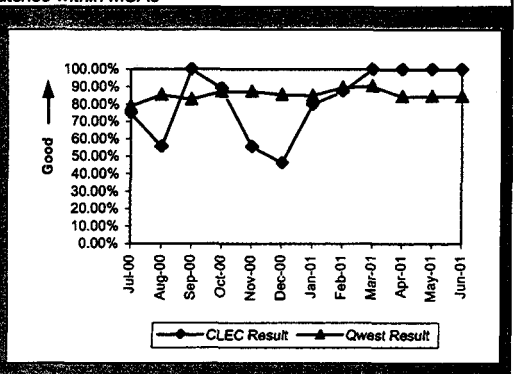
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	33	38	86.84%	33.80%	1895	2246	84.37%	-0.42	-1.25
Aug-00	38	50	76.00%	42.71%	2072	2419	85.66%	2.09	0.27
Sep-00	52	55	94.55%	22.71%	1824	2099	86.90%	-1.66	-2.01
Oct-00	59	71	83.10%	37.48%	1866	2180	85.60%	0.55	-0.67
Nov-00	68	74	91.89%	27.30%	1784	2065	86.39%	-1.36	-1.82
Dec-00	76	85	89.41%	30.77%	1635	1910	85.60%	-0.98	-1.6
Jan-01	97	107	90.65%	29.11%	1944	2235	86.98%	-1.1	-1.67
Feb-01	101	106	95.28%	21.20%	1796	2058	87.27%	-2.41	-2.47
Mar-01	72	83	86.75%	33.91%	2081	2332	89.24%	0.68	-0.59
Apr-01	66	70	94.29%	23.21%	1792	2037	87.97%	-1.6	-1.97
May-01	90	92	97.83%	14.58%	1845	2106	87.61%	-2.91	-2.77
Jun-01	81	86	94.19%	23.40%	1681	1862	90.28%	-1.2	-1.73



OP-3A - Installation Commitments Met (Percent) - Dispatches within MSAs

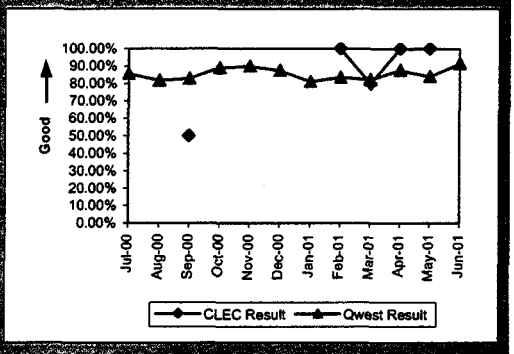
PBX

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	8	75.00%	43.30%	262	332	78.92%	0.09	-0.95
Aug-00	5	9	55.56%	49.69%	365	427	85.48%	7.91	3.81
Sep-00	5	5	100.00%	0.00%	276	333	82.88%	-1.01	-1.61
Oct-00	8	9	88.89%	31.43%	372	427	87.12%	-0.16	-1.1
Nov-00	5	9	55.56%	49.69%	304	348	87.36%	8.21	3.99
Dec-00	12	26	46.15%	49.85%	293	343	85.42%	3.72	1.26
Jan-01	8	10	80.00%	40.00%	188	221	85.07%	0.35	-0.79
Feb-01	7	8	87.50%	33.07%	233	260	89.62%	0.2	-0.88
Mar-01	12	12	100.00%	0.00%	240	265	90.57%	-1.09	-1.66
Apr-01	6	6	100.00%	0.00%	213	252	84.52%	-1.04	-1.63
May-01	5	5	100.00%	0.00%	207	244	84.84%	-0.94	-1.57
Jun-01	4	4	100.00%	0.00%	182	215	84.65%	-0.84	-1.51



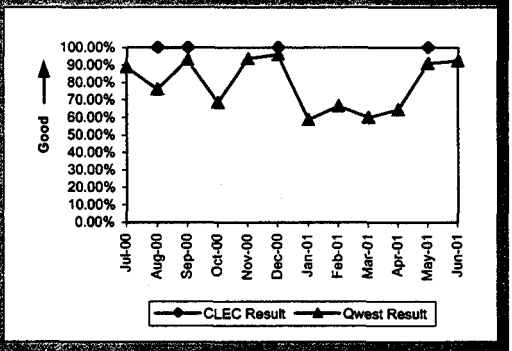
Basic Rate ISDN

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					404	472	85.59%		
Aug-00					427	522	81.80%		
Sep-00	1	2	50.00%	50.00%	414	500	82.80%	3.72	1.26
Oct-00					538	605	88.93%		
Nov-00					356	396	89.90%		
Dec-00					339	387	87.60%		
Jan-01					263	324	81.17%		
Feb-01	1	1	100.00%	0.00%	310	371	83.56%	-0.44	-1.27
Mar-01	4	5	80.00%	40.00%	323	393	82.19%	0.31	-0.81
Apr-01	6	6	100.00%	0.00%	405	462	87.66%	-0.91	-1.56
May-01	1	1	100.00%	0.00%	378	450	84.00%	-0.44	-1.27
Jun-01					370	404	91.58%		



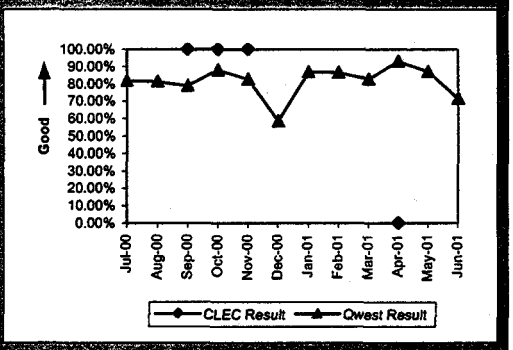
ISDN Primary

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					112	126	88.89%		
Aug-00	4	4	100.00%	0.00%	102	134	76.12%	-1.1	-1.67
Sep-00	1	1	100.00%	0.00%	173	186	93.01%	-0.27	-1.17
Oct-00					109	159	68.55%		
Nov-00					103	110	93.64%		
Dec-00	1	1	100.00%	0.00%	243	253	96.05%	-0.2	-1.12
Jan-01					27	46	58.70%		
Feb-01					16	24	66.67%		
Mar-01					12	20	60.00%		
Apr-01					9	14	64.29%		
May-01	1	1	100.00%	0.00%	10	11	90.91%	-0.3	-1.18
Jun-01					24	26	92.31%		



DS0

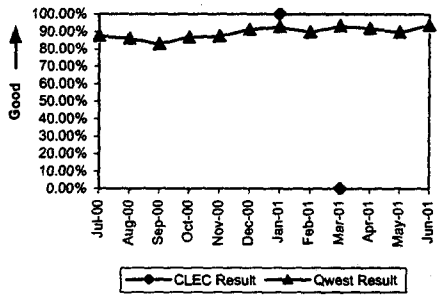
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					68	83	81.93%		
Aug-00					84	103	81.55%		
Sep-00	17	17	100.00%	0.00%	49	62	79.03%	-1.88	-2.14
Oct-00	7	7	100.00%	0.00%	127	144	88.19%	-0.95	-1.57
Nov-00	19	19	100.00%	0.00%	63	76	82.89%	-1.77	-2.08
Dec-00					71	121	58.68%		
Jan-01					20	23	86.96%		
Feb-01					39	45	86.67%		
Mar-01					34	41	82.93%		
Apr-01	0	1	0.00%	0.00%	56	60	93.33%	3.72	1.26
May-01					34	39	87.18%		
Jun-01					30	42	71.43%		



OP-3A - Installation Commitments Met (Percent) - Dispatches within MSAs

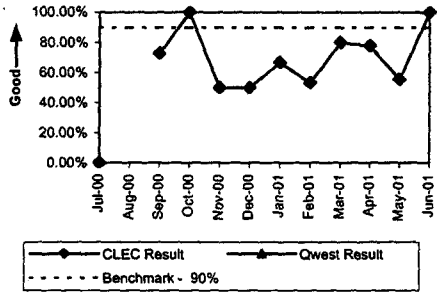
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					529	604	87.58%		
Aug-00					644	748	86.10%		
Sep-00					570	687	82.97%		
Oct-00					670	772	86.79%		
Nov-00					717	820	87.44%		
Dec-00					715	784	91.20%		
Jan-01	1	1	100.00%	0.00%	769	827	92.99%	-0.27	-1.17
Feb-01					744	828	89.86%		
Mar-01	0	1	0.00%	0.00%	774	830	93.25%	3.72	1.26
Apr-01					668	726	92.01%		
May-01					602	670	89.85%		
Jun-01					487	519	93.83%		



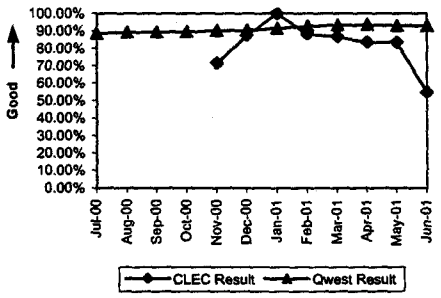
Unbundled Loop Analog

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	5	0.00%	0.00%					
Aug-00									
Sep-00	8	11	72.73%	44.54%					
Oct-00	1	1	100.00%	0.00%					
Nov-00	1	2	50.00%	50.00%					
Dec-00	2	4	50.00%	50.00%					
Jan-01	2	3	66.67%	47.14%					
Feb-01	16	30	53.33%	49.89%					
Mar-01	4	5	80.00%	40.00%					
Apr-01	7	9	77.78%	41.57%					
May-01	5	9	55.56%	49.69%					
Jun-01	15	15	100.00%	0.00%					



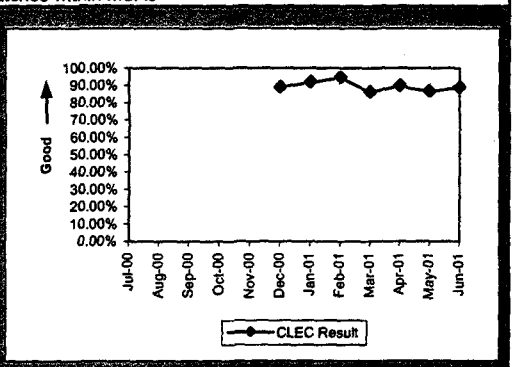
UNE - P (POTS)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					83613	94320	88.65%		
Aug-00					100151	112278	89.20%		
Sep-00					90335	101029	89.41%		
Oct-00					90735	101340	89.54%		
Nov-00	10	14	71.43%	45.18%	87060	96356	90.35%	3.72	1.26
Dec-00	7	8	87.50%	33.07%	81848	90522	90.42%	0.13	-0.92
Jan-01	6	6	100.00%	0.00%	94678	103378	91.58%	-0.74	-1.45
Feb-01	15	17	88.24%	32.22%	86139	92806	92.82%	0.58	-0.65
Mar-01	26	30	86.67%	33.99%	97473	104305	93.45%	1.72	0.04
Apr-01	35	42	83.33%	37.27%	94401	100793	93.66%	3.72	1.26
May-01	30	36	83.33%	37.27%	101339	108910	93.05%	6.13	2.73
Jun-01	39	71	54.93%	49.76%	100619	108056	93.12%	8.21	3.99



OP-3A - Installation Commitments Met (Percent) - Dispatches within MSAs

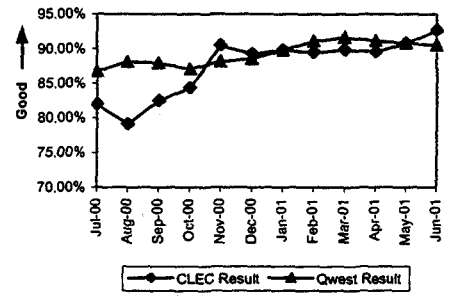
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	122	137	89.05%	31.23%
Jan-01	80	87	91.95%	27.20%
Feb-01	89	94	94.68%	22.44%
Mar-01	88	102	86.27%	34.41%
Apr-01	78	87	89.66%	30.45%
May-01	39	45	86.67%	33.99%
Jun-01	40	45	88.89%	31.43%



OP-3B - Installation Commitments Met (Percent) - Dispatches outside MSAs

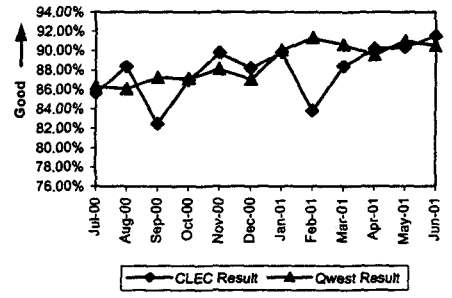
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	173	211	81.99%	38.43%	19020	21927	86.74%	2.04	0.24
Aug-00	212	268	79.10%	40.66%	23115	26238	88.10%	4.83	1.94
Sep-00	198	240	82.50%	38.00%	21108	24003	87.94%	2.62	0.59
Oct-00	215	255	84.31%	36.37%	20580	23639	87.06%	1.27	-0.23
Nov-00	228	252	90.48%	29.35%	18579	21076	88.15%	-1.13	-1.69
Dec-00	191	214	89.25%	30.97%	17301	19539	88.55%	-0.32	-1.2
Jan-01	194	216	89.81%	30.25%	16866	18776	89.83%	0	-1
Feb-01	212	237	89.45%	30.72%	14887	16335	91.14%	0.85	-0.48
Mar-01	177	197	89.85%	30.20%	16717	18244	91.63%	0.85	-0.48
Apr-01	145	162	89.51%	30.65%	16840	18472	91.17%	0.7	-0.57
May-01	256	282	90.78%	28.93%	19430	21390	90.84%	0	-1
Jun-01	365	394	92.64%	26.11%	19624	21675	90.54%	-1.41	-1.86



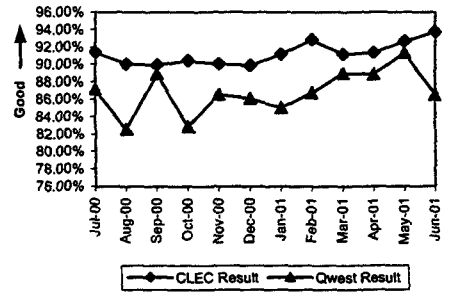
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	119	139	85.61%	35.10%	4754	5505	86.36%	0.22	-0.86
Aug-00	167	189	88.36%	32.07%	5727	6655	86.06%	-0.9	-1.55
Sep-00	146	177	82.49%	38.01%	5039	5776	87.24%	1.9	0.15
Oct-00	200	230	86.96%	33.68%	5163	5926	87.12%	0.04	-0.98
Nov-00	158	176	89.77%	30.30%	4879	5538	88.10%	-0.67	-1.41
Dec-00	149	169	88.17%	32.30%	3989	4584	87.02%	-0.44	-1.26
Jan-01	106	118	89.83%	30.22%	4280	4753	90.05%	0.05	-0.97
Feb-01	114	136	83.82%	36.82%	3887	4255	91.35%	3.52	1.14
Mar-01	114	129	88.37%	32.06%	4325	4772	90.63%	0.84	-0.49
Apr-01	92	102	90.20%	29.74%	4306	4808	89.56%	-0.21	-1.13
May-01	140	155	90.32%	29.57%	4630	5087	91.02%	0.24	-0.85
Jun-01	140	153	91.50%	27.88%	4411	4874	90.50%	-0.42	-1.25



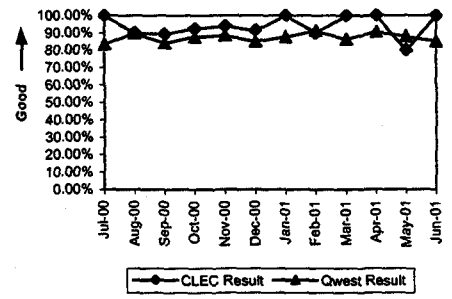
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	267	292	91.44%	27.98%	292	335	87.16%	-1.6	-1.97
Aug-00	335	372	90.05%	29.93%	317	384	82.55%	-2.72	-2.65
Sep-00	313	348	89.94%	30.08%	322	362	88.95%	-0.42	-1.26
Oct-00	321	355	90.42%	29.43%	348	420	82.86%	-2.78	-2.69
Nov-00	290	322	90.06%	29.92%	219	253	86.56%	-1.22	-1.74
Dec-00	319	355	89.86%	30.19%	198	230	86.09%	-1.29	-1.78
Jan-01	309	339	91.15%	28.40%	159	187	85.03%	-1.88	-2.15
Feb-01	259	279	92.83%	25.80%	118	136	86.76%	-1.71	-2.04
Mar-01	391	429	91.14%	28.41%	113	127	88.98%	-0.68	-1.42
Apr-01	390	427	91.33%	28.13%	96	108	88.89%	-0.72	-1.44
May-01	390	421	92.64%	26.12%	116	127	91.34%	-0.46	-1.28
Jun-01	390	416	93.75%	24.21%	122	141	86.52%	-2.17	-2.32



Centrex 21

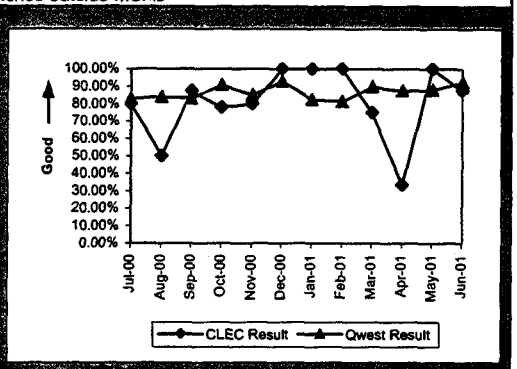
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	27	27	100.00%	0.00%	330	396	83.33%	-2.25	-2.37
Aug-00	27	30	90.00%	30.00%	402	448	89.73%	-0.05	-1.03
Sep-00	25	28	89.29%	30.93%	291	346	84.10%	-0.72	-1.44
Oct-00	24	26	92.31%	26.65%	339	387	87.60%	-0.71	-1.43
Nov-00	31	33	93.94%	23.86%	280	317	88.33%	-0.96	-1.58
Dec-00	32	35	91.43%	27.99%	255	300	85.00%	-1.01	-1.61
Jan-01	6	6	100.00%	0.00%	204	233	87.55%	-0.91	-1.55
Feb-01	9	10	90.00%	30.00%	226	248	91.13%	0.16	-0.91
Mar-01	12	12	100.00%	0.00%	245	284	86.27%	-1.35	-1.82
Apr-01	12	12	100.00%	0.00%	208	230	90.43%	-1.1	-1.67
May-01	8	10	80.00%	40.00%	228	259	88.03%	0.62	-0.62
Jun-01	8	8	100.00%	0.00%	232	273	84.98%	-1.17	-1.71



OP-3B - Installation Commitments Met (Percent) - Dispatches outside MSAs

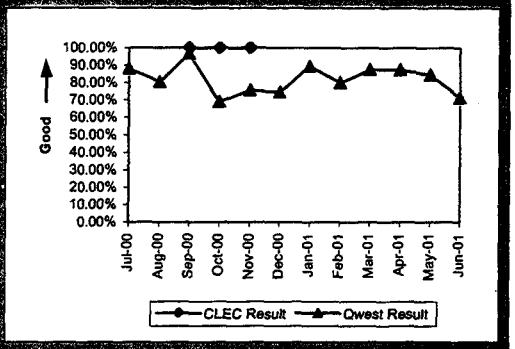
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	5	80.00%	40.00%	87	105	82.86%	0.2	-0.88
Aug-00	1	2	50.00%	50.00%	104	124	83.87%	4.65	1.83
Sep-00	7	8	87.50%	33.07%	84	101	83.17%	-0.32	-1.19
Oct-00	7	9	77.78%	41.57%	118	130	90.77%	1.54	-0.06
Nov-00	4	5	80.00%	40.00%	126	148	85.14%	0.14	-0.91
Dec-00	6	6	100.00%	0.00%	92	99	92.93%	-0.66	-1.4
Jan-01	2	2	100.00%	0.00%	52	63	82.54%	-0.64	-1.39
Feb-01	5	5	100.00%	0.00%	39	48	81.25%	-1.02	-1.62
Mar-01	3	4	75.00%	43.30%	44	49	89.80%	1.2	-0.27
Apr-01	1	3	33.33%	47.14%	56	64	87.50%	7.33	3.46
May-01	5	5	100.00%	0.00%	44	50	88.00%	-0.79	-1.48
Jun-01	7	8	87.50%	33.07%	47	51	92.16%	0.22	-0.87



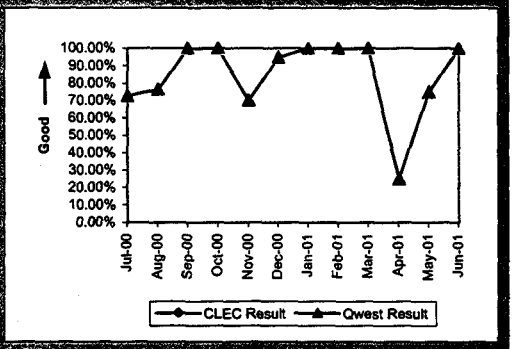
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					37	42	88.10%		
Aug-00					37	46	80.43%		
Sep-00	1	1	100.00%	0.00%	59	61	96.72%	-0.18	-1.11
Oct-00	1	1	100.00%	0.00%	40	58	68.97%	-0.67	-1.4
Nov-00	3	3	100.00%	0.00%	44	58	75.86%	-0.95	-1.58
Dec-00					50	67	74.63%		
Jan-01					17	19	89.47%		
Feb-01					20	25	80.00%		
Mar-01					21	24	87.50%		
Apr-01					28	32	87.50%		
May-01					22	26	84.62%		
Jun-01					15	21	71.43%		



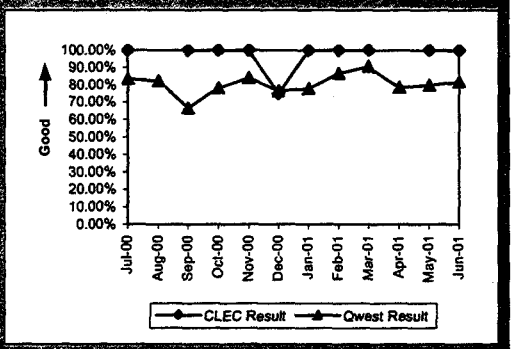
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8	11	72.73%		
Aug-00					13	17	76.47%		
Sep-00					23	23	100.00%	N/A	
Oct-00					22	22	100.00%	N/A	
Nov-00					7	10	70.00%		
Dec-00					37	39	94.87%		
Jan-01					1	1	100.00%	N/A	
Feb-01					3	3	100.00%	N/A	
Mar-01					1	1	100.00%	N/A	
Apr-01					1	4	25.00%		
May-01					3	4	75.00%		
Jun-01					1	1	100.00%	N/A	



DS0

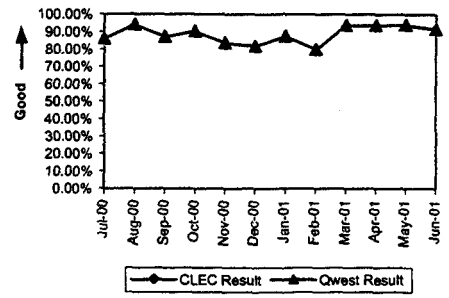
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	2	100.00%	0.00%	15	18	83.33%	-0.6	-1.36
Aug-00					42	51	82.35%		
Sep-00	12	12	100.00%	0.00%	16	24	66.67%	-2	-2.22
Oct-00	12	12	100.00%	0.00%	18	23	78.26%	-1.48	-1.9
Nov-00	20	20	100.00%	0.00%	21	25	84.00%	-1.45	-1.88
Dec-00	3	4	75.00%	43.30%	26	34	76.47%	-0.04	-1.02
Jan-01	1	1	100.00%	0.00%	14	18	77.78%	-0.52	-1.32
Feb-01	2	2	100.00%	0.00%	13	15	86.67%	-0.52	-1.32
Mar-01	1	1	100.00%	0.00%	29	32	90.63%	-0.32	-1.19
Apr-01					11	14	78.57%		
May-01	1	1	100.00%	0.00%	8	10	80.00%	-0.48	-1.29
Jun-01	2	2	100.00%	0.00%	9	11	81.82%	-0.61	-1.37



OP-3B - Installation Commitments Met (Percent) - Dispatches outside MSAs

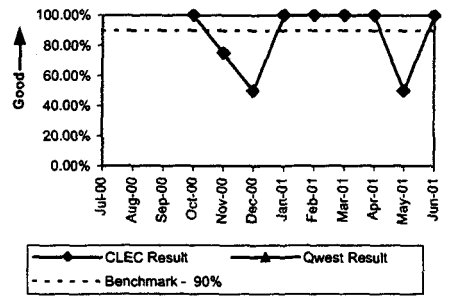
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					25	29	86.21%		
Aug-00					32	34	94.12%		
Sep-00					41	47	87.23%		
Oct-00					37	41	90.24%		
Nov-00					31	37	83.78%		
Dec-00					36	44	81.82%		
Jan-01					14	16	87.50%		
Feb-01					12	15	80.00%		
Mar-01					15	16	93.75%		
Apr-01					15	16	93.75%		
May-01					16	17	94.12%		
Jun-01					11	12	91.67%		



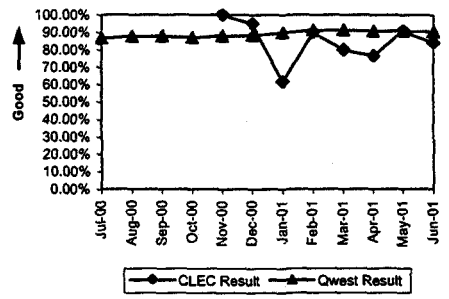
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00	1	1	100.00%	0.00%					
Nov-00	3	4	75.00%	43.30%					
Dec-00	1	2	50.00%	50.00%					
Jan-01	1	1	100.00%	0.00%					
Feb-01	7	7	100.00%	0.00%					
Mar-01	2	2	100.00%	0.00%					
Apr-01	2	2	100.00%	0.00%					
May-01	1	2	50.00%	50.00%					
Jun-01	15	15	100.00%	0.00%					



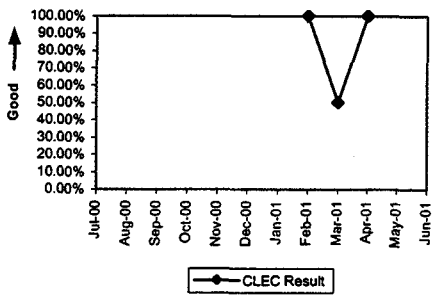
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					23774	27432	86.67%		
Aug-00					28842	32893	87.68%		
Sep-00					26147	29779	87.80%		
Oct-00					25743	29565	87.07%		
Nov-00	23	23	100.00%	0.00%	23458	26614	88.14%	-1.76	-2.07
Dec-00	18	19	94.74%	22.33%	21290	24123	88.26%	-0.88	-1.53
Jan-01	8	13	61.54%	48.65%	21146	23529	89.87%	7.99	3.86
Feb-01	18	20	90.00%	30.00%	18774	20590	91.18%	0.09	-0.94
Mar-01	16	20	80.00%	40.00%	21042	23016	91.42%	5.67	2.45
Apr-01	13	17	76.47%	42.42%	21146	23280	90.83%	8.04	3.89
May-01	20	22	90.91%	28.75%	24060	26477	90.87%	-0.01	-1
Jun-01	21	25	84.00%	36.66%	24035	26549	90.53%	1.35	-0.18



OP-3B - Installation Commitments Met (Percent) - Dispatches outside MSAs

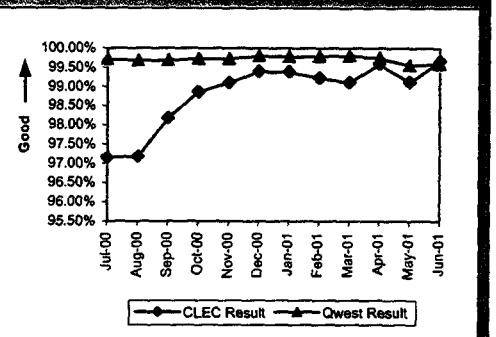
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	2	2	100.00%	0.00%
Mar-01	1	2	50.00%	50.00%
Apr-01	1	1	100.00%	0.00%
May-01				
Jun-01				



OP-3C - Installation Commitments Met (Percent) - No dispatches

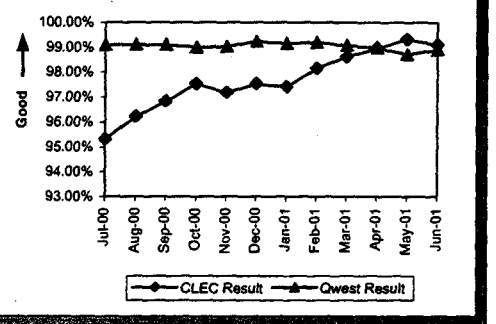
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10211	10511	97.15%	16.65%	750758	752929	99.71%	48.72	28.62
Aug-00	12293	12650	97.18%	16.56%	865279	868082	99.68%	49.19	28.91
Sep-00	13081	13324	98.18%	13.38%	794294	796762	99.69%	31.19	17.96
Oct-00	14221	14386	98.85%	10.65%	848683	851018	99.73%	19.84	11.06
Nov-00	14616	14749	99.10%	9.45%	793110	795309	99.72%	14.33	7.71
Dec-00	12998	13078	99.39%	7.80%	682517	683913	99.80%	10.23	5.22
Jan-01	11982	12057	99.38%	7.86%	657910	659356	99.78%	9.37	4.7
Feb-01	12057	12151	99.23%	8.76%	614417	615740	99.79%	13.17	7.01
Mar-01	14536	14667	99.11%	9.41%	767491	769027	99.80%	18.63	10.33
Apr-01	15969	16034	99.59%	6.35%	731568	733398	99.75%	3.91	1.38
May-01	20252	20433	99.11%	9.37%	733695	737004	99.55%	9.21	4.6
Jun-01	18829	18895	99.65%	5.90%	796795	800061	99.59%	-1.26	-1.76



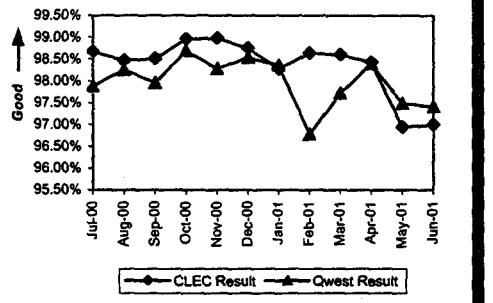
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2362	2478	95.32%	21.12%	48165	48605	99.09%	19.36	10.77
Aug-00	2932	3047	96.23%	19.06%	54996	55485	99.12%	16.63	9.11
Sep-00	2410	2489	96.83%	17.53%	53931	54416	99.11%	11.85	6.2
Oct-00	3994	4095	97.53%	15.51%	54728	55287	98.99%	8.98	4.46
Nov-00	4203	4325	97.18%	16.56%	48369	48841	99.03%	11.95	6.26
Dec-00	4703	4822	97.53%	15.51%	45161	45508	99.24%	12.94	6.87
Jan-01	4050	4158	97.40%	15.91%	40832	41183	99.15%	11.67	6.09
Feb-01	3525	3591	98.16%	13.43%	38143	38448	99.21%	6.75	3.1
Mar-01	4128	4186	98.61%	11.69%	41091	41474	99.08%	2.98	0.81
Apr-01	4007	4049	98.96%	10.13%	42469	42905	98.98%	0.13	-0.92
May-01	4706	4738	99.32%	8.19%	45973	46570	98.72%	-3.54	-3.15
Jun-01	4112	4149	99.11%	9.40%	44682	45173	98.91%	-1.16	-1.71



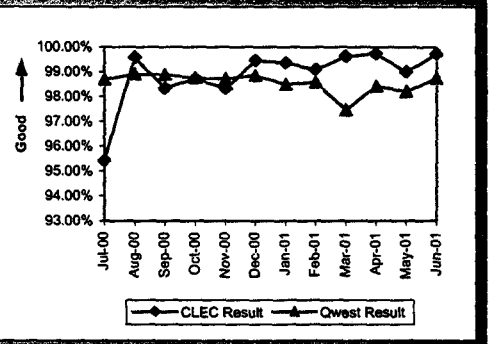
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4613	4675	98.67%	11.44%	4406	4501	97.89%	-2.61	-2.59
Aug-00	5875	5966	98.47%	12.26%	5322	5416	98.26%	-0.86	-1.52
Sep-00	4688	4759	98.51%	12.12%	4847	4948	97.96%	-1.91	-2.16
Oct-00	6369	6436	98.96%	10.15%	6568	6655	98.69%	-1.34	-1.82
Nov-00	4170	4213	98.98%	10.05%	3946	4015	98.28%	-2.43	-2.48
Dec-00	4835	4896	98.75%	11.09%	3633	3687	98.54%	-0.83	-1.51
Jan-01	3891	3959	98.28%	12.99%	1745	1774	98.37%	0.23	-0.86
Feb-01	3410	3457	98.64%	11.58%	1384	1430	96.78%	-3.35	-3.04
Mar-01	5523	5601	98.61%	11.72%	1417	1450	97.72%	-2.01	-2.22
Apr-01	5214	5297	98.43%	12.42%	1355	1377	98.40%	-0.08	-1.05
May-01	3938	4062	96.95%	17.20%	1204	1235	97.49%	1.07	-0.35
Jun-01	3392	3497	97.00%	17.07%	1320	1355	97.42%	0.83	-0.5



Centrex 21

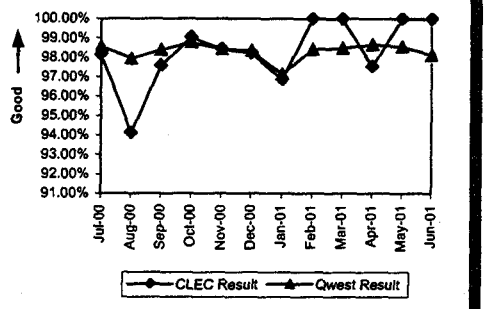
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	312	327	95.41%	20.92%	6638	6727	98.68%	7.64	3.64
Aug-00	478	480	99.58%	6.44%	8548	8643	98.90%	-1.4	-1.85
Sep-00	529	538	98.33%	12.83%	7788	7876	98.88%	1.19	-0.28
Oct-00	539	546	98.72%	11.25%	8052	8154	98.75%	0.06	-0.96
Nov-00	527	536	98.32%	12.85%	6520	6605	98.71%	0.77	-0.53
Dec-00	729	733	99.45%	7.37%	5850	5918	98.85%	-1.45	-1.88
Jan-01	461	464	99.35%	8.01%	4413	4481	98.48%	-1.46	-1.89
Feb-01	435	439	99.09%	9.50%	3974	4031	98.59%	-0.85	-1.52
Mar-01	530	532	99.62%	6.12%	4935	5064	97.45%	-3.02	-2.84
Apr-01	375	376	99.73%	5.15%	5632	5722	98.43%	-1.97	-2.2
May-01	399	403	99.01%	9.91%	6183	6296	98.21%	-1.18	-1.71
Jun-01	362	363	99.72%	5.24%	6425	6507	98.74%	-1.64	-2



OP-3C - Installation Commitments Met (Percent) - No dispatches

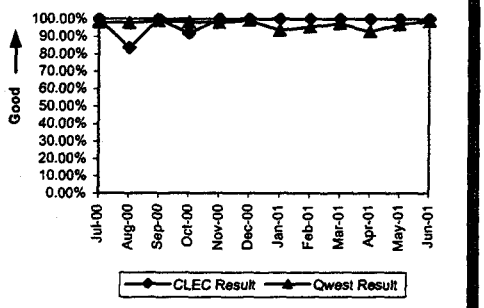
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	108	110	98.18%	13.36%	1520	1542	98.57%	0.16	-0.91
Aug-00	96	102	94.12%	23.53%	1761	1798	97.94%	4.68	1.85
Sep-00	81	83	97.59%	15.33%	1718	1746	98.40%	0.56	-0.66
Oct-00	104	105	99.05%	9.71%	1878	1901	98.79%	-0.23	-1.14
Nov-00	63	64	98.44%	12.40%	1638	1664	98.44%		
Dec-00	56	57	98.25%	13.13%	1329	1351	98.37%	0.06	-0.96
Jan-01	62	64	96.88%	17.40%	987	1016	97.15%	0.03	-0.98
Feb-01	53	53	100.00%	0.00%	937	952	98.42%	-0.9	-1.55
Mar-01	47	47	100.00%	0.00%	1236	1255	98.49%	-0.83	-1.51
Apr-01	40	41	97.56%	15.43%	1197	1213	98.68%	0.16	-0.9
May-01	48	48	100.00%	0.00%	1175	1192	98.57%	-0.82	-1.5
Jun-01	31	31	100.00%	0.00%	1323	1348	98.15%	-0.76	-1.46



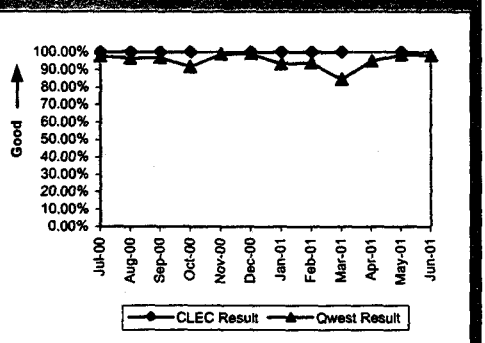
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	5	100.00%	0.00%	1600	1631	98.10%	-0.31	-1.19
Aug-00	5	6	83.33%	37.27%	1639	1677	97.73%	8.21	3.99
Sep-00	6	6	100.00%	0.00%	1556	1575	98.79%	-0.27	-1.16
Oct-00	11	12	91.67%	27.64%	1987	2022	98.27%	8.08	3.91
Nov-00	9	9	100.00%	0.00%	2584	2640	97.88%	-0.44	-1.27
Dec-00	14	14	100.00%	0.00%	2638	2656	99.32%	-0.31	-1.19
Jan-01	10	10	100.00%	0.00%	531	567	93.65%	-0.82	-1.5
Feb-01	9	9	100.00%	0.00%	469	491	95.52%	-0.64	-1.39
Mar-01	6	6	100.00%	0.00%	340	349	97.42%	-0.4	-1.24
Apr-01	8	8	100.00%	0.00%	353	381	92.65%	-0.79	-1.48
May-01	10	10	100.00%	0.00%	312	322	96.89%	-0.56	-1.34
Jun-01	7	7	100.00%	0.00%	343	347	98.85%	-0.28	-1.17



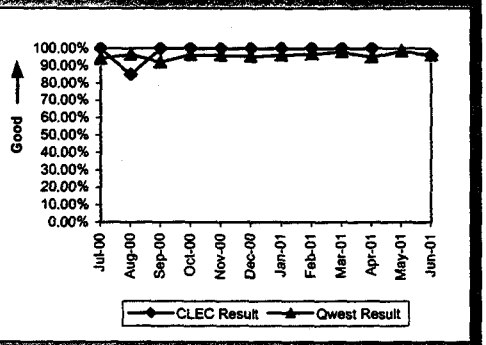
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	255	261	97.70%	-0.15	-1.09
Aug-00	10	10	100.00%	0.00%	299	310	96.45%	-0.6	-1.36
Sep-00	3	3	100.00%	0.00%	323	334	96.71%	-0.32	-1.19
Oct-00	1	1	100.00%	0.00%	296	323	91.64%	-0.3	-1.18
Nov-00					321	325	98.77%		
Dec-00	1	1	100.00%	0.00%	379	382	99.21%	-0.09	-1.05
Jan-01	2	2	100.00%	0.00%	98	105	93.33%	-0.37	-1.23
Feb-01	1	1	100.00%	0.00%	94	100	94.00%	-0.25	-1.15
Mar-01	1	1	100.00%	0.00%	103	122	84.43%	-0.43	-1.26
Apr-01					95	100	95.00%		
May-01	5	5	100.00%	0.00%	125	127	98.43%	-0.28	-1.17
Jun-01					151	154	98.05%		



DS0

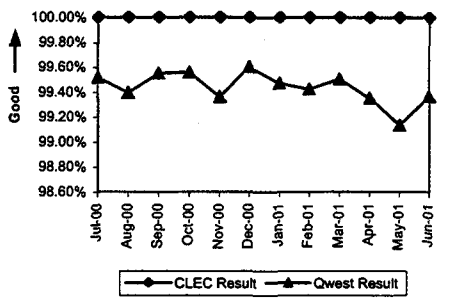
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	28	28	100.00%	0.00%	273	290	94.14%	-1.26	-1.77
Aug-00	17	20	85.00%	35.71%	328	339	96.76%	6.17	2.75
Sep-00	8	8	100.00%	0.00%	264	287	91.99%	-0.82	-1.5
Oct-00	8	8	100.00%	0.00%	338	351	96.30%	-0.55	-1.33
Nov-00	6	6	100.00%	0.00%	334	348	95.98%	-0.5	-1.3
Dec-00	3	3	100.00%	0.00%	353	370	95.41%	-0.38	-1.23
Jan-01	1	1	100.00%	0.00%	119	124	95.97%	-0.2	-1.12
Feb-01	4	4	100.00%	0.00%	96	99	96.97%	-0.35	-1.21
Mar-01	2	2	100.00%	0.00%	106	108	98.15%	-0.19	-1.12
Apr-01	6	6	100.00%	0.00%	94	99	94.95%	-0.55	-1.33
May-01					190	193	98.45%		
Jun-01	23	24	95.83%	19.98%	72	75	96.00%	0.01	-0.99



OP-3C - Installation Commitments Met (Percent) - No dispatches

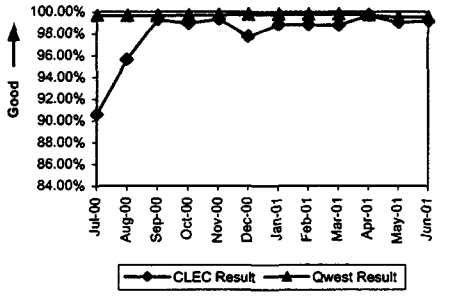
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	3	100.00%	0.00%	9141	9185	99.52%	-0.12	-1.07
Aug-00	2	2	100.00%	0.00%	11388	11457	99.40%	-0.11	-1.07
Sep-00	4	4	100.00%	0.00%	11117	11167	99.55%	-0.13	-1.08
Oct-00	2	2	100.00%	0.00%	12967	13024	99.56%	-0.09	-1.06
Nov-00	2	2	100.00%	0.00%	12309	12388	99.36%	-0.11	-1.07
Dec-00	6	6	100.00%	0.00%	11591	11637	99.60%	-0.15	-1.09
Jan-01	6	6	100.00%	0.00%	11563	11624	99.48%	-0.18	-1.11
Feb-01	4	4	100.00%	0.00%	12101	12171	99.42%	-0.15	-1.09
Mar-01	4	4	100.00%	0.00%	13895	13964	99.51%	-0.14	-1.09
Apr-01	3	3	100.00%	0.00%	14303	14396	99.35%	-0.14	-1.08
May-01	4	4	100.00%	0.00%	13058	13172	99.13%	-0.19	-1.11
Jun-01	3	3	100.00%	0.00%	12959	13041	99.37%	-0.14	-1.08



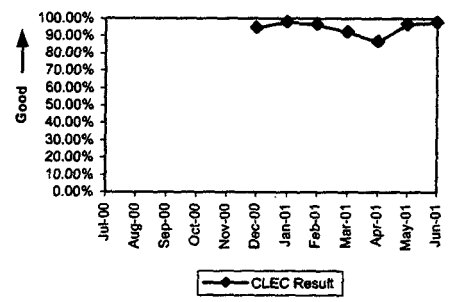
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	163	180	90.56%	29.24%	798923	801534	99.67%	3.72	1.26
Aug-00	305	319	95.61%	20.48%	920275	923567	99.64%	3.72	1.26
Sep-00	276	278	99.28%	8.45%	848225	851178	99.65%	0.92	-0.44
Oct-00	2320	2346	98.89%	10.47%	903411	906305	99.68%	6.76	3.11
Nov-00	1703	1715	99.30%	8.34%	841479	844150	99.68%	2.82	0.72
Dec-00	1120	1146	97.73%	14.89%	727678	729421	99.76%	14.06	7.55
Jan-01	2334	2363	98.77%	11.01%	698743	700540	99.74%	9.31	4.66
Feb-01	1378	1395	98.78%	10.97%	652561	654189	99.75%	7.26	3.42
Mar-01	705	714	98.74%	11.16%	808583	810502	99.76%	5.63	2.42
Apr-01	1793	1799	99.67%	5.77%	774042	776308	99.71%	0.33	-0.8
May-01	904	913	99.01%	9.88%	779671	783577	99.50%	2.09	0.27
Jun-01	1252	1262	99.21%	8.87%	841478	845235	99.56%	1.86	0.13



OP-3C - Installation Commitments Met (Percent) - No dispatches

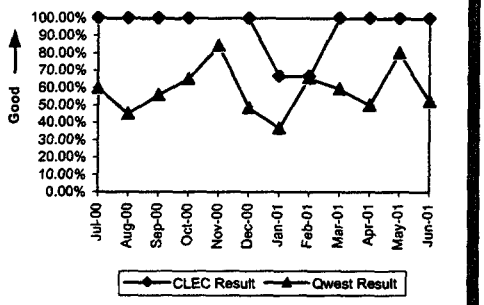
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	506	534	94.76%	22.29%
Jan-01	1058	1079	98.05%	13.81%
Feb-01	956	991	96.47%	18.46%
Mar-01	768	832	92.31%	26.65%
Apr-01	720	830	86.75%	33.91%
May-01	605	626	96.65%	18.01%
Jun-01	1266	1292	97.99%	14.04%



OP-3D - Installation Commitments Met (Percent) - Interval Zone One

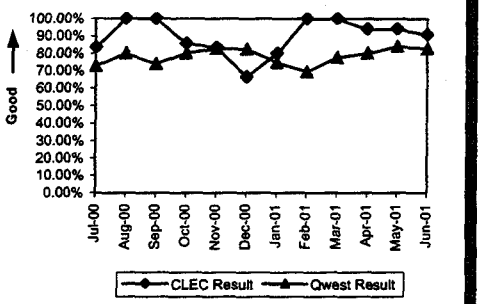
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8	8	100.00%	0.00%	245	410	59.76%	-2.3	-2.4
Aug-00	6	6	100.00%	0.00%	139	309	44.98%	-2.68	-2.63
Sep-00	3	3	100.00%	0.00%	197	353	55.81%	-1.53	-1.93
Oct-00	2	2	100.00%	0.00%	232	356	65.17%	-1.03	-1.63
Nov-00					263	312	84.29%		
Dec-00	3	3	100.00%	0.00%	113	233	48.50%	-1.77	-2.08
Jan-01	2	3	66.67%	47.14%	164	447	36.69%	-1.07	-1.65
Feb-01	2	3	66.67%	47.14%	255	388	65.72%	-0.03	-1.02
Mar-01	6	6	100.00%	0.00%	171	288	59.38%	-2.01	-2.22
Apr-01	1	1	100.00%	0.00%	156	312	50.00%	-1	-1.61
May-01	1	1	100.00%	0.00%	203	253	80.24%	-0.5	-1.3
Jun-01	9	9	100.00%	0.00%	228	433	52.66%	-2.82	-2.71



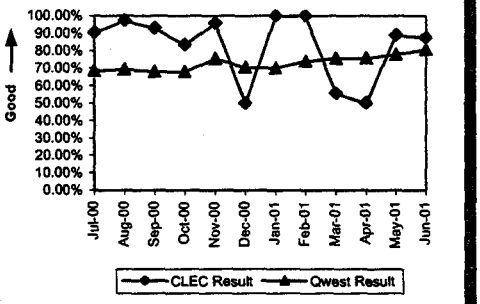
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10	12	83.33%	37.27%	715	982	72.81%	-0.81	-1.5
Aug-00	14	14	100.00%	0.00%	892	1113	80.14%	-1.85	-2.13
Sep-00	13	13	100.00%	0.00%	719	970	74.12%	-2.12	-2.29
Oct-00	6	7	85.71%	34.99%	874	1091	80.11%	-0.37	-1.23
Nov-00	5	6	83.33%	37.27%	1019	1230	82.85%	-0.03	-1.02
Dec-00	4	6	66.67%	47.14%	785	952	82.46%	0.54	-0.67
Jan-01	8	10	80.00%	40.00%	104	139	74.82%	-0.36	-1.22
Feb-01	1	1	100.00%	0.00%	91	131	69.47%	-0.66	-1.4
Mar-01	9	9	100.00%	0.00%	122	157	77.71%	-1.56	-1.95
Apr-01	46	49	93.88%	23.97%	121	151	80.13%	-2.1	-2.27
May-01	16	17	94.12%	23.53%	143	170	84.12%	-1.08	-1.65
Jun-01	20	22	90.91%	28.75%	92	111	82.88%	-0.91	-1.56



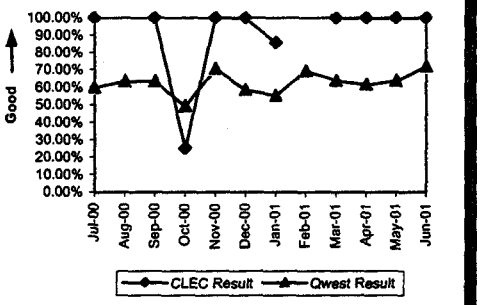
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	47	52	90.38%	29.48%	1951	2846	68.55%	-3.36	-3.04
Aug-00	35	36	97.22%	16.43%	2562	3692	69.39%	-3.61	-3.19
Sep-00	13	14	92.86%	25.75%	2073	3040	68.19%	-1.98	-2.2
Oct-00	10	12	83.33%	37.27%	2271	3340	67.99%	-1.14	-1.69
Nov-00	22	23	95.65%	20.39%	2755	3652	75.44%	-2.25	-2.36
Dec-00	2	4	50.00%	50.00%	2265	3211	70.54%	0.68	-0.58
Jan-01	4	4	100.00%	0.00%	2173	3100	70.10%	-1.31	-1.79
Feb-01	7	7	100.00%	0.00%	2347	3172	73.99%	-1.57	-1.95
Mar-01	5	9	55.56%	49.69%	2910	3850	75.58%	1.4	-0.15
Apr-01	2	4	50.00%	50.00%	2803	3703	75.70%	2.16	0.31
May-01	8	9	88.89%	31.43%	2287	2935	77.92%	-0.79	-1.48
Jun-01	7	8	87.50%	33.07%	2609	3228	80.82%	-0.48	-1.29



DS3

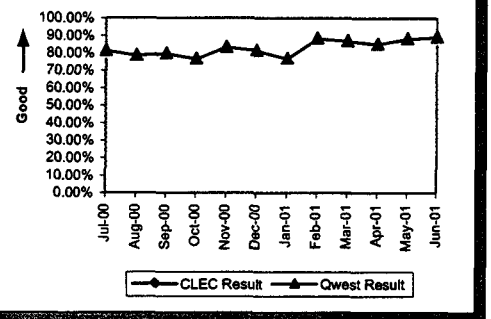
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	2	100.00%	0.00%	85	142	59.86%	-1.15	-1.7
Aug-00					99	156	63.46%		
Sep-00	5	5	100.00%	0.00%	104	164	63.41%	-1.67	-2.02
Oct-00	1	4	25.00%	43.30%	92	187	49.20%	0.73	-0.56
Nov-00	12	12	100.00%	0.00%	165	234	70.51%	-2.18	-2.33
Dec-00	4	4	100.00%	0.00%	113	193	58.55%	-1.67	-2.01
Jan-01	6	7	85.71%	34.99%	84	152	55.26%	-1.58	-1.96
Feb-01					143	206	69.42%		
Mar-01	3	3	100.00%	0.00%	127	199	63.82%	-1.29	-1.79
Apr-01	9	9	100.00%	0.00%	114	185	61.62%	-2.31	-2.41
May-01	3	3	100.00%	0.00%	100	157	63.69%	-1.3	-1.79
Jun-01	3	3	100.00%	0.00%	139	193	72.02%	-1.07	-1.65



OP-3D - Installation Commitments Met (Percent) - Interval Zone One

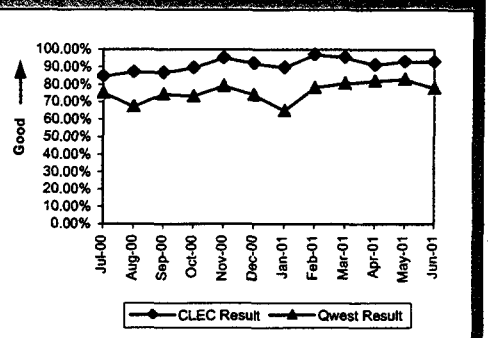
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					754	925	81.51%		
Aug-00					713	905	78.78%		
Sep-00					664	831	79.90%		
Oct-00					529	688	76.89%		
Nov-00					731	874	83.64%		
Dec-00					500	614	81.43%		
Jan-01					402	522	77.01%		
Feb-01					447	505	88.51%		
Mar-01					771	884	87.22%		
Apr-01					474	556	85.25%		
May-01					228	258	88.37%		
Jun-01					533	596	89.43%		



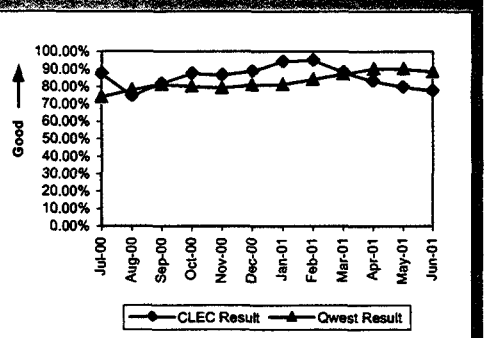
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	22	26	84.62%	36.08%	205	273	75.09%	-1.07	-1.65
Aug-00	20	23	86.96%	33.68%	179	266	67.29%	-1.93	-2.17
Sep-00	26	30	86.67%	33.99%	195	262	74.43%	-1.46	-1.88
Oct-00	34	38	89.47%	30.69%	218	297	73.40%	-2.11	-2.28
Nov-00	40	42	95.24%	21.30%	229	289	79.24%	-2.39	-2.45
Dec-00	23	25	92.00%	27.13%	157	212	74.06%	-1.94	-2.18
Jan-01	52	58	89.66%	30.45%	191	294	64.97%	-3.6	-3.19
Feb-01	33	34	97.06%	16.90%	205	262	78.24%	-2.5	-2.52
Mar-01	21	22	95.45%	20.83%	274	340	80.59%	-1.71	-2.04
Apr-01	21	23	91.30%	28.18%	187	228	82.02%	-1.11	-1.67
May-01	27	29	93.10%	25.34%	224	270	82.96%	-1.38	-1.84
Jun-01	26	28	92.86%	25.75%	169	217	77.88%	-1.8	-2.09



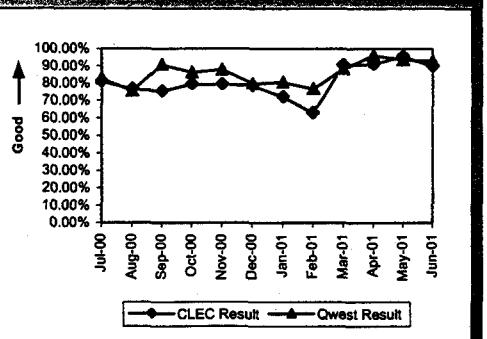
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	21	24	87.50%	33.07%	1024	1382	74.10%	-1.49	-1.9
Aug-00	15	20	75.00%	43.30%	1263	1615	78.20%	0.38	-0.77
Sep-00	9	11	81.82%	38.57%	1197	1473	81.26%	-0.05	-1.03
Oct-00	7	8	87.50%	33.07%	1203	1502	80.09%	-0.52	-1.32
Nov-00	13	15	86.67%	33.99%	1070	1350	79.26%	-0.7	-1.43
Dec-00	16	18	88.89%	31.43%	981	1211	81.01%	-0.85	-1.51
Jan-01	52	55	94.55%	22.71%	1273	1567	81.24%	-2.48	-2.51
Feb-01	39	41	95.12%	21.54%	1267	1503	84.30%	-1.88	-2.14
Mar-01	38	43	88.37%	32.06%	1454	1663	87.43%	-0.18	-1.11
Apr-01	25	30	83.33%	37.27%	1473	1632	90.26%	1.36	-0.17
May-01	12	15	80.00%	40.00%	1381	1529	90.32%	1.68	0.02
Jun-01	7	9	77.78%	41.57%	1107	1250	88.56%	0.63	-0.62



LIS Trunk

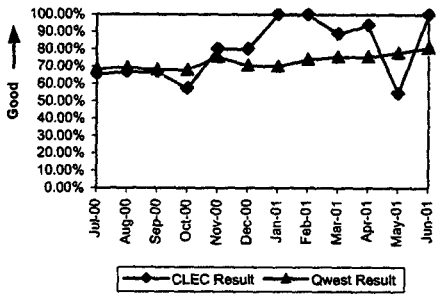
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	56	69	81.16%	39.10%	81	98	82.65%	0.24	-0.85
Aug-00	49	64	76.56%	42.36%	59	78	75.64%	-0.13	-1.08
Sep-00	80	106	75.47%	43.03%	69	76	90.79%	2.6	0.58
Oct-00	97	122	79.51%	40.36%	89	103	86.41%	1.35	-0.18
Nov-00	116	146	79.45%	40.41%	109	124	87.90%	1.85	0.13
Dec-00	129	164	78.66%	40.97%	51	64	79.69%	0.18	-0.89
Jan-01	88	122	72.13%	44.84%	58	72	80.56%	1.32	-0.2
Feb-01	109	173	63.01%	48.28%	63	82	76.83%	2.2	0.33
Mar-01	174	192	90.63%	29.15%	107	121	88.43%	-0.59	-1.36
Apr-01	175	192	91.15%	28.41%	103	107	96.26%	1.64	-0.01
May-01	133	139	95.68%	20.32%	89	95	93.68%	-0.62	-1.38
Jun-01	179	199	89.95%	30.07%	104	112	92.86%	0.87	-0.47



OP-3D - Installation Commitments Met (Percent) - Interval Zone One

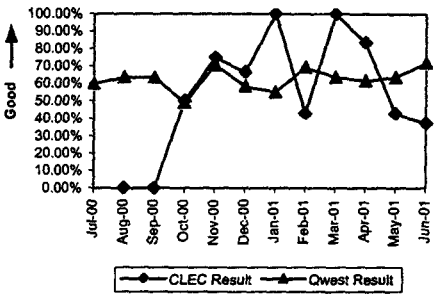
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	40	61	65.57%	47.51%	1951	2846	68.55%	0.48	-0.71
Aug-00	10	15	66.67%	47.14%	2562	3692	69.39%	0.06	-0.97
Sep-00	16	24	66.67%	47.14%	2073	3040	68.19%	0.07	-0.96
Oct-00	4	7	57.14%	49.49%	2271	3340	67.99%	0.56	-0.66
Nov-00	24	30	80.00%	40.00%	2755	3652	75.44%	-0.58	-1.35
Dec-00	4	5	80.00%	40.00%	2265	3211	70.54%	-0.46	-1.28
Jan-01	5	5	100.00%	0.00%	2173	3100	70.10%	-1.46	-1.89
Feb-01	10	10	100.00%	0.00%	2347	3172	73.99%	-1.87	-2.14
Mar-01	32	36	88.89%	31.43%	2910	3850	75.58%	-1.85	-2.12
Apr-01	31	33	93.94%	23.86%	2803	3703	75.70%	-2.43	-2.48
May-01	12	22	54.55%	49.79%	2287	2935	77.92%	3.43	1.09
Jun-01	19	19	100.00%	0.00%	2609	3228	80.82%	-2.12	-2.29



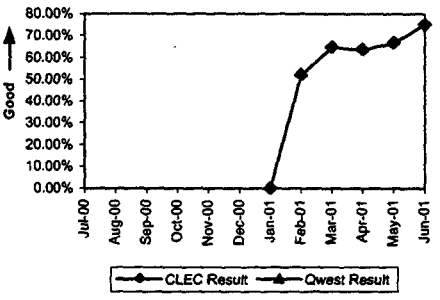
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					85	142	59.86%		
Aug-00	0	4	0.00%	0.00%	99	156	63.46%	6.6	3.01
Sep-00	0	6	0.00%	0.00%	104	164	63.41%	6.87	3.18
Oct-00	6	12	50.00%	50.00%	92	187	49.20%	-0.05	-1.03
Nov-00	12	16	75.00%	43.30%	165	234	70.51%	-0.38	-1.23
Dec-00	6	9	66.67%	47.14%	113	193	58.55%	-0.48	-1.29
Jan-01	4	4	100.00%	0.00%	84	152	55.26%	-1.78	-2.08
Feb-01	3	7	42.86%	49.49%	143	206	69.42%	1.5	-0.09
Mar-01	13	13	100.00%	0.00%	127	199	63.82%	-2.63	-2.6
Apr-01	10	12	83.33%	37.27%	114	185	61.62%	-1.5	-1.91
May-01	3	7	42.86%	49.49%	100	157	63.69%	1.05	-0.36
Jun-01	3	8	37.50%	48.41%	139	193	72.02%	2.67	0.62



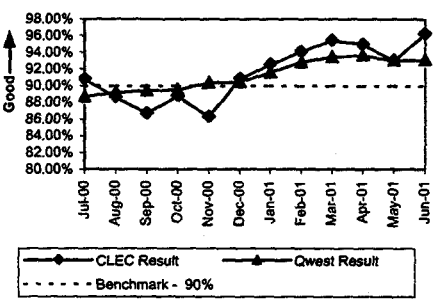
Dark Fiber - IOF

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	0	9	0.00%						
Feb-01	13	25	52.00%	49.96%					
Mar-01	11	17	64.71%	47.79%					
Apr-01	7	11	63.64%	48.10%					
May-01	2	3	66.67%	47.14%					
Jun-01	6	8	75.00%	43.30%					



Unbundled Loop Analog

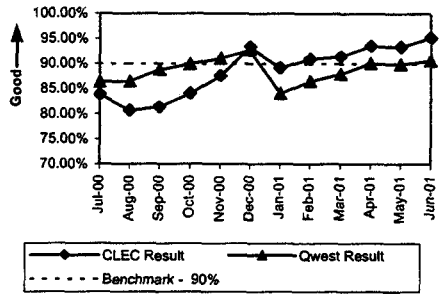
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6238	6871	90.79%	28.92%	83613	94320	88.65%	-5.4	-4.28
Aug-00	8222	9278	88.62%	31.76%	100151	112278	89.20%	1.73	0.05
Sep-00	7743	8933	86.68%	33.98%	90335	101029	89.41%	8.06	3.9
Oct-00	9517	10723	88.75%	31.59%	90735	101340	89.54%	2.52	0.53
Nov-00	8347	9674	86.28%	34.40%	87060	96356	90.35%	12.92	6.86
Dec-00	7744	8528	90.81%	28.89%	81848	90522	90.42%	-1.17	-1.71
Jan-01	7035	7601	92.55%	26.25%	94678	103378	91.58%	-2.94	-2.79
Feb-01	8096	8608	94.05%	23.65%	86139	92806	92.82%	-4.25	-3.58
Mar-01	10510	11014	95.42%	20.90%	97473	104305	93.45%	-7.96	-5.84
Apr-01	10167	10702	95.00%	21.79%	94401	100793	93.66%	-5.42	-4.29
May-01	12159	13068	93.04%	25.44%	101339	108910	93.05%	0.02	-0.99
Jun-01	11288	11727	96.26%	18.98%	100619	108056	93.12%	-12.75	-8.75



OP-3D - Installation Commitments Met (Percent) - Interval Zone One

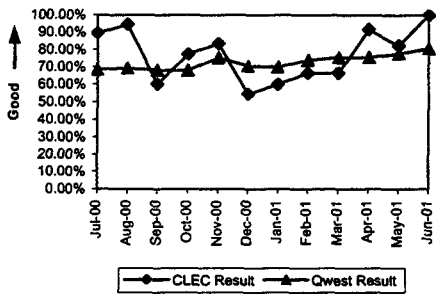
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2004	2391	83.81%	36.83%	2872	3327	86.32%	2.72	0.66
Aug-00	1818	2254	80.66%	39.50%	3064	3546	86.41%	6.23	2.79
Sep-00	1919	2360	81.31%	38.98%	3004	3385	88.74%	8.77	4.33
Oct-00	1697	2020	84.01%	36.65%	3512	3906	89.91%	7.15	3.35
Nov-00	1195	1365	87.55%	33.02%	3740	4108	91.04%	3.92	1.38
Dec-00	953	1022	93.25%	25.09%	3690	3983	92.64%	-0.66	-1.4
Jan-01	2514	2821	89.12%	31.14%	2053	2444	84.00%	-5.05	-4.07
Feb-01	2076	2284	90.89%	28.77%	2035	2354	86.45%	-4.42	-3.69
Mar-01	2161	2364	91.41%	28.02%	2101	2389	87.94%	-3.67	-3.23
Apr-01	2519	2694	93.50%	24.65%	2214	2457	90.11%	-4.08	-3.48
May-01	1675	1795	93.31%	24.98%	2041	2270	89.91%	-3.58	-3.17
Jun-01	1147	1205	95.19%	21.40%	1755	1936	90.65%	-4.25	-3.58



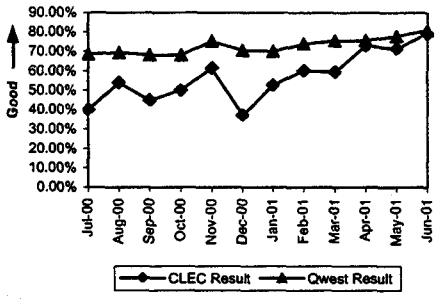
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	17	19	89.47%	30.69%	1951	2846	68.55%	-1.96	-2.19
Aug-00	17	18	94.44%	22.91%	2562	3692	69.39%	-2.3	-2.4
Sep-00	6	10	60.00%	48.99%	2073	3040	68.19%	0.43	-0.74
Oct-00	24	31	77.42%	41.81%	2271	3340	67.99%	-1.12	-1.68
Nov-00	15	18	83.33%	37.27%	2755	3652	75.44%	-0.78	-1.47
Dec-00	6	11	54.55%	49.79%	2265	3211	70.54%	1.18	-0.28
Jan-01	3	5	60.00%	48.99%	2173	3100	70.10%	0.45	-0.73
Feb-01	12	18	66.67%	47.14%	2347	3172	73.99%	0.61	-0.63
Mar-01	8	12	66.67%	47.14%	2910	3850	75.58%	0.9	-0.46
Apr-01	11	12	91.67%	27.64%	2803	3703	75.70%	-1.29	-1.78
May-01	14	17	82.35%	38.12%	2287	2935	77.92%	-0.44	-1.27
Jun-01	12	12	100.00%	0.00%	2609	3228	80.82%	-1.68	-2.02



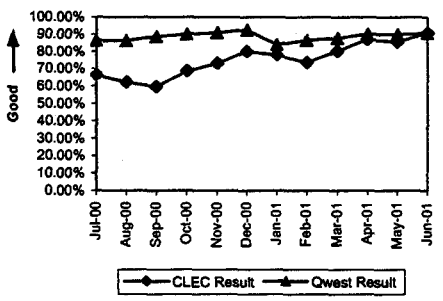
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8	20	40.00%	48.99%	1951	2846	68.55%	3.26	0.98
Aug-00	20	37	54.05%	49.84%	2562	3692	69.39%	2.11	0.28
Sep-00	18	40	45.00%	49.75%	2073	3040	68.19%	3.41	1.08
Oct-00	28	56	50.00%	50.00%	2271	3340	67.99%	3.01	0.83
Nov-00	32	52	61.54%	48.65%	2755	3652	75.44%	2.45	0.49
Dec-00	19	51	37.25%	48.35%	2265	3211	70.54%	7.09	3.31
Jan-01	41	78	52.56%	49.93%	2173	3100	70.10%	3.55	1.16
Feb-01	86	143	60.14%	48.96%	2347	3172	73.99%	3.89	1.37
Mar-01	103	173	59.54%	49.08%	2910	3850	75.58%	5.14	2.12
Apr-01	100	137	72.99%	44.40%	2803	3703	75.70%	0.72	-0.56
May-01	95	133	71.43%	45.18%	2287	2935	77.92%	1.78	0.08
Jun-01	91	115	79.13%	40.64%	2609	3228	80.82%	0.42	-0.74



Unbundled Loop ISDN Capable

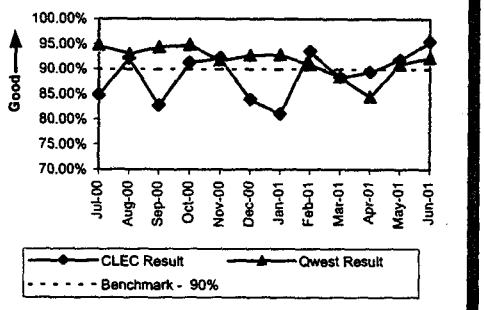
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	667	1005	66.37%	47.24%	2872	3327	86.32%	16.14	8.81
Aug-00	681	1094	62.25%	48.48%	3064	3546	86.41%	20.38	11.39
Sep-00	495	830	59.64%	49.06%	3004	3385	88.74%	23.78	13.46
Oct-00	709	1033	68.64%	46.40%	3512	3906	89.91%	20.19	11.28
Nov-00	500	684	73.10%	44.34%	3740	4108	91.04%	15.21	8.25
Dec-00	255	318	80.19%	39.86%	3690	3983	92.64%	8.04	3.89
Jan-01	894	1146	78.01%	41.42%	2053	2444	84.00%	4.56	1.78
Feb-01	691	938	73.67%	44.04%	2035	2354	86.45%	9.67	4.88
Mar-01	653	814	80.22%	39.83%	2101	2389	87.94%	5.84	2.55
Apr-01	814	935	87.06%	33.57%	2214	2457	90.11%	2.66	0.62
May-01	709	828	85.63%	35.08%	2041	2270	89.91%	3.5	1.13
Jun-01	548	603	90.88%	28.79%	1755	1936	90.65%	-0.17	-1.1



OP-3D - Installation Commitments Met (Percent) - Interval Zone One

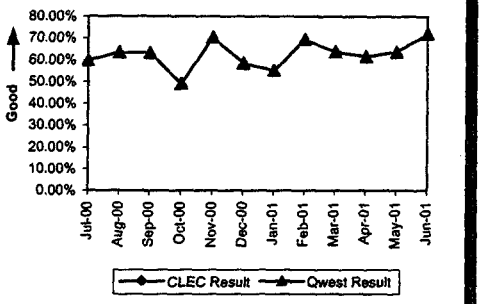
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	67	79	84.81%	35.89%	14893	15713	94.78%	3.72	1.26
Aug-00	35	38	92.11%	26.97%	13039	14017	93.02%	0.03	-0.98
Sep-00	48	58	82.76%	37.77%	13977	14813	94.36%	3.72	1.26
Oct-00	52	57	91.23%	28.29%	16668	17582	94.80%	1.25	-0.24
Nov-00	59	64	92.19%	26.84%	14736	16071	91.69%	-0.14	-1.09
Dec-00	52	62	83.87%	36.78%	15219	16410	92.74%	4.36	1.65
Jan-01	81	100	81.00%	39.23%	19148	20611	92.90%	3.72	1.26
Feb-01	115	123	93.50%	24.66%	16906	18588	90.95%	-0.98	-1.6
Mar-01	91	103	88.35%	32.08%	16983	19201	88.45%	-0.02	-1.01
Apr-01	109	122	89.34%	30.86%	13545	16042	84.43%	-1.49	-1.91
May-01	90	98	91.84%	27.38%	7279	8005	90.93%	-0.31	-1.19
Jun-01	105	110	95.45%	20.83%	5793	6282	92.22%	-1.26	-1.76



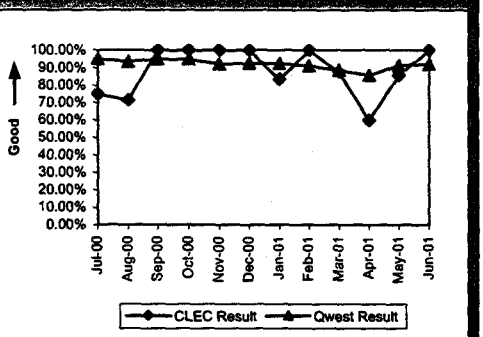
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					85	142	59.86%		
Aug-00					99	156	63.46%		
Sep-00					104	164	63.41%		
Oct-00					92	187	49.20%		
Nov-00					165	234	70.51%		
Dec-00					113	193	58.55%		
Jan-01					84	152	55.26%		
Feb-01					143	206	69.42%		
Mar-01					127	199	63.82%		
Apr-01					114	185	61.62%		
May-01					100	157	63.69%		
Jun-01					139	193	72.02%		



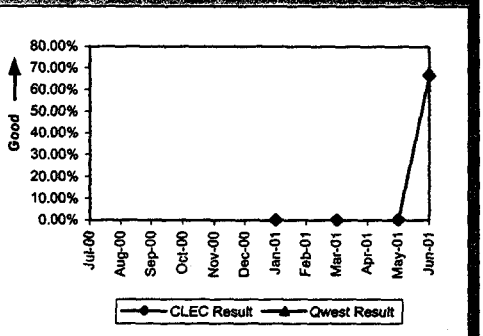
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	4	75.00%	43.30%	15468	16257	95.15%	8.01	3.87
Aug-00	5	7	71.43%	45.18%	13454	14385	93.53%	3.72	1.26
Sep-00	3	3	100.00%	0.00%	13953	14697	94.94%	-0.4	-1.24
Oct-00	3	3	100.00%	0.00%	16439	17275	95.16%	-0.39	-1.24
Nov-00	4	4	100.00%	0.00%	14855	16122	92.14%	-0.58	-1.36
Dec-00	4	4	100.00%	0.00%	15082	16260	92.76%	-0.56	-1.34
Jan-01	5	6	83.33%	37.27%	19193	20720	92.63%	3.92	1.38
Feb-01	9	9	100.00%	0.00%	16612	18233	91.11%	-0.94	-1.57
Mar-01	7	8	87.50%	33.07%	17368	19590	88.66%	0.3	-0.82
Apr-01	3	5	60.00%	48.99%	15264	17791	85.80%	8.08	3.91
May-01	6	7	85.71%	34.99%	7375	8074	91.34%	-0.08	-1.05
Jun-01	6	6	100.00%	0.00%	5682	6159	92.26%	-0.71	-1.43



Dark Fiber - Loop

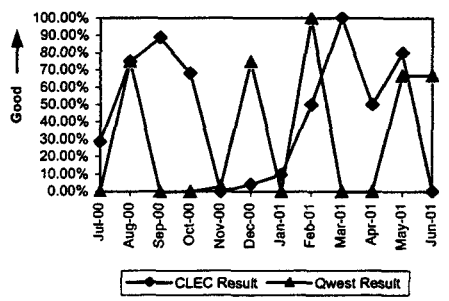
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	0	3	0.00%						
Feb-01									
Mar-01	0	2	0.00%	0.00%					
Apr-01									
May-01	0	4	0.00%	0.00%					
Jun-01	4	6	66.67%	47.14%					



OP-3D - Installation Commitments Met (Percent) - Interval Zone One

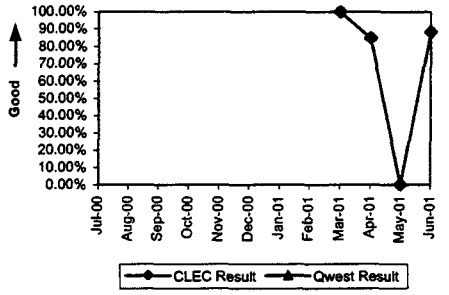
E911

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	7	28.57%	45.18%	0	2	0.00%	N/A	
Aug-00	3	4	75.00%	43.30%	3	4	75.00%		
Sep-00	8	9	88.89%	31.43%	0	3	0.00%	N/A	
Oct-00	15	22	68.18%	46.58%	0	3	0.00%	N/A	
Nov-00	0	19	0.00%	0.00%	1	37	2.70%	0.96	-0.42
Dec-00	1	24	4.17%	19.98%	9	12	75.00%	5.35	2.25
Jan-01	2	21	9.52%	29.35%	0	2	0.00%	N/A	
Feb-01	2	4	50.00%	50.00%	1	1	100.00%	N/A	-0.73
Mar-01	1	1	100.00%	0.00%	0	1	0.00%	N/A	
Apr-01	1	2	50.00%	50.00%	0	2	0.00%	N/A	
May-01	4	5	80.00%	40.00%	2	3	66.67%	-0.39	-1.24
Jun-01	0	8	0.00%	0.00%	2	3	66.67%	3.36	1.04



Enhanced Extented Links (EELs)

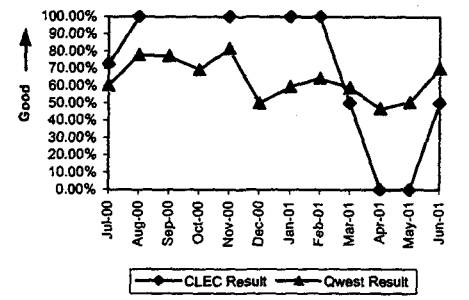
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	89	89	100.00%	0.00%					
Apr-01	11	13	84.62%	36.08%					
May-01	0	1	0.00%	0.00%					
Jun-01	15	17	88.24%	32.22%					



OP-3E - Installation Commitments Met (Percent) - Interval Zone Two

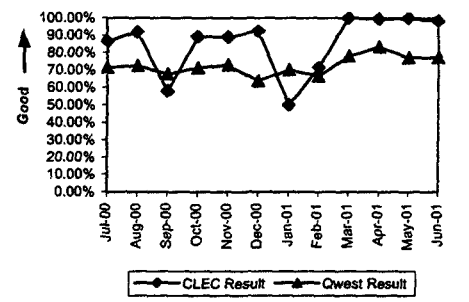
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8	11	72.73%	44.54%	62	103	60.19%	-0.81	-1.49
Aug-00	7	7	100.00%	0.00%	137	176	77.84%	-1.38	-1.84
Sep-00					113	146	77.40%		
Oct-00					177	255	69.41%		
Nov-00	4	4	100.00%	0.00%	124	152	81.58%	-0.94	-1.57
Dec-00					60	120	50.00%		
Jan-01	3	3	100.00%	0.00%	129	217	59.45%	-1.42	-1.86
Feb-01	4	4	100.00%	0.00%	103	160	64.38%	-1.47	-1.89
Mar-01	1	2	50.00%	50.00%	153	260	58.85%	0.4	-0.76
Apr-01	0	1	0.00%	0.00%	111	237	46.84%	0.11	-0.93
May-01	0	1	0.00%	0.00%	50	99	50.51%	0.81	-0.51
Jun-01	1	2	50.00%	50.00%	61	87	70.11%	0.06	-0.97



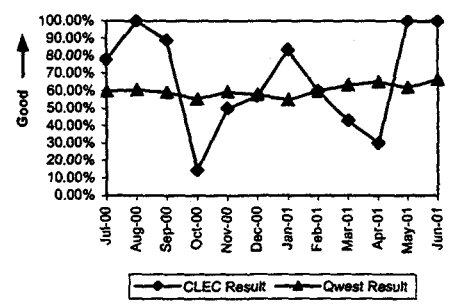
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	26	30	86.67%	33.99%	562	786	71.50%	-1.81	-2.1
Aug-00	34	37	91.89%	27.30%	745	1025	72.68%	-2.58	-2.57
Sep-00	11	19	57.89%	49.37%	563	830	67.83%	0.88	-0.46
Oct-00	25	28	89.29%	30.93%	609	854	71.31%	-2.07	-2.26
Nov-00	16	18	88.89%	31.43%	704	965	72.95%	-1.51	-1.92
Dec-00	24	26	92.31%	26.65%	558	874	63.84%	-2.98	-2.81
Jan-01	10	20	50.00%	50.00%	111	158	70.25%	1.88	0.14
Feb-01	20	28	71.43%	45.18%	82	123	66.67%	-0.48	-1.29
Mar-01	22	22	100.00%	0.00%	157	201	78.11%	-2.36	-2.43
Apr-01	223	224	99.55%	6.67%	181	217	83.41%	-4.56	-3.77
May-01	38	38	100.00%	0.00%	125	162	77.16%	-3.02	-2.84
Jun-01	62	63	98.41%	12.50%	92	119	77.31%	-3.23	-2.97



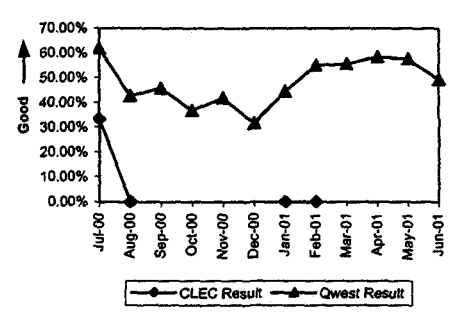
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	7	9	77.78%	41.57%	687	1147	59.90%	-1.09	-1.66
Aug-00	2	2	100.00%	0.00%	923	1524	60.56%	-1.14	-1.69
Sep-00	8	9	88.89%	31.43%	827	1398	59.16%	-1.81	-2.1
Oct-00	1	7	14.29%	34.99%	887	1600	55.44%	2.15	0.31
Nov-00	6	12	50.00%	50.00%	943	1586	59.46%	0.77	-0.53
Dec-00	4	7	57.14%	49.49%	871	1506	57.84%	0.21	-0.87
Jan-01	5	6	83.33%	37.27%	874	1594	54.83%	-1.4	-1.85
Feb-01	3	5	60.00%	48.99%	919	1533	59.95%	0	-1
Mar-01	6	14	42.86%	49.49%	1304	2058	63.36%	1.53	-0.07
Apr-01	3	10	30.00%	45.83%	1111	1702	65.28%	2.55	0.55
May-01	17	17	100.00%	0.00%	916	1479	61.93%	-3.21	-2.95
Jun-01	3	3	100.00%	0.00%	1227	1844	66.54%	-1.23	-1.75



DS3

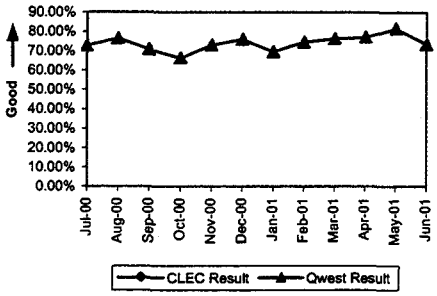
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	3	33.33%	47.14%	26	42	61.90%	0.81	-0.5
Aug-00	0	1	0.00%	0.00%	26	61	42.62%	0.22	-0.87
Sep-00					22	48	45.83%		
Oct-00					21	57	36.84%		
Nov-00					18	43	41.86%		
Dec-00					13	41	31.71%		
Jan-01	0	1	0.00%	0.00%	20	45	44.44%	0.24	-0.85
Feb-01	0	1	0.00%	0.00%	33	60	55.00%	1.61	-0.02
Mar-01					45	81	55.56%		
Apr-01					45	77	58.44%		
May-01					34	59	57.63%		
Jun-01					29	59	49.15%		



OP-3E - Installation Commitments Met (Percent) - Interval Zone Two

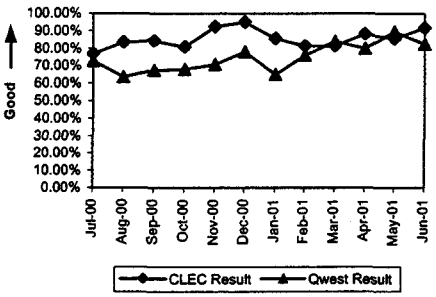
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					565	775	72.90%		
Aug-00					652	851	76.62%		
Sep-00					436	614	71.01%		
Oct-00					368	554	66.43%		
Nov-00					474	648	73.15%		
Dec-00					447	587	76.15%		
Jan-01					430	616	69.81%		
Feb-01					376	503	74.75%		
Mar-01					544	711	76.51%		
Apr-01					306	396	77.27%		
May-01					201	246	81.71%		
Jun-01					390	529	73.72%		



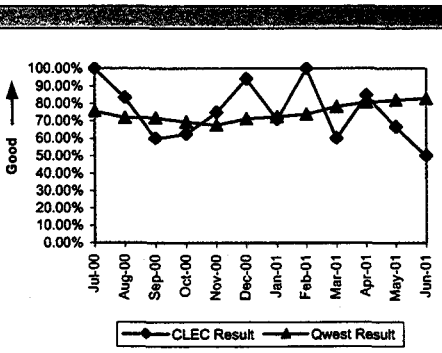
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	33	43	76.74%	42.25%	143	197	72.59%	-0.55	-1.34
Aug-00	35	42	83.33%	37.27%	94	148	63.51%	-2.35	-2.43
Sep-00	32	38	84.21%	36.46%	102	151	67.55%	-1.96	-2.19
Oct-00	21	26	80.77%	39.41%	123	181	67.96%	-1.31	-1.8
Nov-00	24	26	92.31%	26.65%	104	147	70.75%	-2.23	-2.35
Dec-00	19	20	95.00%	21.79%	96	123	78.05%	-1.7	-2.03
Jan-01	18	21	85.71%	34.99%	143	220	65.00%	-1.9	-2.16
Feb-01	13	16	81.25%	39.03%	117	154	75.97%	-0.47	-1.29
Mar-01	13	16	81.25%	39.03%	127	151	84.11%	0.24	-0.85
Apr-01	15	17	88.24%	32.22%	116	145	80.00%	-0.8	-1.49
May-01	24	28	85.71%	34.99%	137	153	89.54%	0.54	-0.67
Jun-01	22	24	91.67%	27.64%	95	115	82.61%	-1.06	-1.65



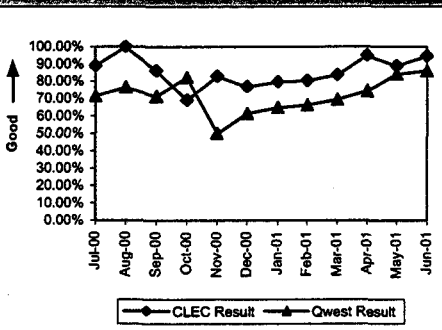
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	3	100.00%	0.00%	326	430	75.81%	-0.97	-1.59
Aug-00	5	6	83.33%	37.27%	364	506	71.94%	-0.62	-1.38
Sep-00	3	5	60.00%	48.99%	341	474	71.94%	0.83	-0.5
Oct-00	5	8	62.50%	48.41%	356	512	69.53%	0.5	-0.7
Nov-00	3	4	75.00%	43.30%	277	410	67.56%	-0.32	-1.19
Dec-00	16	17	94.12%	23.53%	281	394	71.32%	-2.03	-2.24
Jan-01	22	31	70.97%	45.39%	341	470	72.55%	0.16	-0.9
Feb-01	7	7	100.00%	0.00%	362	490	73.88%	-1.56	-1.95
Mar-01	6	10	60.00%	48.99%	402	514	78.21%	1.4	-0.15
Apr-01	11	13	84.62%	36.08%	389	481	80.87%	-0.34	-1.21
May-01	2	3	66.67%	47.14%	310	378	82.01%	0	-1
Jun-01	3	6	50.00%	50.00%	333	402	82.84%	7.56	3.6



LIS Trunk

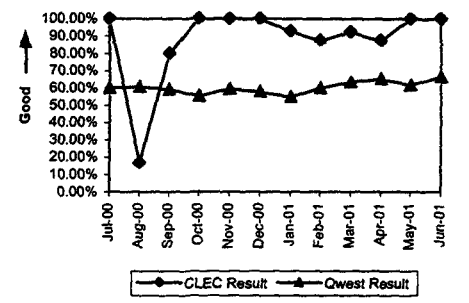
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	16	18	88.89%	31.43%	35	49	71.43%	-1.4	-1.85
Aug-00	28	28	100.00%	0.00%	52	68	76.47%	-2.47	-2.5
Sep-00	31	36	86.11%	34.58%	57	80	71.25%	-1.64	-1.99
Oct-00	29	42	69.05%	46.23%	111	135	82.22%	1.89	0.15
Nov-00	29	35	82.86%	37.69%	31	62	50.00%	-3.11	-2.89
Dec-00	33	43	76.74%	42.25%	43	70	61.43%	-1.62	-1.99
Jan-01	39	49	79.59%	40.30%	61	94	64.89%	-1.75	-2.06
Feb-01	45	56	80.36%	39.73%	49	74	66.22%	-1.69	-2.03
Mar-01	56	67	83.58%	37.04%	77	111	69.37%	-1.99	-2.21
Apr-01	77	81	95.06%	21.67%	67	90	74.44%	-3.09	-2.88
May-01	40	45	88.89%	31.43%	74	88	84.09%	-0.72	-1.44
Jun-01	52	55	94.55%	22.71%	147	171	85.96%	-1.59	-1.97



OP-3E - Installation Commitments Met (Percent) - Interval Zone Two

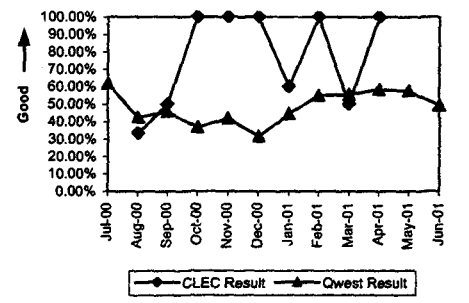
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	687	1147	59.90%	-0.82	-1.5
Aug-00	1	6	16.67%	37.27%	923	1524	60.56%	4.14	1.52
Sep-00	8	10	80.00%	40.00%	827	1398	59.16%	-1.34	-1.81
Oct-00	4	4	100.00%	0.00%	887	1600	55.44%	-1.79	-2.09
Nov-00	1	1	100.00%	0.00%	943	1586	59.46%	-0.83	-1.5
Dec-00	3	3	100.00%	0.00%	871	1506	57.84%	-1.48	-1.9
Jan-01	13	14	92.86%	25.75%	874	1594	54.83%	-2.85	-2.73
Feb-01	7	8	87.50%	33.07%	919	1533	59.95%	-1.59	-1.96
Mar-01	12	13	92.31%	26.65%	1304	2058	63.36%	-2.16	-2.31
Apr-01	7	8	87.50%	33.07%	1111	1702	65.28%	-1.32	-1.8
May-01	6	6	100.00%	0.00%	916	1479	61.93%	-1.92	-2.17
Jun-01	6	6	100.00%	0.00%	1227	1844	66.54%	-1.73	-2.05



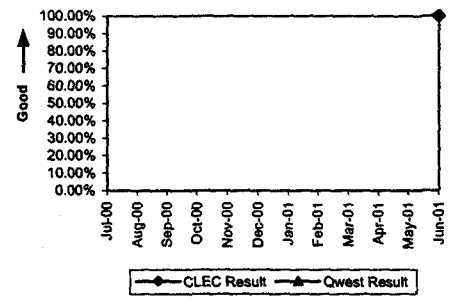
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					26	42	61.90%		
Aug-00	1	3	33.33%	47.14%	26	61	42.62%	0.3	-0.82
Sep-00	1	2	50.00%	50.00%	22	48	45.83%	-0.12	-1.07
Oct-00	1	1	100.00%	0.00%	21	57	36.84%	-1.3	-1.79
Nov-00	2	2	100.00%	0.00%	18	43	41.86%	-1.63	-1.99
Dec-00	12	12	100.00%	0.00%	13	41	31.71%	-4.47	-3.72
Jan-01	3	5	60.00%	48.99%	20	45	44.44%	-0.66	-1.4
Feb-01	1	1	100.00%	0.00%	33	60	55.00%	-0.9	-1.55
Mar-01	1	2	50.00%	50.00%	45	81	55.56%	0.46	-0.72
Apr-01	2	2	100.00%	0.00%	45	77	58.44%	-1.18	-1.72
May-01					34	59	57.63%		
Jun-01					29	59	49.15%		



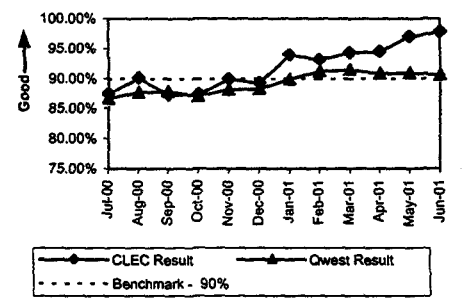
Dark Fiber - IOF

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	1	1	100.00%	0.00%					



Unbundled Loop Analog

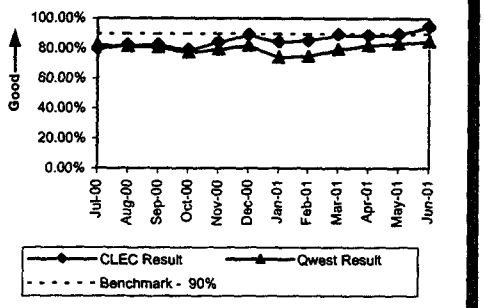
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1198	1370	87.45%	33.13%	23774	27432	86.67%	-0.83	-1.5
Aug-00	1537	1706	90.09%	29.87%	28842	32893	87.68%	-2.95	-2.8
Sep-00	1612	1847	87.28%	33.32%	26147	29779	87.80%	0.67	-0.59
Oct-00	1413	1617	87.38%	33.20%	25743	29565	87.07%	-0.36	-1.22
Nov-00	1406	1564	89.90%	30.14%	23458	26614	88.14%	-2.09	-2.27
Dec-00	1161	1301	89.24%	30.99%	21290	24123	88.26%	-1.07	-1.65
Jan-01	1189	1266	93.92%	23.90%	21146	23529	89.87%	-4.65	-3.83
Feb-01	1328	1426	93.13%	25.30%	18774	20590	91.18%	-2.51	-2.52
Mar-01	1650	1750	94.29%	23.21%	21042	23016	91.42%	-4.12	-3.51
Apr-01	1863	1972	94.47%	22.85%	21146	23280	90.83%	-5.38	-4.27
May-01	3011	3104	97.00%	17.05%	24060	26477	90.87%	-11.22	-7.82
Jun-01	3911	4002	97.73%	14.91%	24035	26549	90.53%	-14.49	-9.81



OP-3E - Installation Commitments Met (Percent) - Interval Zone Two

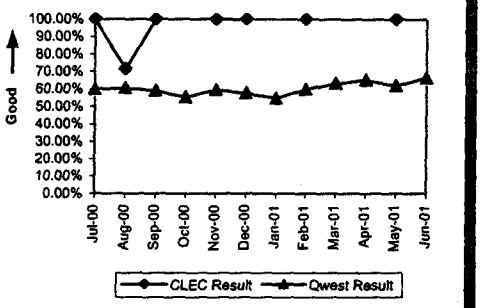
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	373	468	79.70%	40.22%	519	630	82.38%	1.12	-0.32
Aug-00	393	479	82.05%	38.38%	666	820	81.22%	-0.37	-1.22
Sep-00	465	565	82.30%	38.17%	563	698	80.66%	-0.73	-1.45
Oct-00	466	591	78.85%	40.84%	612	793	77.18%	-0.73	-1.45
Nov-00	387	462	83.77%	36.88%	591	746	79.22%	-1.89	-2.15
Dec-00	326	367	88.83%	31.50%	599	732	81.83%	-2.84	-2.73
Jan-01	660	785	84.08%	36.59%	372	503	73.96%	-4.04	-3.45
Feb-01	387	454	85.24%	35.47%	393	526	74.71%	-3.78	-3.3
Mar-01	513	577	88.91%	31.40%	439	554	79.24%	-4.01	-3.44
Apr-01	399	451	88.47%	31.94%	434	531	81.73%	-2.72	-2.66
May-01	421	472	89.19%	31.04%	362	435	83.22%	-2.41	-2.46
Jun-01	494	523	94.46%	22.89%	413	488	84.63%	-4.33	-3.63



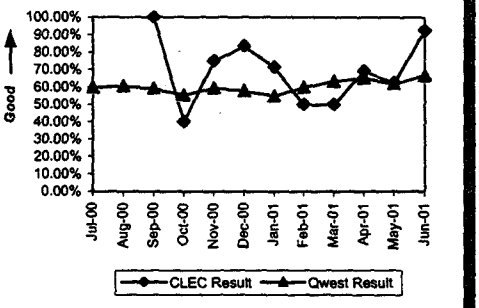
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	687	1147	59.90%	-0.82	-1.5
Aug-00	5	7	71.43%	45.18%	923	1524	60.56%	-0.59	-1.36
Sep-00	1	1	100.00%	0.00%	827	1398	59.16%	-0.83	-1.5
Oct-00					887	1600	55.44%		
Nov-00	1	1	100.00%	0.00%	943	1586	59.46%	-0.83	-1.5
Dec-00	1	1	100.00%	0.00%	871	1506	57.84%	-0.85	-1.52
Jan-01					874	1594	54.83%		
Feb-01	2	2	100.00%	0.00%	919	1533	59.95%	-1.16	-1.7
Mar-01					1304	2058	63.36%		
Apr-01					1111	1702	65.28%		
May-01	1	1	100.00%	0.00%	916	1479	61.93%	-0.78	-1.48
Jun-01					1227	1844	66.54%		



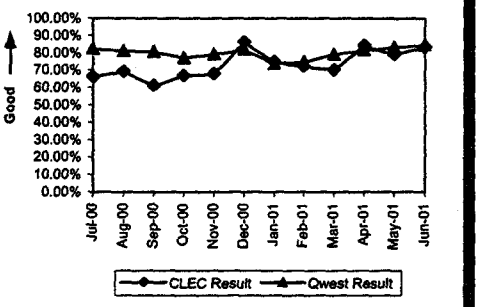
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					687	1147	59.90%		
Aug-00					923	1524	60.56%		
Sep-00	4	4	100.00%	0.00%	827	1398	59.16%	-1.66	-2.01
Oct-00	4	10	40.00%	48.99%	887	1600	55.44%	1.05	-0.36
Nov-00	6	8	75.00%	43.30%	943	1586	59.46%	-0.89	-1.54
Dec-00	5	6	83.33%	37.27%	871	1506	57.84%	-1.26	-1.77
Jan-01	5	7	71.43%	45.18%	874	1594	54.83%	-0.88	-1.54
Feb-01	5	10	50.00%	50.00%	919	1533	59.95%	0.57	-0.65
Mar-01	3	6	50.00%	50.00%	1304	2058	63.36%	0.56	-0.66
Apr-01	9	13	69.23%	46.15%	1111	1702	65.28%	-0.3	-1.18
May-01	10	16	62.50%	48.41%	916	1479	61.93%	-0.05	-1.03
Jun-01	12	13	92.31%	26.65%	1227	1844	66.54%	-1.96	-2.19



Unbundled Loop ISDN Capable

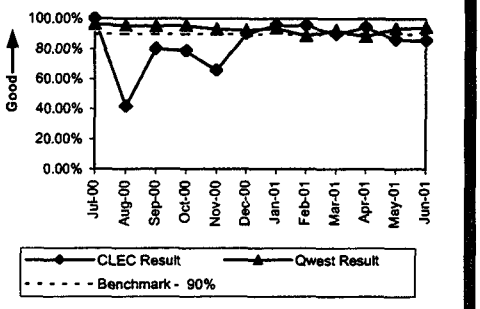
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	74	112	66.07%	47.35%	519	630	82.38%	4.34	1.64
Aug-00	65	94	69.15%	46.19%	666	820	81.22%	2.95	0.79
Sep-00	66	108	61.11%	48.75%	563	698	80.66%	5.07	2.08
Oct-00	61	91	67.03%	47.01%	612	793	77.18%	2.23	0.35
Nov-00	55	81	67.90%	46.69%	591	746	79.22%	2.46	0.5
Dec-00	31	36	86.11%	34.58%	599	732	81.83%	-0.65	-1.4
Jan-01	112	150	74.67%	43.49%	372	503	73.96%	-0.17	-1.11
Feb-01	78	108	72.22%	44.79%	393	526	74.71%	0.52	-0.68
Mar-01	59	84	70.24%	45.72%	439	554	79.24%	1.92	0.17
Apr-01	80	95	84.21%	36.46%	434	531	81.73%	-0.58	-1.35
May-01	88	111	79.28%	40.53%	362	435	83.22%	0.96	-0.41
Jun-01	79	95	83.16%	37.42%	413	488	84.63%	0.33	-0.8



OP-3E - Installation Commitments Met (Percent) - Interval Zone Two

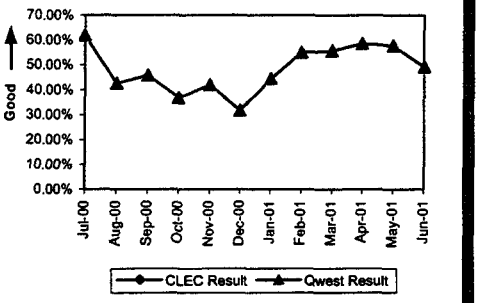
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	4	100.00%	0.00%	2494	2581	96.63%	-0.37	-1.23
Aug-00	5	12	41.67%	49.30%	2139	2241	95.45%	8.13	3.94
Sep-00	16	20	80.00%	40.00%	2413	2541	94.96%	3.72	1.26
Oct-00	11	14	78.57%	41.03%	2673	2800	95.46%	8.13	3.94
Nov-00	21	32	65.63%	47.50%	3101	3338	92.90%	7.91	3.81
Dec-00	9	10	90.00%	30.00%	3349	3634	92.16%	0.15	-0.91
Jan-01	23	24	95.83%	19.98%	3925	4185	93.79%	-0.41	-1.25
Feb-01	42	44	95.45%	20.83%	3440	3886	88.52%	-1.43	-1.87
Mar-01	44	49	89.80%	30.27%	3286	3557	92.38%	0.62	-0.62
Apr-01	32	34	94.12%	23.53%	2584	2930	88.19%	-1.06	-1.65
May-01	50	58	86.21%	34.48%	1793	1916	93.58%	2.87	0.74
Jun-01	35	41	85.37%	35.34%	1339	1423	94.10%	4.46	1.71



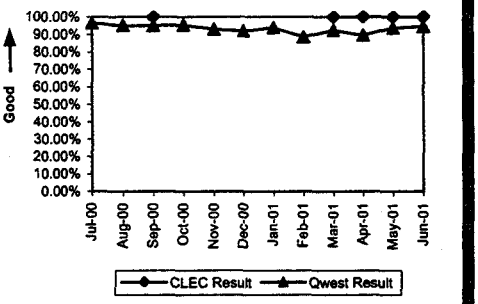
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					26	42	61.90%		
Aug-00					26	61	42.62%		
Sep-00					22	48	45.83%		
Oct-00					21	57	36.84%		
Nov-00					18	43	41.86%		
Dec-00					13	41	31.71%		
Jan-01					20	45	44.44%		
Feb-01					33	60	55.00%		
Mar-01					45	81	55.56%		
Apr-01					45	77	58.44%		
May-01					34	59	57.63%		
Jun-01					29	59	49.15%		



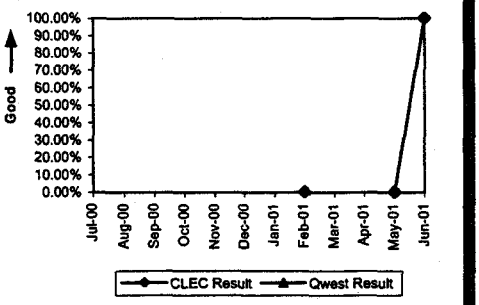
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2682	2776	96.61%		
Aug-00					2229	2340	95.26%		
Sep-00	3	3	100.00%	0.00%	2471	2598	95.11%	-0.39	-1.24
Oct-00					2700	2825	95.58%		
Nov-00					3188	3426	93.05%		
Dec-00					3412	3706	92.07%		
Jan-01					4055	4318	93.91%		
Feb-01					3540	3994	88.63%		
Mar-01	1	1	100.00%	0.00%	3522	3804	92.59%	-0.28	-1.17
Apr-01	1	1	100.00%	0.00%	3140	3503	89.64%	-0.34	-1.21
May-01	1	1	100.00%	0.00%	1958	2088	93.77%	-0.26	-1.16
Jun-01	1	1	100.00%	0.00%	1439	1524	94.42%	-0.24	-1.15



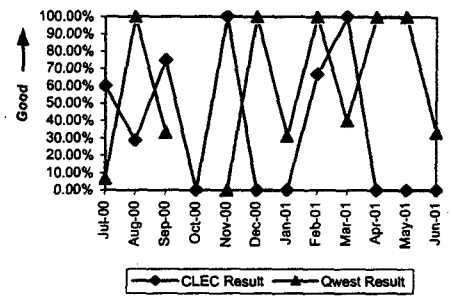
Dark Fiber - Loop

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01	0	2	0.00%	0.00%					
Mar-01									
Apr-01									
May-01	0	2	0.00%	0.00%					
Jun-01	1	1	100.00%	0.00%					



OP-3E - Installation Commitments Met (Percent) - Interval Zone Two

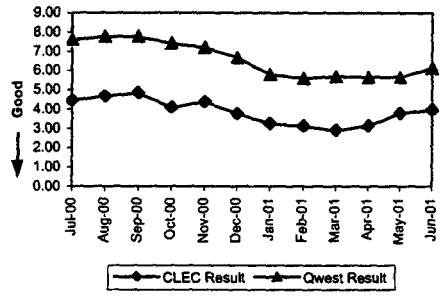
E911									
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	5	60.00%	48.99%	1	15	6.67%	-4.14	-3.52
Aug-00	2	7	28.57%	45.18%	3	3	100.00%	N/A	0.47
Sep-00	3	4	75.00%	43.30%	2	6	33.33%	-1.37	-1.83
Oct-00	0	8	0.00%	0.00%					
Nov-00	1	1	100.00%	0.00%	0	7	0.00%	N/A	
Dec-00	0	2	0.00%	0.00%	3	3	100.00%	N/A	N/A
Jan-01	0	6	0.00%	0.00%	5	16	31.25%	1.4	-0.15
Feb-01	4	6	66.67%	47.14%	2	2	100.00%	N/A	-0.31
Mar-01	1	1	100.00%	0.00%	2	5	40.00%	-1.12	-1.68
Apr-01	0	1	0.00%	0.00%	1	1	100.00%	N/A	N/A
May-01	0	2	0.00%	0.00%	4	4	100.00%	N/A	N/A
Jun-01	0	10	0.00%	0.00%	1	3	33.33%	2.66	0.61



OP-4A - Installation Interval (Average Days) - Dispatches within MSAs

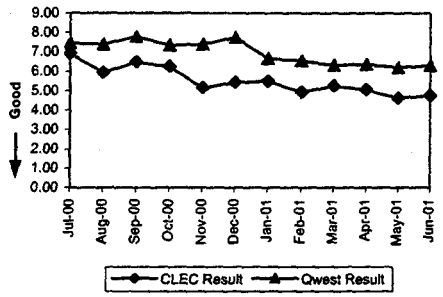
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5834	1309	4.46	5.96	580346	76385	7.60	-10.43	-7.34
Aug-00	8736	1878	4.65	5.66	710896	91651	7.76	-11.08	-7.73
Sep-00	7535	1560	4.83	5.75	636170	81943	7.76	-10.19	-7.19
Oct-00	6498	1593	4.08	4.26	597617	80697	7.41	-10.33	-7.28
Nov-00	6605	1510	4.37	5.50	558476	77645	7.19	-9.18	-6.58
Dec-00	4402	1172	3.76	5.05	496456	74290	6.68	-9.63	-6.85
Jan-01	3607	1109	3.25	5.75	480563	82892	5.80	-9.09	-6.53
Feb-01	3669	1175	3.12	5.73	415487	74276	5.59	-10.11	-7.15
Mar-01	3522	1215	2.90	3.33	475875	83655	5.69	-11.69	-8.11
Apr-01	3141	1001	3.14	5.10	460185	81325	5.66	-9.81	-6.96
May-01	5458	1444	3.78	3.25	506675	89481	5.66	-9.55	-6.81
Jun-01	6468	1628	3.97	2.98	550408	89536	6.15	-12	-8.3



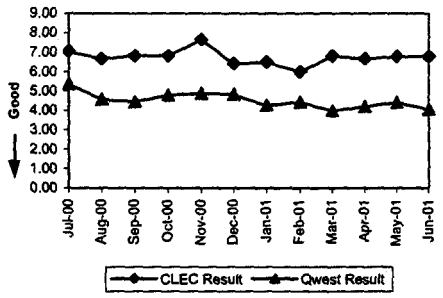
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2287	331	6.91	8.46	133572	17900	7.46	-0.87	-1.53
Aug-00	2205	371	5.94	8.93	152031	20585	7.39	-2.51	-2.53
Sep-00	2727	421	6.48	11.11	148321	19047	7.79	-2.22	-2.35
Oct-00	3686	590	6.25	10.13	151478	20602	7.35	-2.38	-2.45
Nov-00	2616	507	5.16	6.24	137940	18671	7.39	-4.18	-3.54
Dec-00	3289	605	5.44	6.73	125471	16174	7.76	-4.47	-3.72
Jan-01	3428	624	5.49	11.54	135995	20402	6.67	-2.58	-2.57
Feb-01	3064	620	4.94	8.06	120982	18469	6.55	-3.78	-3.3
Mar-01	3070	586	5.24	10.15	130002	20558	6.32	-2.64	-2.61
Apr-01	3375	668	5.05	9.73	123713	19413	6.37	-3.25	-2.97
May-01	3712	803	4.62	4.95	120030	19399	6.19	-4.57	-3.78
Jun-01	3171	667	4.75	4.46	116762	18504	6.31	-4.29	-3.61



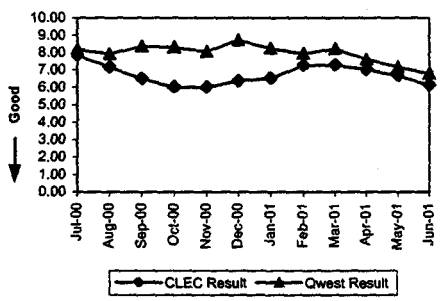
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6727	954	7.05	10.11	10118	1881	5.38	4.93	2
Aug-00	8372	1257	6.66	7.69	10320	2253	4.58	10.29	5.26
Sep-00	6592	966	6.82	7.56	9511	2132	4.46	10.09	5.13
Oct-00	7887	1157	6.82	7.98	9644	2011	4.80	7.22	3.39
Nov-00	7021	918	7.65	11.56	7234	1479	4.89	8.32	4.06
Dec-00	5943	926	6.42	9.55	6459	1334	4.84	5.52	2.36
Jan-01	7523	1158	6.50	8.37	5647	1327	4.26	8.94	4.44
Feb-01	5690	950	5.99	6.69	5272	1190	4.43	3.84	1.34
Mar-01	8305	1222	6.80	9.88	5426	1364	3.98	13.91	7.46
Apr-01	8665	1299	6.67	7.17	4895	1166	4.20	12.34	6.5
May-01	8480	1252	6.77	7.18	5130	1161	4.42	9.59	4.83
Jun-01	7763	1147	6.77	9.25	4375	1074	4.07	10.35	5.29



Centrex 21

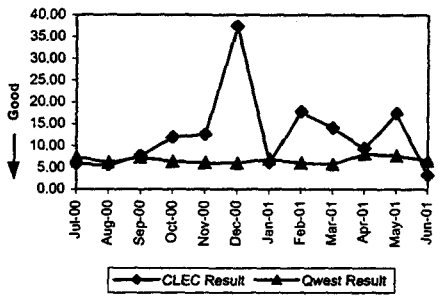
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	298	38	7.84	8.89	18298	2235	8.19	-0.19	-1.12
Aug-00	358	50	7.16	6.27	19088	2411	7.92	-0.5	-1.3
Sep-00	358	55	6.51	5.00	17531	2092	8.38	-1.28	-1.78
Oct-00	426	71	6.00	3.76	18064	2172	8.32	-1.7	-2.03
Nov-00	444	74	6.00	5.08	16599	2057	8.07	-1.82	-2.1
Dec-00	541	85	6.36	6.19	16616	1901	8.74	-1.94	-2.18
Jan-01	698	107	6.52	6.93	18349	2221	8.26	-1.31	-1.8
Feb-01	768	106	7.25	6.78	16309	2049	7.96	-0.62	-1.38
Mar-01	605	83	7.29	7.00	19081	2318	8.23	-0.66	-1.4
Apr-01	490	70	7.00	5.13	15412	2023	7.62	-0.53	-1.32
May-01	613	92	6.66	6.81	15034	2101	7.16	-0.47	-1.28
Jun-01	525	86	6.10	3.34	12615	1861	6.78	-0.63	-1.38



OP-4A - Installation Interval (Average Days) - Dispatches within MSAs

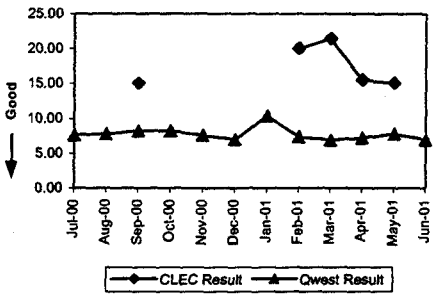
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	47	8	5.88	3.64	2453	332	7.39	-0.44	-1.27
Aug-00	49	9	5.44	6.58	2635	427	6.17	-0.24	-1.15
Sep-00	38	5	7.60	5.68	2434	333	7.31	0.05	-0.97
Oct-00	107	9	11.89	9.96	2715	427	6.36	1.62	-0.01
Nov-00	113	9	12.56	11.94	2129	348	6.12	2.14	0.3
Dec-00	970	26	37.31	26.56	2061	343	6.01	2.37	0.44
Jan-01	61	10	6.10	5.13	1529	221	6.92	-0.26	-1.16
Feb-01	142	8	17.75	17.82	1573	260	6.05	1.9	0.15
Mar-01	169	12	14.08	16.56	1528	265	5.77	1.74	0.06
Apr-01	56	6	9.33	8.16	2038	252	8.09	0.24	-0.86
May-01	87	5	17.40	11.33	1882	244	7.71	1.38	-0.16
Jun-01	13	4	3.25	0.96	1412	215	6.57	-0.56	-1.34



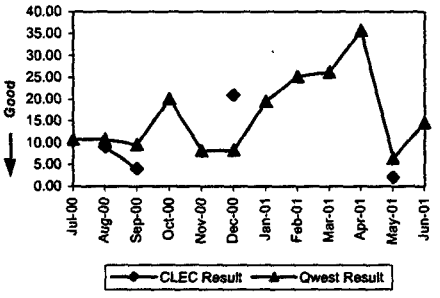
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3597	472	7.62		
Aug-00					4082	522	7.82		
Sep-00	30	2	15.00	16.97	4113	500	8.23	0.64	-0.61
Oct-00					4973	605	8.22		
Nov-00					3016	396	7.62		
Dec-00					2712	387	7.01		
Jan-01					3364	324	10.38		
Feb-01	20	1	20.00		2745	371	7.40	0.59	-0.64
Mar-01	107	5	21.40	13.26	2716	393	6.91	2.26	0.37
Apr-01	93	6	15.50	1.22	3346	462	7.24	1.59	-0.03
May-01	15	1	15.00		3515	450	7.81	0.6	-0.64
Jun-01					2787	404	6.90		



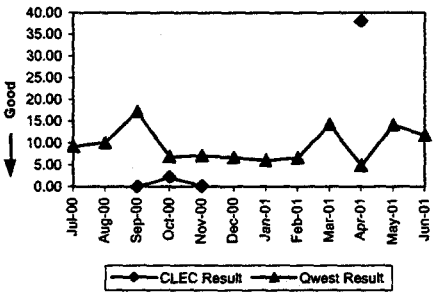
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1351	126	10.72		
Aug-00	36	4	9.00	0.00	1458	134	10.88	-0.21	-1.13
Sep-00	4	1	4.00		1771	186	9.52	-0.61	-1.37
Oct-00					3191	159	20.07		
Nov-00					898	110	8.16		
Dec-00	21	1	21.00		2095	253	8.28	1.65	0
Jan-01					899	46	19.54		
Feb-01					606	24	25.25		
Mar-01					525	20	26.25		
Apr-01					500	14	35.71		
May-01	2	1	2.00		71	11	6.45	-0.45	-1.27
Jun-01					379	26	14.58		



DS0

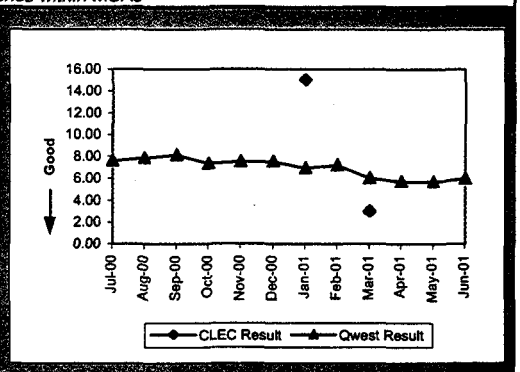
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					768	83	9.25		
Aug-00					1036	103	10.06		
Sep-00	0	17	0.00	0.00	1070	62	17.26	-1.34	-1.82
Oct-00	15	7	2.14	5.67	991	144	6.88	-1.16	-1.7
Nov-00	3	19	0.16	0.69	544	76	7.16	-3.72	-3.26
Dec-00					806	121	6.66		
Jan-01					139	23	6.04		
Feb-01					297	45	6.60		
Mar-01					586	41	14.29		
Apr-01	38	1	38.00		292	60	4.87	14.6	7.88
May-01					554	39	14.21		
Jun-01					493	42	11.74		



OP-4A - Installation Interval (Average Days) - Dispatches within MSAs

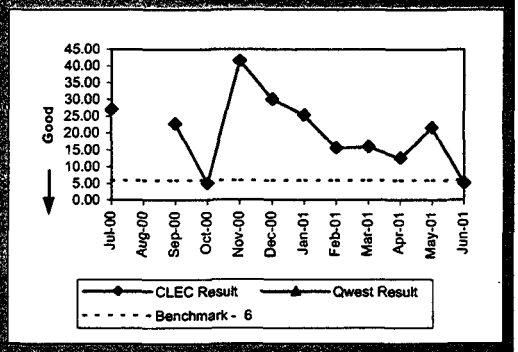
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4596	604	7.61		
Aug-00					5871	748	7.85		
Sep-00					5608	687	8.16		
Oct-00					5679	772	7.36		
Nov-00					6185	820	7.54		
Dec-00					5922	784	7.55		
Jan-01	15	1	15.00		5753	827	6.96	1.03	-0.38
Feb-01					5980	828	7.22		
Mar-01	3	1	3.00		5004	830	6.03	-0.61	-1.37
Apr-01					4158	726	5.73		
May-01					3815	670	5.69		
Jun-01					3104	519	5.98		



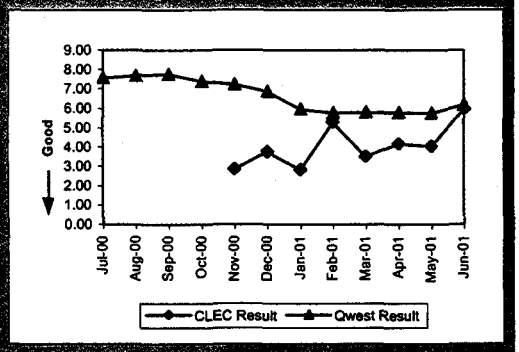
Unbundled Loop Analog

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	135	5	27.00	7.38					
Aug-00									
Sep-00	250	11	22.73	57.90					
Oct-00	5	1	5.00						
Nov-00	83	2	41.50	51.62					
Dec-00	120	4	30.00	33.30					
Jan-01	76	3	25.33	35.22					
Feb-01	467	30	15.57	21.36					
Mar-01	80	5	16.00	7.78					
Apr-01	114	9	12.67	12.32					
May-01	195	9	21.67	23.92					
Jun-01	77	15	5.13	0.74					



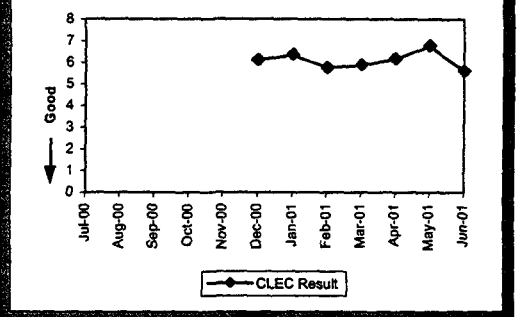
UNE - P (POTS)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					713918	94285	7.57		
Aug-00					862927	112236	7.69		
Sep-00					784491	100990	7.77		
Oct-00					749095	101299	7.39		
Nov-00	40	14	2.86	2.07	696416	96316	7.23	-1.38	-1.84
Dec-00	30	8	3.75	3.06	621927	90464	6.87	-0.82	-1.5
Jan-01	17	6	2.83	1.17	616558	103294	5.97	-0.79	-1.48
Feb-01	90	17	5.29	4.04	536469	92745	5.78	-0.23	-1.14
Mar-01	105	30	3.50	2.78	605877	104213	5.81	-1.48	-1.9
Apr-01	175	42	4.17	2.95	583898	100738	5.80	-1.23	-1.75
May-01	145	36	4.03	3.18	626705	108880	5.76	-1.32	-1.8
Jun-01	423	71	5.96	4.57	667170	108040	6.18	-0.24	-1.15



OP-4A - Installation Interval (Average Days) - Dispatches within MSAs

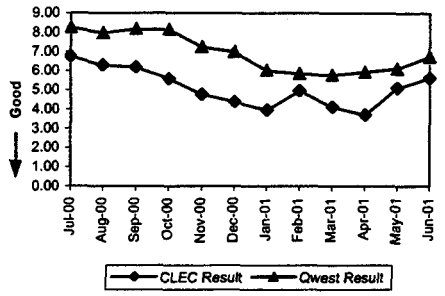
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	837	137	6.11	3.37
Jan-01	547	86	6.36	4.24
Feb-01	529	92	5.75	5.70
Mar-01	594	101	5.88	2.90
Apr-01	506	82	6.17	3.38
May-01	278	41	6.78	4.47
Jun-01	253	45	5.62	1.70



OP-4B - Installation Interval (Average Days) - Dispatches outside MSAs

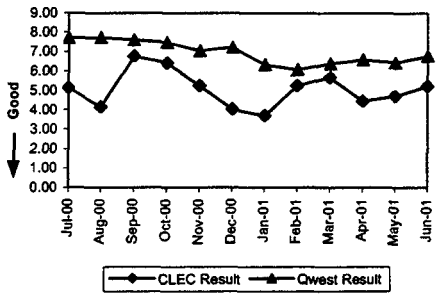
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1423	211	6.74	9.94	180572	21927	8.24	-1.12	-1.68
Aug-00	1686	268	6.29	8.82	208940	26238	7.96	-1.55	-1.94
Sep-00	1483	240	6.18	10.33	196001	24003	8.17	-1.63	-1.99
Oct-00	1423	255	5.58	8.03	192483	23639	8.14	-1.8	-2.09
Nov-00	1202	252	4.77	7.05	152428	21076	7.23	-2.3	-2.4
Dec-00	936	214	4.37	6.05	136162	19539	6.97	-3.02	-2.83
Jan-01	854	216	3.95	5.19	112977	18776	6.02	-2	-2.22
Feb-01	1176	237	4.96	12.95	95491	16335	5.85	-1.05	-1.64
Mar-01	810	197	4.11	6.18	105362	18244	5.78	-1.65	-2
Apr-01	600	162	3.70	3.70	109622	18472	5.93	-2.18	-2.33
May-01	1437	282	5.10	7.32	130671	21390	6.11	-1.41	-1.85
Jun-01	2215	394	5.62	10.49	145764	21675	6.72	-1.24	-1.75



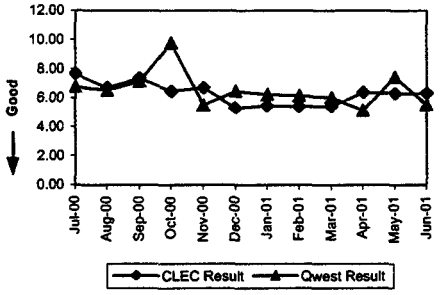
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	715	139	5.14	5.58	42424	5505	7.71	-1.92	-2.17
Aug-00	786	189	4.16	4.41	51353	6655	7.72	-3.6	-3.19
Sep-00	1200	177	6.78	11.66	44014	5776	7.62	-0.74	-1.45
Oct-00	1475	230	6.41	9.69	44238	5926	7.47	-1.3	-1.79
Nov-00	923	176	5.24	6.42	39076	5538	7.06	-1.99	-2.21
Dec-00	683	169	4.04	3.74	33089	4584	7.22	-3.61	-3.2
Jan-01	438	118	3.71	5.78	30110	4753	6.33	-2.38	-2.45
Feb-01	714	136	5.25	7.11	25877	4255	6.08	-0.86	-1.52
Mar-01	731	129	5.67	12.93	30509	4772	6.39	-0.7	-1.42
Apr-01	454	102	4.45	4.20	31695	4808	6.59	-1.85	-2.12
May-01	730	155	4.71	5.42	32722	5087	6.43	-2.04	-2.24
Jun-01	797	153	5.21	4.97	33061	4874	6.78	-1.59	-1.97



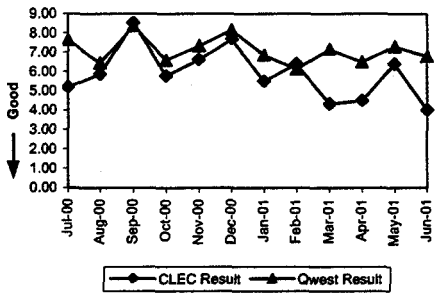
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2237	292	7.66	10.31	2276	335	6.79	0.93	-0.44
Aug-00	2496	372	6.71	8.90	2499	384	6.51	0.29	-0.82
Sep-00	2554	348	7.34	11.04	2585	362	7.14	0.27	-0.83
Oct-00	2290	355	6.45	6.02	4101	420	9.76	-3.03	-2.84
Nov-00	2155	322	6.69	10.25	1389	253	5.49	0.43	-0.74
Dec-00	1883	355	5.30	5.27	1484	230	6.45	-1.79	-2.09
Jan-01	1842	339	5.43	7.68	1165	187	6.23	-1.02	-1.62
Feb-01	1506	279	5.40	9.99	837	136	6.15	-1.12	-1.68
Mar-01	2321	429	5.41	4.74	766	127	6.03	-0.6	-1.36
Apr-01	2721	427	6.37	8.83	553	108	5.12	1.05	-0.36
May-01	2648	421	6.29	8.86	943	127	7.43	-0.82	-1.5
Jun-01	2631	416	6.32	10.18	779	141	5.52	1.19	-0.28



Centrex 21

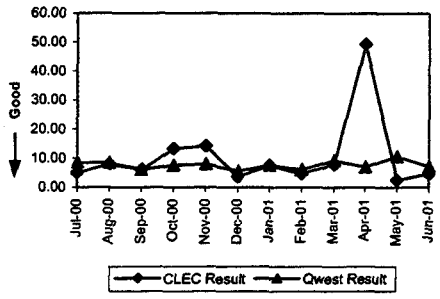
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	140	27	5.19	1.49	3027	396	7.64	-1.28	-1.78
Aug-00	176	30	5.87	3.00	2890	448	6.45	-0.43	-1.26
Sep-00	239	28	8.54	9.13	2895	346	8.37	0.08	-0.95
Oct-00	150	26	5.77	2.52	2548	387	6.58	-0.48	-1.29
Nov-00	218	33	6.61	4.83	2326	317	7.34	-0.39	-1.24
Dec-00	269	35	7.69	8.00	2449	300	8.16	-0.2	-1.12
Jan-01	33	6	5.50	0.84	1595	233	6.85	-0.26	-1.16
Feb-01	64	10	6.40	3.69	1523	248	6.14	0.07	-0.96
Mar-01	52	12	4.33	1.56	2034	284	7.16	-0.83	-1.51
Apr-01	54	12	4.50	1.73	1495	230	6.50	-0.57	-1.35
May-01	64	10	6.40	2.27	1894	259	7.31	-0.18	-1.11
Jun-01	32	8	4.00	1.31	1854	273	6.79	-0.79	-1.48



OP-4B - Installation Interval (Average Days) - Dispatches outside MSAs

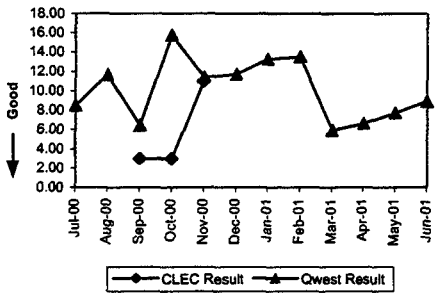
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	25	5	5.00	4.53	904	105	8.61	-0.59	-1.36
Aug-00	16	2	8.00	1.41	1059	124	8.54	-0.05	-1.03
Sep-00	48	8	6.00	3.38	619	101	6.13	-0.05	-1.03
Oct-00	120	9	13.33	20.08	980	130	7.54	1.05	-0.36
Nov-00	71	5	14.20	18.97	1184	148	8.00	1.2	-0.27
Dec-00	22	6	3.67	2.73	554	99	5.60	-0.4	-1.24
Jan-01	15	2	7.50	6.36	480	63	7.62	-0.01	-1.01
Feb-01	24	5	4.80	3.35	294	48	6.12	-0.28	-1.17
Mar-01	31	4	7.75	10.84	451	49	9.20	-0.12	-1.07
Apr-01	148	3	49.33	51.39	451	64	7.05	6.45	2.92
May-01	12	5	2.40	0.89	536	50	10.72	-0.9	-1.55
Jun-01	37	8	4.62	3.16	365	51	7.16	-0.45	-1.27



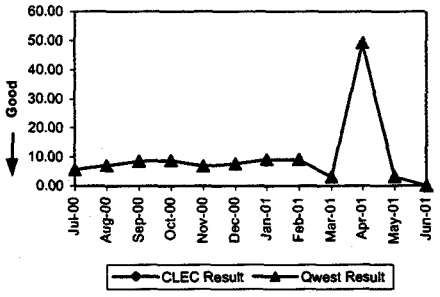
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					357	42	8.50		
Aug-00					536	46	11.65		
Sep-00	3	1	3.00		394	61	6.46	-0.6	-1.37
Oct-00	3	1	3.00		914	58	15.76	-0.59	-1.36
Nov-00	33	3	11.00	5.20	661	58	11.40	-0.05	-1.03
Dec-00					785	67	11.72		
Jan-01					252	19	13.26		
Feb-01					338	25	13.52		
Mar-01					142	24	5.92		
Apr-01					212	32	6.62		
May-01					201	26	7.73		
Jun-01					187	21	8.90		



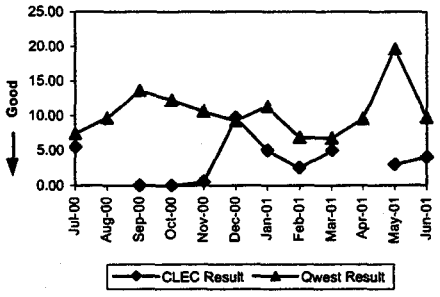
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					62	11	5.64		
Aug-00					118	17	6.94		
Sep-00					194	23	8.43		
Oct-00					191	22	8.68		
Nov-00					67	10	6.70		
Dec-00					295	39	7.56		
Jan-01					9	1	9.00		
Feb-01					27	3	9.00		
Mar-01					3	1	3.00		
Apr-01					197	4	49.25		
May-01					12	4	3.00		
Jun-01					0	1	0.00		



DS0

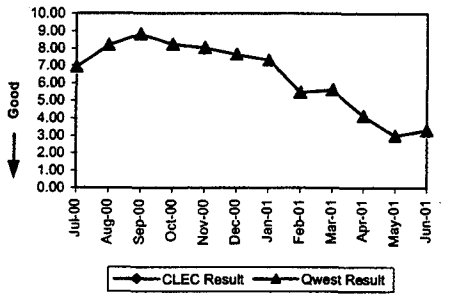
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	11	2	5.50	0.71	134	18	7.44	-0.48	-1.29
Aug-00					494	51	9.69		
Sep-00	0	12	0.00	0.00	327	24	13.62	-2.46	-2.5
Oct-00	0	12	0.00	0.00	282	23	12.26	-2.28	-2.39
Nov-00	10	20	0.50	1.82	266	25	10.64	-2.99	-2.82
Dec-00	39	4	9.75	3.20	314	34	9.24	0.06	-0.96
Jan-01	5	1	5.00		204	18	11.33	-0.73	-1.44
Feb-01	5	2	2.50	0.71	103	15	6.87	-1.46	-1.89
Mar-01	5	1	5.00		217	32	6.78	-0.33	-1.2
Apr-01					134	14	9.57		
May-01	3	1	3.00		196	10	19.60	-0.43	-1.26
Jun-01	8	2	4.00	1.41	107	11	9.73	-0.69	-1.42



OP-4B - Installation Interval (Average Days) - Dispatches outside MSAs

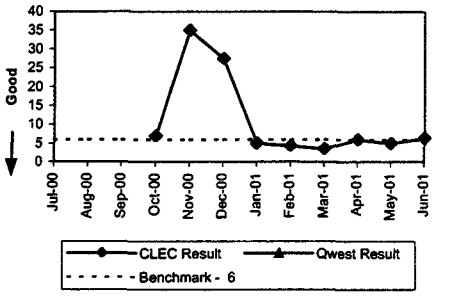
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					201	29	6.93		
Aug-00					278	34	8.18		
Sep-00					415	47	8.83		
Oct-00					338	41	8.24		
Nov-00					298	37	8.05		
Dec-00					337	44	7.66		
Jan-01					117	16	7.31		
Feb-01					82	15	5.47		
Mar-01					90	16	5.62		
Apr-01					66	16	4.12		
May-01					51	17	3.00		
Jun-01					40	12	3.33		



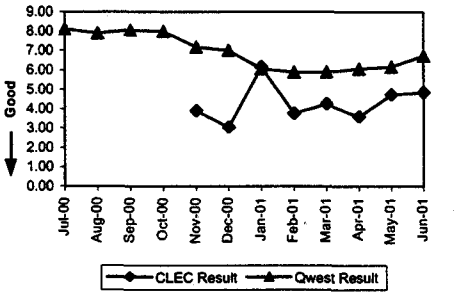
Unbundled Loop Analog

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00	7	1	7.00						
Nov-00	140	4	35.00	55.34					
Dec-00	55	2	27.50	19.09					
Jan-01	5	1	5.00						
Feb-01	30	7	4.29	0.76					
Mar-01	7	2	3.50	2.12					
Apr-01	12	2	6.00	5.66					
May-01	10	2	5.00	1.41					
Jun-01	96	15	6.40	3.07					



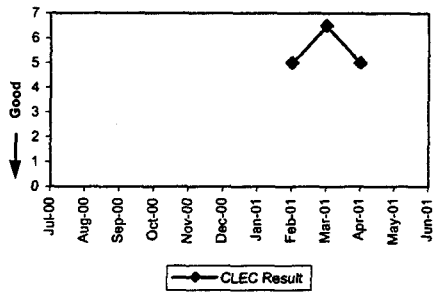
UNE - P (POTS)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					222996	27432	8.13		
Aug-00					260293	32893	7.91		
Sep-00					240015	29779	8.06		
Oct-00					236721	29565	8.01		
Nov-00	90	23	3.91	4.12	191504	26614	7.20	-0.98	-1.6
Dec-00	58	19	3.05	2.25	169251	24123	7.02	-1.41	-1.85
Jan-01	80	13	6.15	6.12	143087	23529	6.08	0.02	-0.99
Feb-01	75	20	3.75	2.88	121368	20590	5.89	-0.77	-1.47
Mar-01	85	20	4.25	4.12	135871	23016	5.90	-0.54	-1.33
Apr-01	61	17	3.59	3.36	141317	23280	6.07	-0.81	-1.49
May-01	104	22	4.73	3.88	163393	26477	6.17	-0.58	-1.35
Jun-01	121	25	4.84	4.17	178825	26549	6.74	-0.57	-1.35



OP-4B - Installation Interval (Average Days) - Dispatches outside MSAs

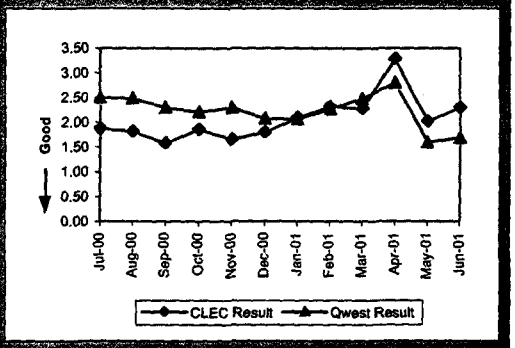
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	10	2	5.00	0.00
Mar-01	13	2	6.50	2.12
Apr-01	5	1	5.00	
May-01				
Jun-01				



OP-4C - Installation Interval (Average Days) - No dispatches

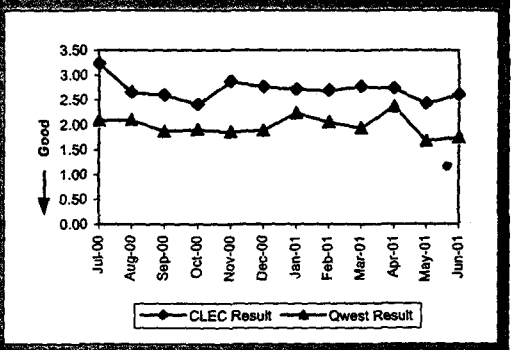
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	19742	10511	1.88	3.02	1883108	752919	2.50	-19.35	-12.76
Aug-00	23076	12650	1.82	2.64	2161338	868080	2.49	-21.29	-13.95
Sep-00	21090	13324	1.58	2.27	1833758	796761	2.30	-26.82	-17.3
Oct-00	26787	14386	1.86	2.38	1878327	851018	2.21	-13.29	-9.08
Nov-00	24417	14749	1.66	1.96	1832756	795307	2.30	-25.02	-16.21
Dec-00	23531	13078	1.80	2.30	1425254	683912	2.08	-10.99	-7.68
Jan-01	25170	12057	2.09	2.06	1364064	659353	2.07	0.74	-0.55
Feb-01	28137	12151	2.32	2.30	1396274	615738	2.27	1.89	0.15
Mar-01	33424	14667	2.28	2.17	1910413	769023	2.48	-8.66	-6.27
Apr-01	52577	16034	3.28	2.75	2049893	733389	2.80	18.87	10.47
May-01	25629	12686	2.02	1.12	902437	562633	1.60	30.38	17.47
Jun-01	28415	12340	2.30	1.14	980858	578812	1.69	47.54	27.9



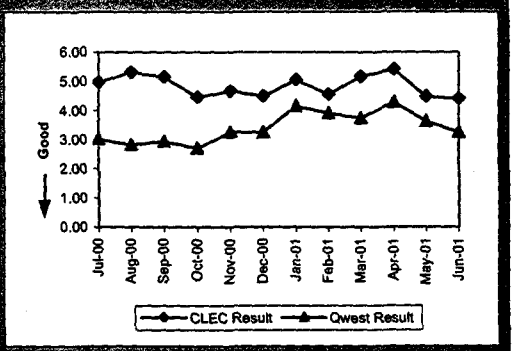
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8005	2478	3.23	4.78	101748	48603	2.09	12.96	6.88
Aug-00	8088	3047	2.65	2.28	116345	55484	2.10	8.55	4.2
Sep-00	6482	2489	2.60	2.80	101783	54414	1.87	10.77	5.55
Oct-00	9883	4095	2.41	2.40	105423	55286	1.91	8.77	4.33
Nov-00	12397	4325	2.87	4.45	90980	48840	1.86	16.44	8.99
Dec-00	13310	4822	2.76	3.29	85833	45504	1.89	16.69	9.14
Jan-01	11280	4158	2.71	2.76	92072	41180	2.24	7.65	3.65
Feb-01	9671	3591	2.69	3.07	79351	38447	2.06	10.38	5.31
Mar-01	11581	4186	2.77	3.16	80535	41472	1.94	15.33	8.32
Apr-01	11061	4048	2.73	2.90	101475	42898	2.37	5.53	2.36
May-01	10610	4362	2.43	1.26	69990	41572	1.68	21.13	11.84
Jun-01	9228	3544	2.60	1.39	69973	39899	1.75	22.11	12.44



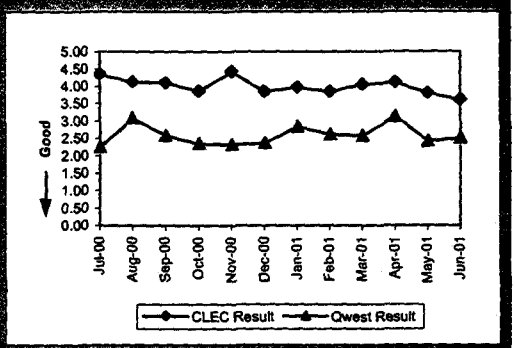
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	23225	4674	4.97	3.45	13568	4499	3.02	17.73	9.78
Aug-00	31650	5966	5.31	4.27	15294	5416	2.82	30.23	17.38
Sep-00	24541	4759	5.16	3.78	14621	4948	2.95	30.35	17.45
Oct-00	28676	6436	4.46	3.57	18045	6655	2.71	23.62	13.36
Nov-00	19656	4213	4.67	3.90	13137	4015	3.27	14.46	7.79
Dec-00	22001	4896	4.49	3.64	12029	3687	3.26	12.94	6.86
Jan-01	20015	3959	5.06	3.63	7381	1774	4.16	6.75	3.1
Feb-01	15753	3457	4.56	5.20	5601	1430	3.92	4.58	1.78
Mar-01	28934	5601	5.17	4.25	5440	1450	3.75	12.88	6.83
Apr-01	28669	5297	5.41	5.21	5915	1377	4.30	6.55	2.98
May-01	17736	3966	4.47	4.22	4383	1209	3.63	5.43	2.3
Jun-01	14984	3409	4.40	4.19	4373	1342	3.26	6.11	2.71



Centrex 21

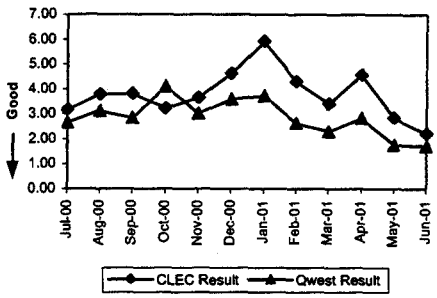
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1423	327	4.35	3.71	15151	6727	2.25	2.75	0.67
Aug-00	1983	480	4.13	2.25	26611	8643	3.08	1.6	-0.03
Sep-00	2208	538	4.10	2.81	20326	7876	2.58	2.88	0.75
Oct-00	2105	546	3.86	2.94	19092	8154	2.34	3.72	1.26
Nov-00	2376	536	4.43	3.23	15339	6605	2.32	3.09	0.88
Dec-00	2820	733	3.85	3.32	13941	5917	2.36	11.97	6.28
Jan-01	1841	464	3.97	3.52	12719	4480	2.84	2.65	0.61
Feb-01	1691	439	3.85	3.08	10534	4029	2.61	1.28	-0.22
Mar-01	2153	532	4.05	3.25	13008	5062	2.57	2.51	0.53
Apr-01	1551	376	4.12	2.71	17918	5719	3.13	1.62	-0.02
May-01	1198	315	3.80	1.59	13497	5598	2.41	2.65	0.61
Jun-01	915	254	3.60	1.58	14046	5609	2.50	2.65	0.61



OP-4C - Installation Interval (Average Days) - No dispatches

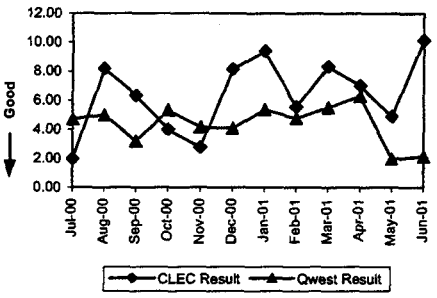
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	349	110	3.17	4.65	4122	1542	2.67	1.4	-0.15
Aug-00	386	102	3.78	6.71	5609	1798	3.12	1.14	-0.31
Sep-00	315	83	3.80	6.55	4963	1746	2.84	1.61	-0.02
Oct-00	338	105	3.22	4.97	7803	1901	4.10	-1.32	-1.8
Nov-00	233	64	3.64	3.97	5007	1664	3.01	0.98	-0.41
Dec-00	263	57	4.61	4.36	4837	1351	3.58	1.42	-0.14
Jan-01	379	64	5.92	10.36	3788	1016	3.73	1.54	-0.07
Feb-01	228	53	4.30	6.39	2513	952	2.64	1.66	0.01
Mar-01	160	47	3.40	4.45	2884	1255	2.30	1.68	0.02
Apr-01	187	41	4.56	6.20	3438	1213	2.83	0.69	-0.58
May-01	105	37	2.84	4.15	1976	1123	1.76	1.88	0.14
Jun-01	55	25	2.20	1.76	2171	1262	1.72	0.85	-0.48



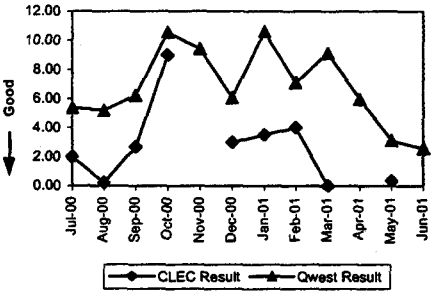
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10	5	2.00	1.00	7699	1631	4.72	-0.95	-1.58
Aug-00	49	6	8.17	10.09	8381	1677	5.00	0.76	-0.54
Sep-00	38	6	6.33	4.89	5031	1575	3.19	2.05	0.25
Oct-00	48	12	4.00	2.86	10798	2022	5.34	-0.81	-1.5
Nov-00	25	9	2.78	2.05	11014	2640	4.17	-0.47	-1.28
Dec-00	114	14	8.14	8.80	10935	2656	4.12	3.09	0.88
Jan-01	94	10	9.40	11.36	3051	567	5.38	0.71	-0.57
Feb-01	50	9	5.56	4.48	2340	491	4.77	0.28	-0.83
Mar-01	50	6	8.33	4.80	1925	349	5.52	0.84	-0.49
Apr-01	56	8	7.00	4.63	2397	381	6.29	0.1	-0.94
May-01	49	10	4.90	1.85	445	225	1.98	1.76	0.07
Jun-01	71	7	10.14	11.57	622	292	2.13	2.05	0.25



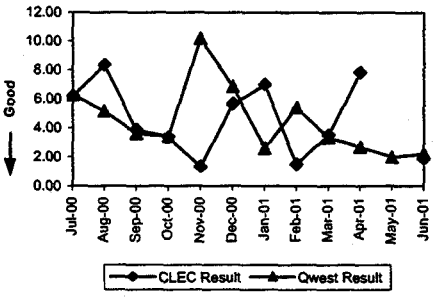
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	1	2.00		1403	261	5.38	-0.3	-1.18
Aug-00	2	10	0.20	0.63	1612	310	5.20	-2.4	-2.46
Sep-00	8	3	2.67	1.53	2081	334	6.23	-0.54	-1.33
Oct-00	9	1	9.00		3411	323	10.56	-0.09	-1.06
Nov-00					3065	325	9.43		
Dec-00	3	1	3.00		2324	382	6.08	-0.45	-1.28
Jan-01	7	2	3.50	0.71	1113	105	10.60	-0.29	-1.18
Feb-01	4	1	4.00		712	100	7.12	-0.29	-1.18
Mar-01	0	1	0.00		1115	122	9.14	-0.64	-1.39
Apr-01					597	100	5.97		
May-01	1	3	0.33	0.58	358	114	3.14	-1.46	-1.89
Jun-01					387	150	2.58		



DS0

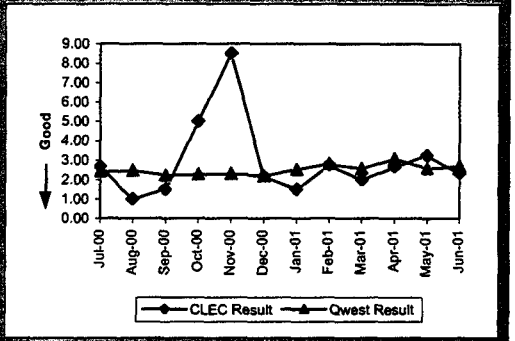
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	173	28	6.18	4.77	1817	290	6.27	-0.03	-1.02
Aug-00	167	20	8.35	20.04	1752	339	5.17	1.42	-0.14
Sep-00	31	8	3.88	2.75	1035	287	3.61	0.12	-0.93
Oct-00	27	8	3.38	3.16	1193	351	3.40	-0.01	-1.01
Nov-00	8	6	1.33	0.52	3549	348	10.20	-1	-1.61
Dec-00	17	3	5.67	7.23	2539	370	6.86	-0.28	-1.17
Jan-01	7	1	7.00		321	124	2.59	0.87	-0.47
Feb-01	6	4	1.50	0.58	536	99	5.41	-0.24	-1.14
Mar-01	7	2	3.50	0.71	359	108	3.32	0.04	-0.97
Apr-01	47	6	7.83	16.77	264	99	2.67	1.46	-0.11
May-01					245	123	1.99		
Jun-01	45	24	1.88	2.47	163	74	2.20	-0.51	-1.31



OP-4C - Installation Interval (Average Days) - No dispatches

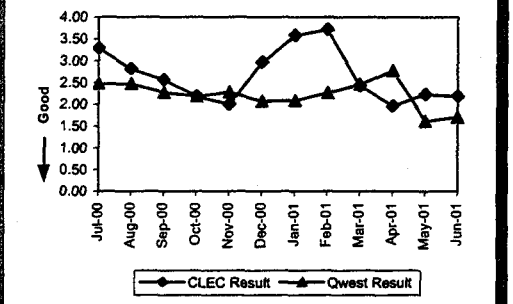
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8	3	2.67	0.58	22271	9185	2.42	0.15	-0.91
Aug-00	2	2	1.00	0.00	28346	11457	2.47	-0.6	-1.36
Sep-00	6	4	1.50	1.29	24762	11167	2.22	-0.49	-1.3
Oct-00	10	2	5.00	5.66	29593	13024	2.27	1.28	-0.22
Nov-00	17	2	8.50	3.54	28556	12388	2.31	2.73	0.66
Dec-00	13	6	2.17	0.75	25479	11637	2.19	-0.02	-1.01
Jan-01	9	6	1.50	0.84	29319	11624	2.52	-0.68	-1.41
Feb-01	11	4	2.75	1.89	34272	12171	2.82	-0.04	-1.02
Mar-01	8	4	2.00	0.82	35912	13964	2.57	-0.37	-1.23
Apr-01	8	3	2.67	2.52	44308	14396	3.08	-0.24	-1.15
May-01	13	4	3.25	2.06	33536	12979	2.58	0.54	-0.67
Jun-01	7	3	2.33	1.15	34993	12895	2.71	-0.26	-1.16



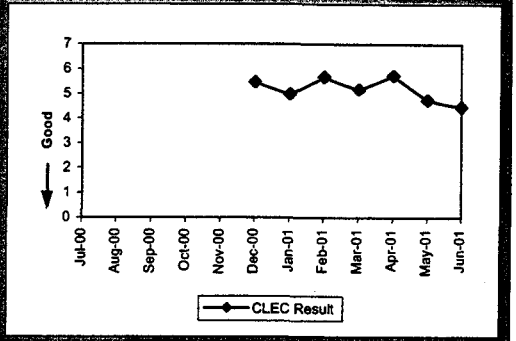
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	592	180	3.29	1.92	1984856	801522	2.48	3.09	0.88
Aug-00	897	319	2.81	2.05	2277683	923564	2.47	3.09	0.88
Sep-00	712	278	2.56	1.55	1935541	851175	2.27	1.55	-0.06
Oct-00	5131	2346	2.19	1.05	1983750	906304	2.19	-0.03	-1.02
Nov-00	3432	1715	2.00	1.21	1923736	844147	2.28	-3.62	-3.2
Dec-00	3395	1146	2.96	2.89	1511087	729416	2.07	10.14	5.17
Jan-01	8469	2363	3.58	2.29	1456137	700534	2.08	25.7	14.62
Feb-01	5177	1395	3.71	2.30	1475626	654186	2.26	19.27	10.71
Mar-01	1725	714	2.42	3.90	1990949	810496	2.46	-0.38	-1.23
Apr-01	3533	1799	1.96	1.85	2151368	776292	2.77	-10.47	-7.37
May-01	1904	854	2.23	3.06	972427	604208	1.61	11.43	5.95
Jun-01	2694	1236	2.18	1.05	1050833	618712	1.70	11.5	5.99



OP-4C - Installation Interval (Average Days) - No dispatches

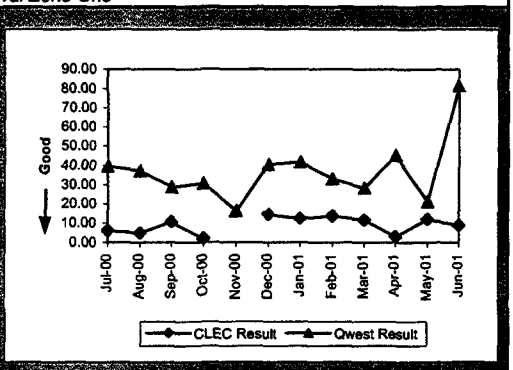
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	2917	534	5.46	2.35
Jan-01	5378	1079	4.98	2.68
Feb-01	5616	991	5.67	6.45
Mar-01	4302	832	5.17	4.83
Apr-01	4759	830	5.73	3.82
May-01	2944	621	4.74	2.84
Jun-01	5746	1288	4.46	2.43



OP-4D - Installation Interval (Average Days) - Interval Zone One

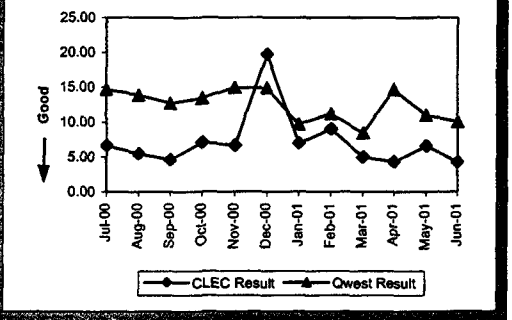
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	49	8	6.12	2.64	14831	374	39.66	-2.55	-2.55
Aug-00	29	6	4.83	0.41	10657	287	37.13	-2.49	-2.51
Sep-00	32	3	10.67	11.55	10047	348	28.87	-1.29	-1.79
Oct-00	4	2	2.00	0.00	10255	336	30.52	-1.16	-1.71
Nov-00					5029	309	16.28		
Dec-00	29	2	14.50	13.44	9215	228	40.42	-0.93	-1.56
Jan-01	37	3	12.33	0.58	15695	377	41.63	-1.67	-2.02
Feb-01	41	3	13.67	8.02	12636	382	33.08	-0.89	-1.54
Mar-01	70	6	11.67	7.71	7409	262	28.28	-1.15	-1.7
Apr-01	3	1	3.00		13523	298	45.38	-0.95	-1.58
May-01	12	1	12.00		4976	234	21.26	-0.39	-1.23
Jun-01	61	7	8.71	7.32	34244	421	81.34	-1.61	-1.98



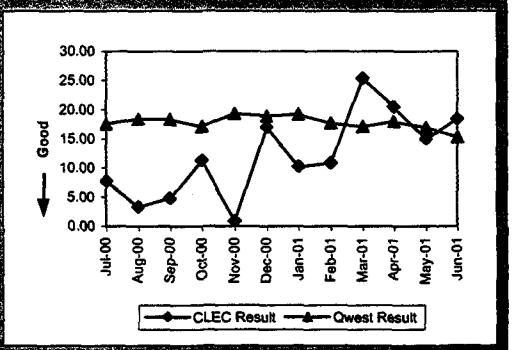
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	80	12	6.67	3.77	13951	949	14.70	-2.24	-2.36
Aug-00	77	14	5.50	1.87	14979	1080	13.87	-2.29	-2.39
Sep-00	60	13	4.62	2.06	12067	949	12.72	-2.22	-2.35
Oct-00	50	7	7.14	4.63	14181	1059	13.39	-0.89	-1.54
Nov-00	40	6	6.67	5.39	17875	1199	14.91	-1.45	-1.88
Dec-00	118	6	19.67	11.93	13738	924	14.87	0.65	-0.6
Jan-01	70	10	7.00	4.99	1290	133	9.70	-0.65	-1.4
Feb-01	9	1	9.00		1425	127	11.22	-0.17	-1.1
Mar-01	45	9	5.00	0.00	1239	146	8.49	-0.9	-1.55
Apr-01	211	49	4.31	4.04	2112	144	14.67	-1.77	-2.08
May-01	106	16	6.62	2.96	1823	165	11.05	-1.12	-1.68
Jun-01	86	20	4.30	1.78	1096	109	10.06	-2.44	-2.49



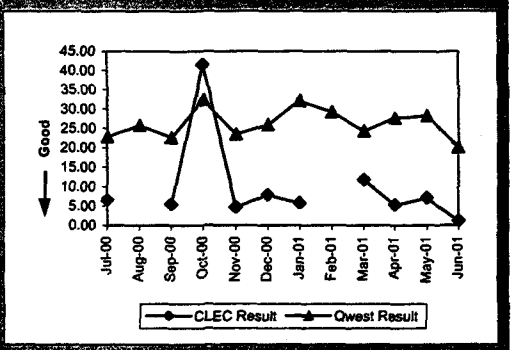
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	403	52	7.75	7.50	49605	2828	17.54	-3.72	-3.26
Aug-00	117	36	3.25	5.55	67505	3667	18.41	-4.87	-3.96
Sep-00	67	14	4.79	5.19	55458	3019	18.37	-2.76	-2.68
Oct-00	135	12	11.25	10.71	56684	3308	17.14	-1.15	-1.7
Nov-00	18	22	0.82	3.84	69804	3618	19.29	-4.64	-3.82
Dec-00	68	4	17.00	10.46	60484	3191	18.95	-0.21	-1.13
Jan-01	41	4	10.25	9.50	59158	3079	19.21	-0.85	-1.52
Feb-01	76	7	10.86	4.67	55588	3143	17.69	-0.93	-1.57
Mar-01	228	9	25.33	26.82	65406	3814	17.15	1.31	-0.2
Apr-01	82	4	20.50	17.52	65989	3678	17.94	0.28	-0.83
May-01	135	9	15.00	30.20	49196	2895	16.99	-0.38	-1.23
Jun-01	147	8	18.38	23.69	49131	3205	15.33	0.53	-0.67



DS3

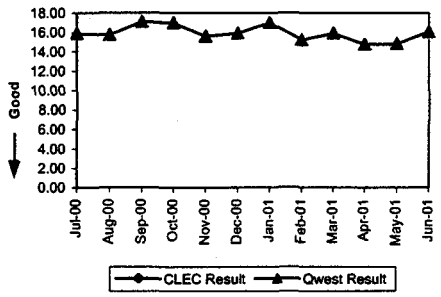
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	13	2	6.50	3.54	3239	142	22.81	-0.85	-1.52
Aug-00					3993	155	25.76		
Sep-00	27	5	5.40	3.05	3666	162	22.63	-1.5	-1.91
Oct-00	166	4	41.50	42.57	6059	187	32.40	0.5	-0.69
Nov-00	55	12	4.58	2.19	5483	234	23.43	-2.55	-2.55
Dec-00	31	4	7.75	2.36	4948	191	25.91	-1.48	-1.9
Jan-01	40	7	5.71	2.93	4763	148	32.18	-1.5	-1.91
Feb-01					6028	206	29.26		
Mar-01	35	3	11.67	3.21	4832	199	24.28	-0.8	-1.49
Apr-01	47	9	5.22	1.48	5081	184	27.61	-1.96	-2.19
May-01	21	3	7.00	0.00	4384	155	28.28	-1.13	-1.69
Jun-01	3	3	1.00	1.73	3813	190	20.07	-1.31	-1.8



OP-4D - Installation Interval (Average Days) - Interval Zone One

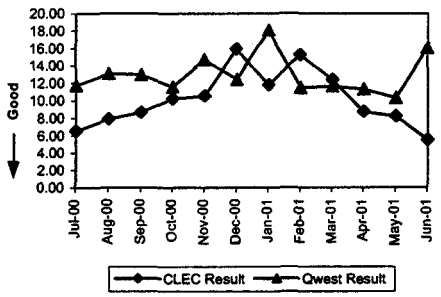
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					14725	925	15.92		
Aug-00					14261	905	15.76		
Sep-00					14246	831	17.14		
Oct-00					11692	688	16.99		
Nov-00					13673	874	15.64		
Dec-00					9796	614	15.95		
Jan-01					8900	522	17.05		
Feb-01					7689	505	15.23		
Mar-01					14098	884	15.95		
Apr-01					8222	556	14.79		
May-01					3832	258	14.85		
Jun-01					9601	596	16.11		



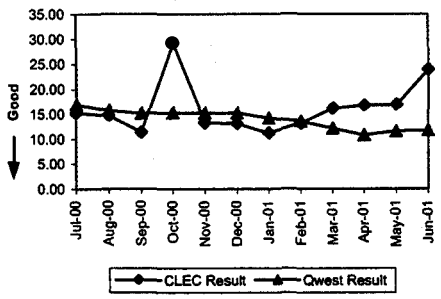
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	170	26	6.54	3.81	3119	266	11.73	-1.89	-2.15
Aug-00	166	21	7.90	5.97	3401	260	13.08	-1.48	-1.9
Sep-00	242	28	8.64	5.70	3335	257	12.98	-1.35	-1.82
Oct-00	388	38	10.21	8.85	3326	288	11.55	-0.74	-1.45
Nov-00	410	39	10.51	8.43	4129	281	14.69	-1.17	-1.71
Dec-00	287	18	15.94	22.15	2582	208	12.41	1.09	-0.33
Jan-01	661	56	11.80	10.71	5260	291	18.08	-2.03	-2.23
Feb-01	488	32	15.25	12.68	2871	251	11.44	1.55	-0.06
Mar-01	260	21	12.38	12.55	3775	324	11.65	0.23	-0.86
Apr-01	184	21	8.76	8.81	2342	207	11.31	-0.78	-1.47
May-01	214	26	8.23	5.95	2618	254	10.31	-0.78	-1.47
Jun-01	121	22	5.50	4.60	3337	208	16.04	-2.07	-2.26



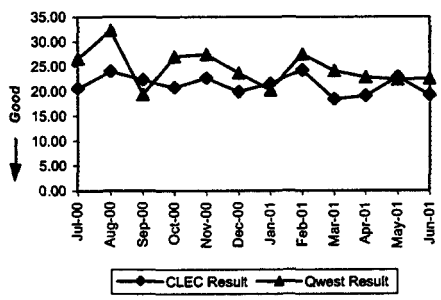
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	366	24	15.25	21.70	20991	1239	16.94	-0.43	-1.26
Aug-00	296	20	14.80	19.29	23750	1501	15.82	-0.25	-1.15
Sep-00	125	11	11.36	10.24	20918	1378	15.18	-0.61	-1.37
Oct-00	234	8	29.25	43.94	21428	1400	15.31	2.23	0.35
Nov-00	200	15	13.33	4.92	19415	1273	15.25	-0.41	-1.25
Dec-00	223	17	13.12	7.85	17250	1131	15.25	-0.43	-1.26
Jan-01	492	44	11.18	10.02	21566	1515	14.23	-1.02	-1.62
Feb-01	542	41	13.22	3.68	19172	1416	13.54	-0.1	-1.06
Mar-01	694	43	16.14	5.59	19320	1586	12.18	1.6	-0.03
Apr-01	503	30	16.77	10.77	16828	1556	10.81	1.81	0.1
May-01	253	15	16.87	8.61	16921	1461	11.58	1.24	-0.25
Jun-01	215	9	23.89	34.45	14027	1196	11.73	2.37	0.44



LIS Trunk

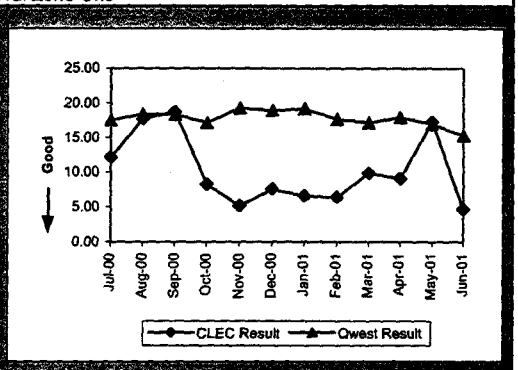
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1421	69	20.59	16.53	2602	98	26.55	-2.69	-2.64
Aug-00	1535	64	23.98	20.61	2518	78	32.28	-1.32	-1.8
Sep-00	2356	106	22.23	18.41	1463	76	19.25	1.53	-0.07
Oct-00	2529	122	20.73	18.82	2774	103	26.93	-3.68	-3.24
Nov-00	3298	146	22.59	19.84	3391	124	27.35	-2.52	-2.53
Dec-00	3258	164	19.87	14.26	1512	64	23.62	-1.94	-2.18
Jan-01	2622	122	21.49	21.51	1458	72	20.25	0.62	-0.62
Feb-01	4184	173	24.18	19.28	2250	82	27.44	-1.08	-1.66
Mar-01	3519	192	18.33	10.44	2906	121	24.02	-5.04	-4.07
Apr-01	3648	192	19.00	9.44	2441	107	22.81	-2.77	-2.69
May-01	3175	139	22.84	12.84	2115	95	22.26	0.32	-0.81
Jun-01	3805	199	19.12	9.71	2516	112	22.46	-3.06	-2.86



OP-4D - Installation Interval (Average Days) - Interval Zone One

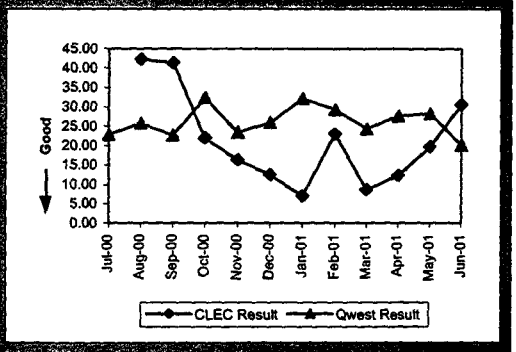
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	741	61	12.15	10.41	49605	2828	17.54	-2.22	-2.35
Aug-00	266	15	17.73	19.66	67505	3667	18.41	-0.14	-1.09
Sep-00	450	24	18.75	25.13	55458	3019	18.37	0.1	-0.94
Oct-00	58	7	8.29	8.85	56684	3308	17.14	-1.32	-1.8
Nov-00	155	30	5.17	2.20	69804	3618	19.29	-4.14	-3.52
Dec-00	38	5	7.60	2.61	60484	3191	18.95	-1.34	-1.81
Jan-01	33	5	6.60	3.78	59158	3079	19.21	-1.34	-1.81
Feb-01	64	10	6.40	2.88	55588	3143	17.69	-1.84	-2.12
Mar-01	356	36	9.89	14.62	65406	3814	17.15	-2.32	-2.41
Apr-01	301	33	9.12	5.35	65989	3678	17.94	-2.78	-2.69
May-01	380	22	17.27	19.49	49196	2895	16.99	0.08	-0.95
Jun-01	89	19	4.68	2.63	49131	3205	15.33	-2.88	-2.75



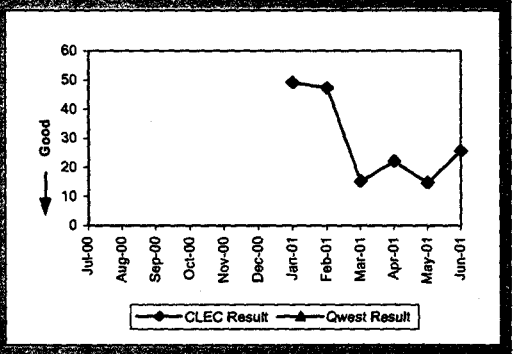
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3239	142	22.81		
Aug-00	169	4	42.25	39.18	3993	155	25.76	1.03	-0.37
Sep-00	248	6	41.33	31.85	3666	162	22.63	1.81	0.1
Oct-00	264	12	22.00	16.78	6059	187	32.40	-0.98	-1.59
Nov-00	260	16	16.25	15.86	5483	234	23.43	-1.11	-1.68
Dec-00	113	9	12.56	8.05	4948	191	25.91	-1.62	-1.98
Jan-01	28	4	7.00	4.69	4763	148	32.18	-1.09	-1.66
Feb-01	161	7	23.00	20.51	6028	206	29.26	-0.46	-1.28
Mar-01	112	13	8.62	2.47	4832	199	24.28	-2.02	-2.23
Apr-01	148	12	12.33	13.45	5081	184	27.61	-1.53	-1.93
May-01	138	7	19.71	21.26	4384	155	28.28	-0.69	-1.42
Jun-01	244	8	30.50	17.54	3813	190	20.07	1.16	-0.3



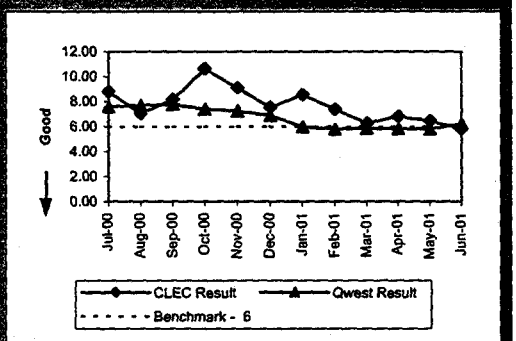
Dark Fiber - IOF

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	442	9	49.11						
Feb-01	1181	25	47.24	38.68					
Mar-01	257	17	15.12	11.81					
Apr-01	242	11	22.00	23.82					
May-01	44	3	14.67	8.14					
Jun-01	204	8	25.50	45.47					



Unbundled Loop Analog

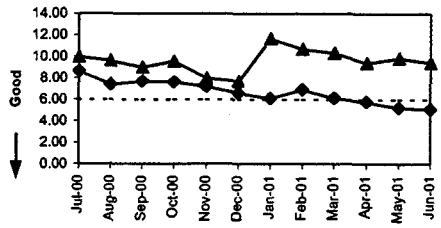
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	31535	3579	8.81	9.73	713918	94285	7.57	6.65	3.04
Aug-00	32040	4555	7.03	6.63	862927	112236	7.69	-3.66	-3.22
Sep-00	40862	5013	8.15	7.27	784491	100990	7.77	2.32	0.41
Oct-00	56711	5329	10.64	11.39	749095	101299	7.39	18.59	10.3
Nov-00	43287	4765	9.08	10.37	696416	96316	7.23	10.57	5.43
Dec-00	34165	4535	7.53	9.57	621927	90464	6.87	4.02	1.45
Jan-01	24688	2892	8.54	12.26	616558	103294	5.97	14.08	7.56
Feb-01	25263	3437	7.35	15.23	536469	92745	5.78	10.27	5.24
Mar-01	29917	4789	6.25	6.07	605877	104213	5.81	3.41	1.07
Apr-01	27948	4127	6.77	10.00	583898	100738	5.80	7.17	3.36
May-01	36192	5647	6.41	6.10	626705	108880	5.76	6.1	2.71
Jun-01	33527	5804	5.78	4.42	667170	108040	6.18	-3.89	-3.36



OP-4D - Installation Interval (Average Days) - Interval Zone One

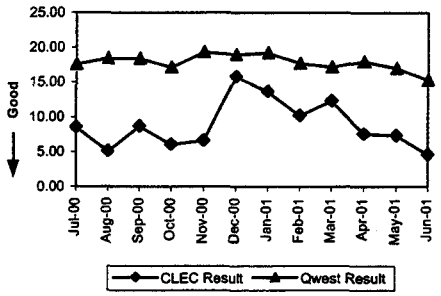
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	11056	1283	8.62	10.16	31672	3184	9.95	-2.75	-2.67
Aug-00	12991	1758	7.39	9.15	33044	3432	9.63	-5.14	-4.12
Sep-00	15281	1992	7.67	8.92	29578	3290	8.99	-2.93	-2.78
Oct-00	13410	1767	7.59	9.05	36336	3804	9.55	-5.06	-4.07
Nov-00	8430	1174	7.18	8.95	32100	4031	7.96	-1.76	-2.07
Dec-00	5232	797	6.56	8.51	29969	3903	7.68	-2.2	-2.34
Jan-01	14476	2381	6.08	6.06	27914	2392	11.67	-10.02	-7.09
Feb-01	12788	1852	6.90	8.44	24213	2267	10.68	-6.31	-4.83
Mar-01	12904	2111	6.11	5.79	23856	2312	10.32	-10.27	-7.24
Apr-01	13015	2255	5.77	4.11	22396	2381	9.41	-9.11	-6.54
May-01	7521	1438	5.23	4.03	20834	2112	9.86	-8.98	-6.46
Jun-01	4545	894	5.08	4.02	17288	1834	9.43	-7.7	-5.68



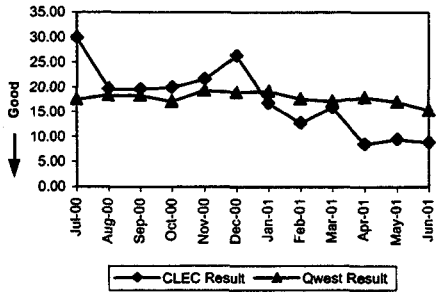
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	163	19	8.58	16.38	49605	2828	17.54	-2.07	-2.26
Aug-00	82	16	5.12	0.50	67505	3667	18.41	-2.85	-2.74
Sep-00	87	10	8.70	7.79	55458	3019	18.37	-1.66	-2.01
Oct-00	139	23	6.04	5.23	56684	3308	17.14	-2.99	-2.81
Nov-00	99	15	6.60	3.91	69804	3618	19.29	-2.64	-2.6
Dec-00	79	5	15.80	11.28	60484	3191	18.95	-0.37	-1.23
Jan-01	41	3	13.67	15.01	59158	3079	19.21	-0.46	-1.28
Feb-01	163	16	10.19	14.12	55588	3143	17.69	-1.54	-1.94
Mar-01	111	9	12.33	14.46	65406	3814	17.15	-0.77	-1.47
Apr-01	91	12	7.58	10.86	65989	3678	17.94	-1.97	-2.2
May-01	103	14	7.36	9.95	49196	2895	16.99	-2.29	-2.39
Jun-01	46	10	4.60	0.84	49131	3205	15.33	-2.11	-2.28



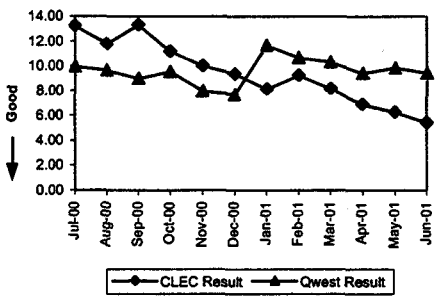
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	449	15	29.93	23.48	49605	2828	17.54	2.29	0.39
Aug-00	609	31	19.65	18.81	67505	3667	18.41	0.37	-0.78
Sep-00	725	37	19.59	22.22	55458	3019	18.37	0.4	-0.75
Oct-00	919	46	19.98	28.95	56684	3308	17.14	1.08	-0.34
Nov-00	908	42	21.62	32.51	69804	3618	19.29	0.81	-0.51
Dec-00	1130	43	26.28	26.43	60484	3191	18.95	2	0.21
Jan-01	1009	60	16.82	20.17	59158	3079	19.21	-0.87	-1.53
Feb-01	1428	112	12.75	14.18	55588	3143	17.69	-2.64	-2.61
Mar-01	2006	126	15.92	21.25	65406	3814	17.15	-0.73	-1.44
Apr-01	973	114	8.54	6.84	65989	3678	17.94	-5.45	-4.31
May-01	1009	106	9.52	9.60	49196	2895	16.99	-4.81	-3.93
Jun-01	803	91	8.82	10.21	49131	3205	15.33	-3.8	-3.31



Unbundled Loop ISDN Capable

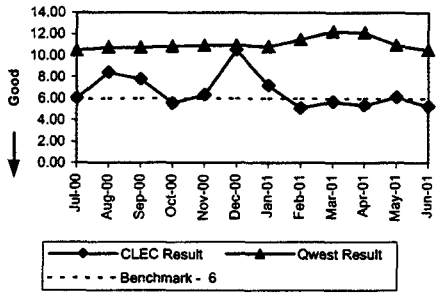
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	7629	577	13.22	16.05	31672	3184	9.95	1.45	-0.12
Aug-00	9659	821	11.76	14.50	33044	3432	9.63	3.7	1.25
Sep-00	9447	709	13.32	18.82	29578	3290	8.99	6.6	3.02
Oct-00	10535	942	11.18	15.13	36336	3804	9.55	3.33	1.02
Nov-00	6537	654	10.00	13.32	32100	4031	7.96	3.59	1.18
Dec-00	2730	292	9.35	13.83	29969	3903	7.68	1.38	-0.16
Jan-01	8630	1060	8.14	11.07	27914	2392	11.67	-4.96	-4.02
Feb-01	8047	873	9.22	12.21	24213	2267	10.68	-1.92	-2.17
Mar-01	6154	754	8.16	10.93	23856	2312	10.32	-3.78	-3.3
Apr-01	5013	727	6.90	7.36	22396	2381	9.41	-4.36	-3.65
May-01	4282	682	6.28	7.74	20834	2112	9.86	-5.4	-4.28
Jun-01	2613	482	5.42	4.17	17288	1834	9.43	-5.66	-4.44



OP-4D - Installation Interval (Average Days) - Interval Zone One

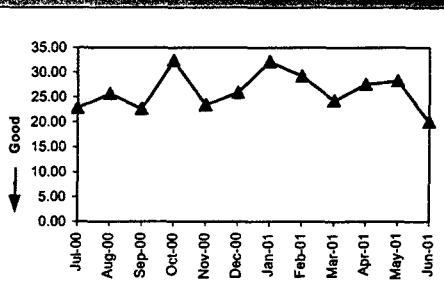
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	325	54	6.02	1.56	162994	15566	10.47	-11.31	-7.88
Aug-00	177	21	8.43	9.90	149399	13867	10.77	-2.31	-2.4
Sep-00	374	48	7.79	7.73	157684	14683	10.74	-4.37	-3.66
Oct-00	222	40	5.55	1.62	189584	17473	10.85	-5.72	-4.48
Nov-00	324	51	6.35	6.04	174327	15950	10.93	-5.84	-4.55
Dec-00	389	37	10.51	21.18	178319	16271	10.96	-0.54	-1.33
Jan-01	361	50	7.22	4.81	220500	20348	10.84	-5.85	-4.56
Feb-01	378	74	5.11	1.80	210007	18253	11.51	-9.91	-7.02
Mar-01	374	66	5.67	3.63	229748	18783	12.23	-6.94	-5.22
Apr-01	478	89	5.37	2.73	192290	15810	12.16	-8.3	-6.04
May-01	398	65	6.12	4.48	86964	7937	10.96	-6.38	-4.88
Jun-01	264	50	5.28	2.79	65999	6262	10.54	-7.62	-5.63



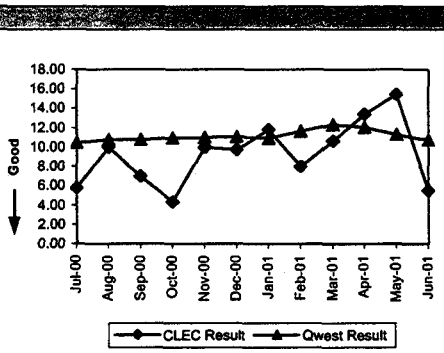
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3239	142	22.81		
Aug-00					3993	155	25.76		
Sep-00					3666	162	22.63		
Oct-00					6059	187	32.40		
Nov-00					5483	234	23.43		
Dec-00					4948	191	25.91		
Jan-01					4763	148	32.18		
Feb-01					6028	206	29.26		
Mar-01					4832	199	24.28		
Apr-01					5081	184	27.61		
May-01					4384	155	28.28		
Jun-01					3813	190	20.07		



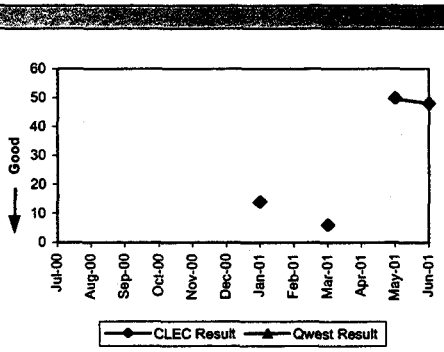
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	23	4	5.75	4.19	168212	16091	10.45	-3.42	-3.08
Aug-00	70	7	10.00	7.79	153969	14226	10.82	-0.45	-1.27
Sep-00	21	3	7.00	3.46	157213	14559	10.80	-1.39	-1.85
Oct-00	13	3	4.33	1.15	188318	17161	10.97	-1.97	-2.2
Nov-00	40	4	10.00	0.82	176143	15989	11.02	-0.37	-1.22
Dec-00	39	4	9.75	3.20	178540	16104	11.09	-0.55	-1.34
Jan-01	71	6	11.83	7.81	223070	20435	10.92	0.52	-0.68
Feb-01	72	9	8.00	5.07	208606	17884	11.66	-2	-2.22
Mar-01	85	8	10.62	4.87	235900	19151	12.32	-0.63	-1.38
Apr-01	67	5	13.40	14.05	211117	17513	12.05	0.41	-0.75
May-01	108	7	15.43	25.51	90366	8002	11.29	3.09	0.88
Jun-01	33	6	5.50	1.38	65822	6135	10.73	-2.74	-2.67



Dark Fiber - Loop

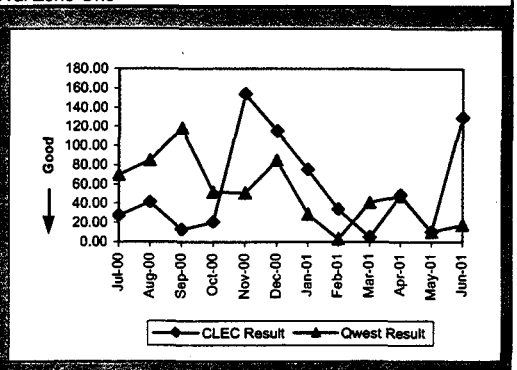
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	42	3	14.00						
Feb-01									
Mar-01	12	2	6.00	0.00					
Apr-01									
May-01	199	4	49.75	0.50					
Jun-01	288	6	48.00	22.29					



OP-4D - Installation Interval (Average Days) - Interval Zone One

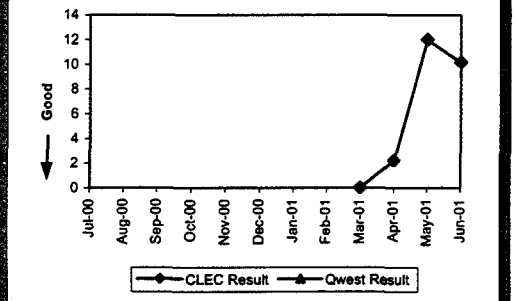
E911

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	193	7	27.57	23.05	140	2	70.00	-0.67	-1.41
Aug-00	165	4	41.25	71.88	340	4	85.00	-0.41	-1.25
Sep-00	115	9	12.78	3.80	356	3	118.67	-6.25	-4.8
Oct-00	457	22	20.77	30.66	155	3	51.67	-3.11	-2.89
Nov-00	2925	19	153.95	153.15	1882	37	50.86	1.7	0.03
Dec-00	2765	24	115.21	108.68	1020	12	85.00	0.51	-0.69
Jan-01	1579	21	75.19	46.48	58	2	29.00		
Feb-01	136	4	34.00	46.73	3	1	3.00		
Mar-01	5	1	5.00		41	1	41.00		
Apr-01	98	2	49.00	56.57	96	2	48.00		
May-01	53	5	10.60	5.41	32	3	10.67	-0.08	-1.05
Jun-01	1037	8	129.62	18.78	54	3	18.00	3.72	1.26



Enhanced Extented Links (EELs)

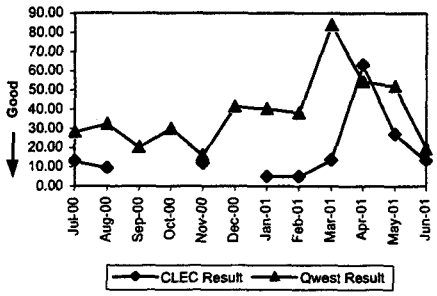
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	0	89	0.00	0.00					
Apr-01	29	13	2.23	5.75					
May-01	12	1	12.00						
Jun-01	173	17	10.18	4.43					



OP-4E - Installation Interval (Average Days) - Interval Zone Two

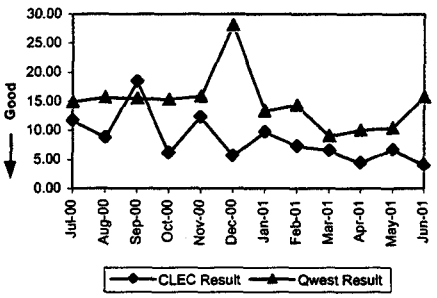
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	144	11	13.09	15.92	2516	89	28.27	-1.44	-1.88
Aug-00	65	7	9.29	2.43	5678	176	32.26	-1.57	-1.95
Sep-00					2940	145	20.28		
Oct-00					7560	253	29.88		
Nov-00	47	4	11.75	10.40	2260	141	16.03	-0.41	-1.25
Dec-00					4216	102	41.33		
Jan-01	5	1	5.00		7576	188	40.30	-0.8	-1.49
Feb-01	20	4	5.00	3.37	5306	140	37.90	-1.25	-1.76
Mar-01	27	2	13.50	9.19	19846	237	83.74	-1.08	-1.66
Apr-01	63	1	63.00		12799	235	54.46	0.19	-0.88
May-01	27	1	27.00		5157	99	52.09	-0.44	-1.27
Jun-01	27	2	13.50	6.36	1629	83	19.63	-0.38	-1.23



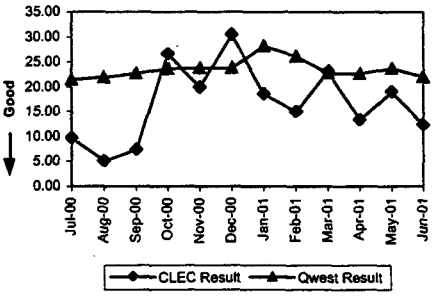
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	350	30	11.67	13.73	11079	744	14.89	-1.03	-1.63
Aug-00	324	37	8.76	4.54	15619	996	15.68	-2.38	-2.45
Sep-00	350	19	18.42	19.00	12577	814	15.45	0.69	-0.58
Oct-00	172	28	6.14	3.34	12720	832	15.29	-2.75	-2.67
Nov-00	221	18	12.28	26.87	15127	956	15.82	-0.79	-1.48
Dec-00	145	26	5.58	2.90	23843	849	28.08	-2.98	-2.81
Jan-01	194	20	9.70	11.26	1990	150	13.27	-0.97	-1.59
Feb-01	204	28	7.29	6.57	1665	116	14.35	-1.75	-2.06
Mar-01	144	22	6.55	7.68	1736	192	9.04	-1.67	-2.02
Apr-01	986	224	4.40	1.58	2084	208	10.02	-3.88	-3.36
May-01	240	36	6.67	6.19	1655	159	10.41	-1.51	-1.92
Jun-01	236	58	4.07	1.42	1844	117	15.76	-1.4	-1.85



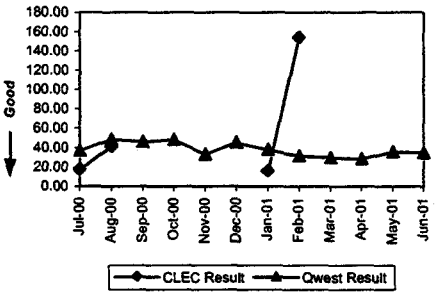
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	87	9	9.67	10.20	24389	1137	21.45	-1.57	-1.96
Aug-00	10	2	5.00	0.00	33121	1510	21.93	-1.13	-1.68
Sep-00	66	9	7.33	2.65	31356	1382	22.69	-2.07	-2.26
Oct-00	186	7	26.57	9.07	37305	1578	23.64	0.32	-0.81
Nov-00	239	12	19.92	8.11	37129	1562	23.77	-0.52	-1.32
Dec-00	213	7	30.43	26.71	35514	1489	23.85	0.79	-0.52
Jan-01	93	5	18.60	5.37	44593	1580	28.22	-0.71	-1.43
Feb-01	75	5	15.00	9.41	39528	1512	26.14	-0.89	-1.54
Mar-01	277	12	23.08	20.45	46454	2038	22.79	0.04	-0.98
Apr-01	133	10	13.30	5.31	37694	1666	22.63	-1.26	-1.77
May-01	285	15	19.00	5.55	34574	1456	23.75	-0.75	-1.46
Jun-01	37	3	12.33	9.24	40204	1823	22.05	-0.79	-1.48



DS3

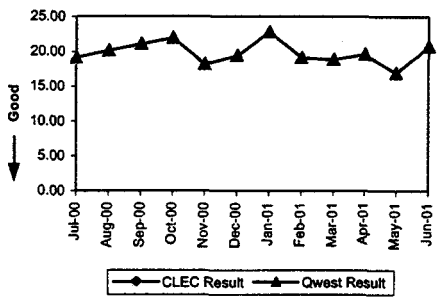
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	52	3	17.33	20.55	1542	42	36.71	-0.95	-1.58
Aug-00	41	1	41.00		2956	61	48.46	-0.21	-1.13
Sep-00					2208	48	46.00		
Oct-00					2696	56	48.14		
Nov-00					1387	42	33.02		
Dec-00					1846	41	45.02		
Jan-01	16	1	16.00		1710	45	38.00	-0.55	-1.33
Feb-01	154	1	154.00		1885	60	31.42	3.4	1.07
Mar-01					2385	81	29.44		
Apr-01					2188	77	28.42		
May-01					2099	59	35.58		
Jun-01					2048	59	34.71		



OP-4E - Installation Interval (Average Days) - Interval Zone Two

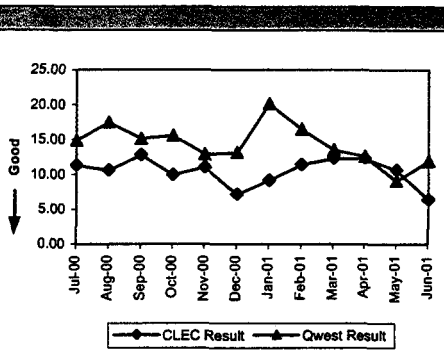
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					14810	775	19.11		
Aug-00					17163	851	20.17		
Sep-00					12926	614	21.05		
Oct-00					12139	554	21.91		
Nov-00					11763	648	18.15		
Dec-00					11398	587	19.42		
Jan-01					14051	616	22.81		
Feb-01					9607	503	19.10		
Mar-01					13416	711	18.87		
Apr-01					7771	396	19.62		
May-01					4162	246	16.92		
Jun-01					10990	529	20.78		



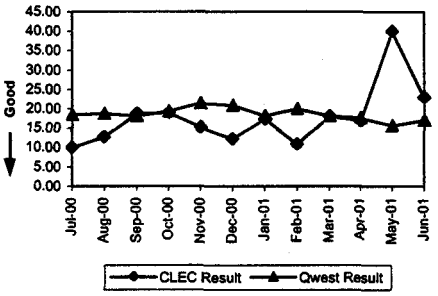
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	454	40	11.35	10.92	2872	193	14.88	-0.84	-1.51
Aug-00	392	37	10.59	7.97	2480	142	17.46	-1.54	-1.94
Sep-00	436	34	12.82	15.50	2193	145	15.12	-0.73	-1.45
Oct-00	249	25	9.96	11.95	2680	172	15.58	-1.51	-1.92
Nov-00	288	26	11.08	18.46	1771	137	12.93	-0.57	-1.34
Dec-00	122	17	7.18	5.57	1447	110	13.15	-1.62	-1.99
Jan-01	174	19	9.16	9.52	4144	206	20.12	-1.95	-2.19
Feb-01	183	16	11.44	10.22	2403	146	16.46	-0.59	-1.36
Mar-01	197	16	12.31	8.84	1951	144	13.55	-0.15	-1.09
Apr-01	173	14	12.36	10.26	1601	127	12.61	-0.07	-1.04
May-01	266	25	10.64	8.62	1346	148	9.09	0.97	-0.41
Jun-01	134	21	6.38	4.98	1263	106	11.92	-1.59	-1.97



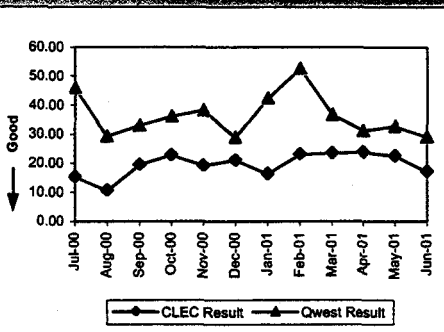
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	30	3	10.00	6.08	7321	397	18.44	-0.7	-1.43
Aug-00	76	6	12.67	3.88	8753	467	18.74	-0.75	-1.46
Sep-00	94	5	18.80	10.06	8028	443	18.12	0.08	-0.95
Oct-00	152	8	19.00	11.82	9340	482	19.38	-0.05	-1.03
Nov-00	61	4	15.25	9.22	8145	379	21.49	-0.46	-1.28
Dec-00	122	10	12.20	8.46	7496	358	20.94	-1.16	-1.71
Jan-01	504	29	17.38	17.56	8037	441	18.22	-0.22	-1.14
Feb-01	76	7	10.86	4.38	9320	465	20.04	-0.89	-1.54
Mar-01	181	10	18.10	11.16	8469	467	18.13	0	-1
Apr-01	220	13	16.92	6.75	8082	458	17.65	-0.08	-1.05
May-01	120	3	40.00	41.62	5480	350	15.66	1.34	-0.19
Jun-01	138	6	23.00	9.27	6418	376	17.07	0.3	-0.82



LIS Trunk

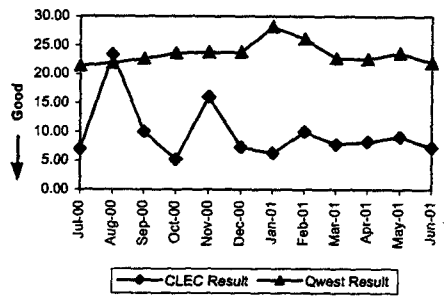
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	274	18	15.22	20.52	2246	49	45.84	-1.87	-2.14
Aug-00	297	28	10.61	10.02	1987	68	29.22	-3.02	-2.84
Sep-00	700	36	19.44	23.49	2629	80	32.86	-2.02	-2.23
Oct-00	953	42	22.69	15.34	4872	135	36.09	-1.21	-1.74
Nov-00	669	35	19.11	11.94	2369	62	38.21	-2.11	-2.29
Dec-00	904	43	21.02	21.72	2020	70	28.86	-1.74	-2.06
Jan-01	797	49	16.27	21.60	3979	94	42.33	-2.37	-2.44
Feb-01	1290	56	23.04	26.57	3892	74	52.59	-2.34	-2.42
Mar-01	1570	67	23.43	17.71	4067	111	36.64	-1.36	-1.83
Apr-01	1928	81	23.80	15.29	2805	90	31.17	-1.56	-1.95
May-01	1009	45	22.42	14.27	2875	88	32.67	-1.68	-2.02
Jun-01	934	55	16.98	13.49	4965	171	29.04	-2.29	-2.39



OP-4E - Installation Interval (Average Days) - Interval Zone Two

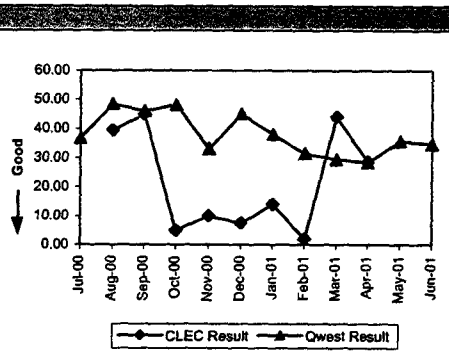
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	7	1	7.00		24389	1137	21.45	-0.64	-1.39
Aug-00	140	6	23.33	13.53	33121	1510	21.93	0.16	-0.9
Sep-00	100	10	10.00	7.16	31356	1382	22.69	-1.8	-2.1
Oct-00	21	4	5.25	2.22	37305	1578	23.64	-1.52	-1.93
Nov-00	16	1	16.00		37129	1562	23.77	-0.31	-1.19
Dec-00	22	3	7.33	1.53	35514	1489	23.85	-1.3	-1.79
Jan-01	88	14	6.29	3.41	44593	1580	28.22	-2.71	-2.65
Feb-01	80	8	10.00	5.95	39528	1512	26.14	-1.62	-1.99
Mar-01	102	13	7.85	2.41	46454	2038	22.79	-2.2	-2.34
Apr-01	66	8	8.25	3.37	37694	1666	22.63	-1.74	-2.06
May-01	55	6	9.17	0.41	34574	1456	23.75	-1.47	-1.89
Jun-01	44	6	7.33	1.86	40204	1823	22.05	-1.68	-2.02



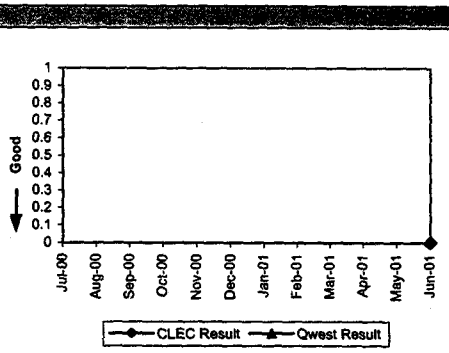
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					1542	42	36.71		
Aug-00	118	3	39.33	32.01	2956	61	48.46	-0.45	-1.27
Sep-00	90	2	45.00	53.74	2208	48	46.00	-0.03	-1.02
Oct-00	5	1	5.00		2696	56	48.14	-0.7	-1.42
Nov-00	20	2	10.00	2.83	1387	42	33.02	-0.91	-1.55
Dec-00	90	12	7.50	1.31	1846	41	45.02	-2.74	-2.67
Jan-01	70	5	14.00	6.86	1710	45	38.00	-1.28	-1.78
Feb-01	2	1	2.00		1885	60	31.42	-0.82	-1.5
Mar-01	88	2	44.00	24.04	2385	81	29.44	0.64	-0.61
Apr-01	57	2	28.50	27.58	2188	77	28.42	0	-1
May-01					2099	59	35.58		
Jun-01					2048	59	34.71		



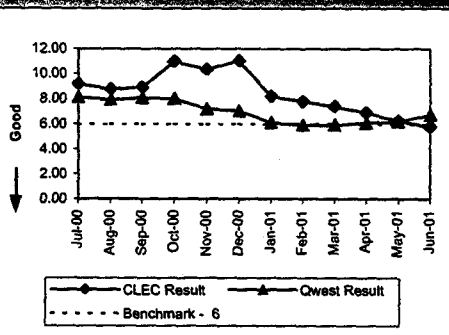
Dark Fiber - IOF

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	0	1	0.00						



Unbundled Loop Analog

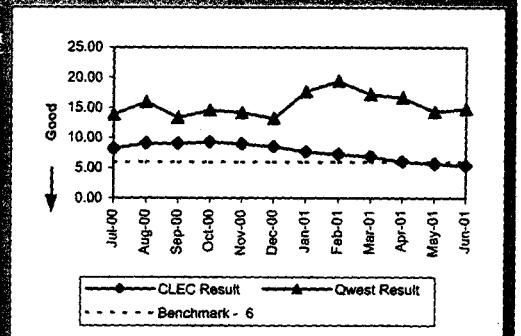
Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	5684	619	9.18	12.16	222996	27432	8.13	1.39	-0.15
Aug-00	6576	751	8.76	12.43	260293	32893	7.91	1.36	-0.18
Sep-00	7778	874	8.90	8.87	240015	29779	8.06	1.35	-0.18
Oct-00	9079	826	10.99	13.26	236721	29565	8.01	4.04	1.46
Nov-00	6939	670	10.36	11.61	191504	26614	7.20	5.05	2.07
Dec-00	7405	670	11.05	17.55	169251	24123	7.02	8.39	4.1
Jan-01	3584	438	8.18	12.19	143087	23529	6.08	2.05	0.25
Feb-01	2798	360	7.77	9.33	121368	20590	5.89	2.05	0.25
Mar-01	3141	426	7.37	12.85	135871	23016	5.90	2.07	0.26
Apr-01	3432	499	6.88	12.30	141317	23280	6.07	1.41	-0.14
May-01	7513	1205	6.23	4.86	163393	26477	6.17	0.18	-0.89
Jun-01	8669	1511	5.74	2.53	178825	26549	6.74	-2.27	-2.38



OP-4E - Installation Interval (Average Days) - Interval Zone Two

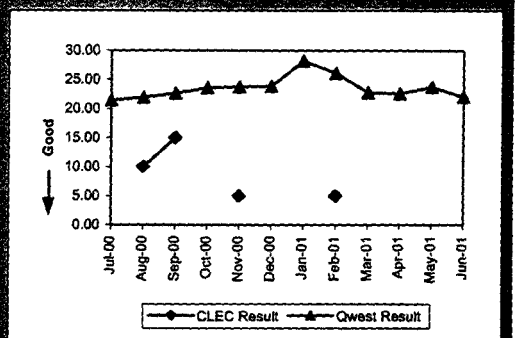
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	2308	280	8.24	7.24	8293	597	13.89	-4.19	-3.55
Aug-00	2410	266	9.06	11.86	12458	781	15.95	-5.45	-4.31
Sep-00	3251	360	9.03	12.10	8906	667	13.35	-3.7	-3.25
Oct-00	4151	448	9.27	11.48	11117	763	14.57	-4.33	-3.63
Nov-00	3310	370	8.95	9.26	10151	715	14.20	-3.54	-3.16
Dec-00	1911	224	8.53	10.90	9209	696	13.23	-3.13	-2.9
Jan-01	4290	558	7.69	7.50	8356	474	17.63	-7.97	-5.85
Feb-01	2128	294	7.24	12.83	9702	501	19.37	-6.17	-4.75
Mar-01	2209	319	6.92	9.91	8716	507	17.19	-5.76	-4.5
Apr-01	1924	317	6.07	4.28	8469	508	16.67	-4.53	-3.75
May-01	1676	294	5.70	4.20	5728	400	14.32	-3.78	-3.3
Jun-01	1689	311	5.43	4.15	6753	455	14.84	-2.88	-2.75



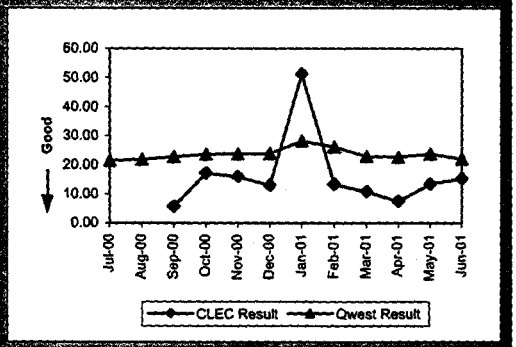
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					24389	1137	21.45		
Aug-00	10	1	10.00		33121	1510	21.93	-0.56	-1.34
Sep-00	15	1	15.00		31356	1382	22.69	-0.35	-1.21
Oct-00					37305	1578	23.64		
Nov-00	5	1	5.00		37129	1562	23.77	-0.74	-1.45
Dec-00					35514	1489	23.85		
Jan-01					44593	1580	28.22		
Feb-01	10	2	5.00	0.00	39528	1512	26.14	-1.07	-1.65
Mar-01					46454	2038	22.79		
Apr-01					37694	1666	22.63		
May-01					34574	1456	23.75		
Jun-01					40204	1823	22.05		



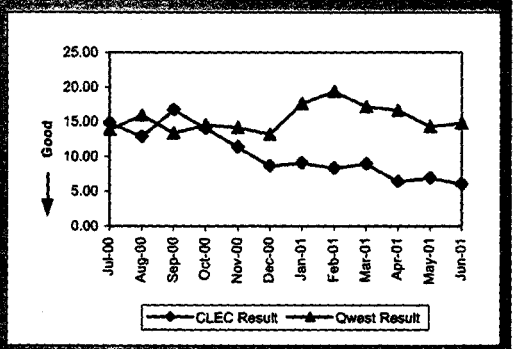
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					24389	1137	21.45		
Aug-00					33121	1510	21.93		
Sep-00	17	3	5.67	0.58	31356	1382	22.69	-1.33	-1.81
Oct-00	120	7	17.14	11.04	37305	1578	23.64	-0.71	-1.43
Nov-00	112	7	16.00	19.31	37129	1562	23.77	-0.81	-1.49
Dec-00	39	3	13.00	6.00	35514	1489	23.85	-0.85	-1.52
Jan-01	154	3	51.33	37.53	44593	1580	28.22	1.33	-0.19
Feb-01	80	6	13.33	9.40	39528	1512	26.14	-1.12	-1.68
Mar-01	43	4	10.75	8.02	46454	2038	22.79	-0.99	-1.6
Apr-01	67	9	7.44	5.61	37694	1666	22.63	-1.95	-2.18
May-01	94	7	13.43	8.10	34574	1456	23.75	-1.12	-1.68
Jun-01	61	4	15.25	19.84	40204	1823	22.05	-0.64	-1.39



Unbundled Loop ISDN Capable

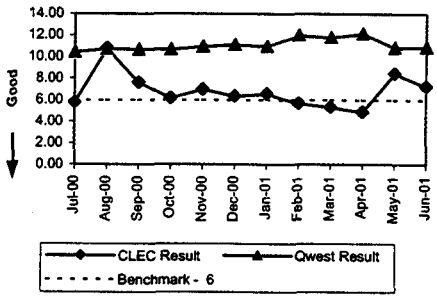
Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	994	67	14.84	17.70	8293	597	13.89	0.39	-0.76
Aug-00	835	65	12.85	16.33	12458	781	15.95	-1.35	-1.82
Sep-00	1524	91	16.75	20.04	8906	667	13.35	1.19	-0.28
Oct-00	1011	72	14.04	20.35	11117	763	14.57	-0.21	-1.13
Nov-00	843	74	11.39	9.80	10151	715	14.20	-0.99	-1.6
Dec-00	252	29	8.69	12.68	9209	696	13.23	-1.23	-1.75
Jan-01	1164	128	9.09	8.31	8356	474	17.63	-4.29	-3.61
Feb-01	583	70	8.33	7.98	9702	501	19.37	-3.23	-2.97
Mar-01	601	67	8.97	11.85	8716	507	17.19	-2.54	-2.54
Apr-01	457	71	6.44	4.58	8469	508	16.67	-2.47	-2.5
May-01	550	79	6.96	5.58	5728	400	14.32	-2.01	-2.22
Jun-01	361	59	6.12	4.53	6753	455	14.84	-1.42	-1.86



OP-4E - Installation Interval (Average Days) - Interval Zone Two

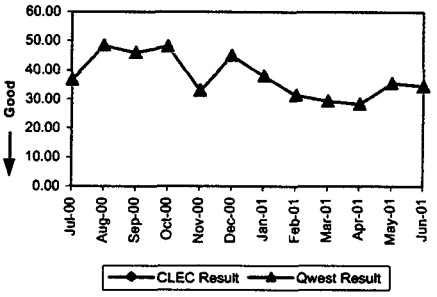
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	23	4	5.75	0.50	26661	2563	10.40	-3.53	-3.15
Aug-00	129	12	10.75	4.85	23779	2219	10.72	0.03	-0.98
Sep-00	114	15	7.60	9.83	26959	2529	10.66	-2.97	-2.8
Oct-00	80	13	6.15	0.99	29755	2791	10.66	-4.8	-3.92
Nov-00	167	24	6.96	2.91	36216	3324	10.90	-4.31	-3.62
Dec-00	38	6	6.33	2.80	40139	3613	11.11	-2.57	-2.56
Jan-01	85	13	6.54	5.27	45460	4151	10.95	-4.21	-3.56
Feb-01	125	22	5.68	3.50	46201	3855	11.98	-4.91	-3.99
Mar-01	160	30	5.33	2.45	41122	3494	11.77	-5.21	-4.17
Apr-01	83	17	4.88	1.22	35206	2901	12.14	-3.47	-3.11
May-01	152	18	8.44	12.92	20626	1904	10.83	-2.87	-2.75
Jun-01	131	18	7.28	3.77	15426	1416	10.89	-3.04	-2.85



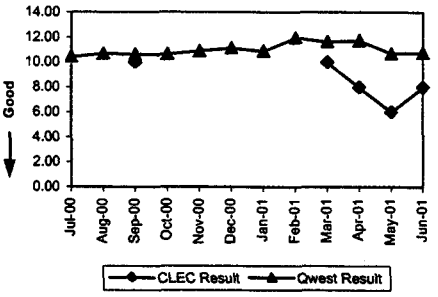
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					1542	42	36.71		
Aug-00					2956	61	48.46		
Sep-00					2208	48	46.00		
Oct-00					2696	56	48.14		
Nov-00					1387	42	33.02		
Dec-00					1846	41	45.02		
Jan-01					1710	45	38.00		
Feb-01					1885	60	31.42		
Mar-01					2385	81	29.44		
Apr-01					2188	77	28.42		
May-01					2099	59	35.58		
Jun-01					2048	59	34.71		



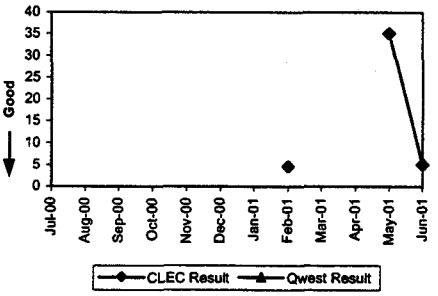
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00					28737	2754	10.43		
Aug-00					24805	2318	10.70		
Sep-00	30	3	10.00	0.00	27501	2585	10.64	-0.29	-1.17
Oct-00					29983	2816	10.65		
Nov-00					37165	3412	10.89		
Dec-00					41011	3685	11.13		
Jan-01					46723	4282	10.91		
Feb-01					47424	3961	11.97		
Mar-01	10	1	10.00		43530	3739	11.64	-0.25	-1.15
Apr-01	8	1	8.00		40750	3469	11.75	-0.47	-1.28
May-01	6	1	6.00		22178	2072	10.70	-1.27	-1.77
Jun-01	8	1	8.00		16328	1517	10.76	-0.56	-1.34



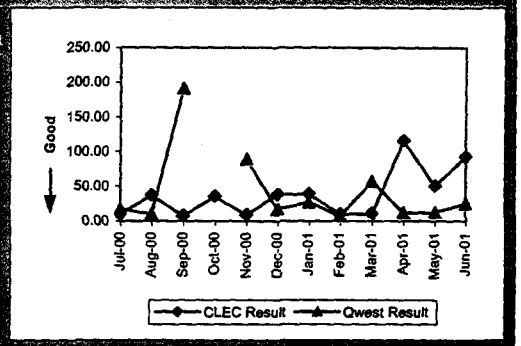
Dark Fiber - Loop

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01	9	2	4.50	0.71					
Mar-01									
Apr-01									
May-01	70	2	35.00	0.00					
Jun-01	5	1	5.00						



OP-4E - Installation Interval (Average Days) - Interval Zone Two

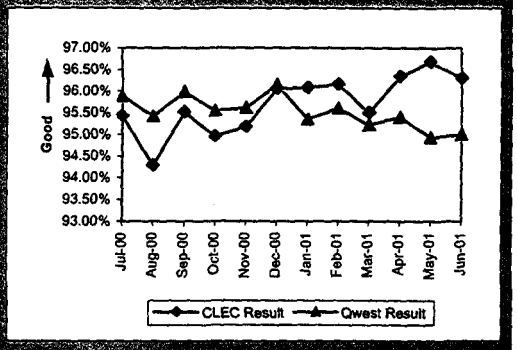
E911									
Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Jul-00	51	5	10.20	7.95	262	15	17.47	-6.81	-5.14
Aug-00	261	7	37.29	29.30	30	3	10.00	1.33	-0.19
Sep-00	31	4	7.75	2.99	1144	6	190.67	-1.65	-2
Oct-00	287	8	35.88	40.50					
Nov-00	9	1	9.00		626	7	89.43	-0.51	-1.31
Dec-00	77	2	38.50	0.71	51	3	17.00	1.81	0.1
Jan-01	236	6	39.33	11.60	430	16	26.88	1.57	-0.04
Feb-01	59	6	9.83	4.58	16	2	8.00		
Mar-01	11	1	11.00		285	5	57.00	-1.38	-1.84
Apr-01	116	1	116.00		12	1	12.00		
May-01	102	2	51.00	42.43	51	4	12.75	16.79	9.21
Jun-01	928	10	92.80	40.50	76	3	25.33	3.72	1.26



OP-5 - New Service Installation Quality (Pecent) *

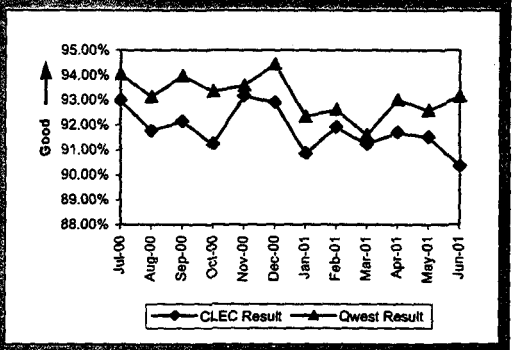
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	12480	13077	95.43%	20.87%	867061	904247	95.89%	2.59	0.57
Aug-00	13383	14194	94.29%	23.21%	898497	941653	95.42%	6.39	2.89
Sep-00	15123	15833	95.52%	20.70%	929262	968083	95.99%	3.02	0.83
Oct-00	15803	16642	94.96%	21.88%	908692	950988	95.55%	3.68	1.24
Nov-00	16597	17438	95.18%	21.42%	903354	944829	95.61%	2.77	0.68
Dec-00	15802	16450	96.06%	19.45%	821014	853914	96.15%	0.57	-0.65
Jan-01	14321	14905	96.08%	19.40%	749509	786069	95.35%	-4.21	-3.56
Feb-01	14054	14615	96.16%	19.21%	716271	749210	95.60%	-3.26	-2.98
Mar-01	15129	15842	95.50%	20.73%	766180	804644	95.22%	-1.63	-1.99
Apr-01	16750	17386	96.34%	18.77%	829263	869226	95.40%	-5.86	-4.56
May-01	19586	20258	96.68%	17.91%	815427	858989	94.93%	-11.25	-7.84
Jun-01	21206	22022	96.29%	18.89%	856077	901148	95.00%	-8.72	-6.3



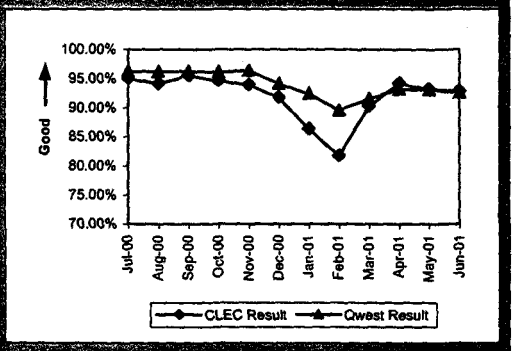
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3064	3295	92.99%	25.53%	75984	80799	94.04%	2.5	0.52
Aug-00	3078	3354	91.77%	27.48%	75574	81142	93.14%	3.07	0.87
Sep-00	3180	3451	92.15%	26.90%	79639	84749	93.97%	4.41	1.68
Oct-00	3796	4161	91.23%	28.29%	78787	84397	93.35%	5.37	2.27
Nov-00	4830	5185	93.15%	25.25%	76120	81341	93.58%	1.22	-0.26
Dec-00	5171	5566	92.90%	25.68%	69040	73101	94.44%	4.84	1.94
Jan-01	5029	5535	90.86%	28.82%	64156	69478	92.34%	3.99	1.43
Feb-01	4478	4872	91.91%	27.26%	61835	66754	92.63%	1.85	0.13
Mar-01	4404	4827	91.24%	28.28%	61407	67033	91.61%	0.9	-0.46
Apr-01	4624	5043	91.69%	27.60%	65248	70152	93.01%	3.55	1.16
May-01	4950	5409	91.51%	27.87%	66909	72271	92.58%	2.89	0.76
Jun-01	4953	5482	90.35%	29.53%	68037	73046	93.14%	7.89	3.8



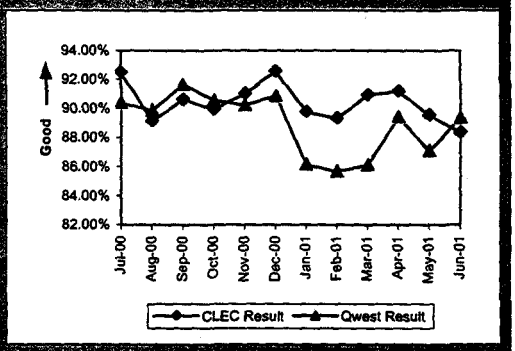
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6404	6736	95.07%	21.65%	7740	8039	96.28%	3.87	1.35
Aug-00	6552	6961	94.12%	23.52%	7384	7674	96.22%	6.64	3.04
Sep-00	6738	7054	95.52%	20.69%	7744	8043	96.28%	2.47	0.5
Oct-00	6842	7233	94.59%	22.61%	8211	8545	96.09%	4.83	1.94
Nov-00	6461	6878	93.94%	23.86%	7390	7667	96.39%	7.91	3.81
Dec-00	5487	5981	91.74%	27.53%	5384	5718	94.16%	5.58	2.39
Jan-01	5182	6006	86.28%	34.41%	4112	4449	92.43%	11.74	6.14
Feb-01	4293	5254	81.71%	38.66%	2822	3151	89.56%	11.39	5.93
Mar-01	5545	6145	90.24%	29.68%	2721	2972	91.55%	2.12	0.29
Apr-01	6887	7314	94.16%	23.45%	2724	2923	93.19%	-1.76	-2.07
May-01	6132	6581	93.18%	25.21%	2528	2715	93.11%	-0.11	-1.07
Jun-01	5191	5592	92.83%	25.80%	2474	2672	92.59%	-0.39	-1.24



Centrex 21

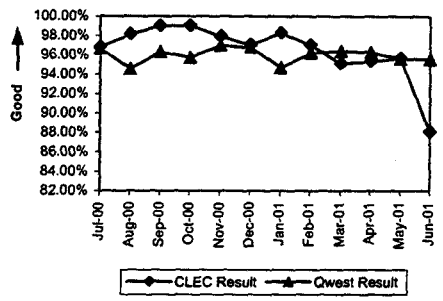
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	419	453	92.49%	26.35%	9152	10126	90.38%	-1.49	-1.91
Aug-00	435	488	89.14%	31.11%	9755	10855	89.87%	0.52	-0.7
Sep-00	550	607	90.61%	29.17%	10389	11334	91.66%	0.91	-0.44
Oct-00	581	646	89.94%	30.08%	9882	10911	90.57%	0.53	-0.68
Nov-00	597	656	91.01%	28.61%	9254	10257	90.22%	-0.66	-1.4
Dec-00	709	766	92.56%	26.24%	8125	8942	90.86%	-1.56	-1.95
Jan-01	658	733	89.77%	30.31%	6798	7891	86.15%	-2.71	-2.65
Feb-01	518	580	89.31%	30.90%	5994	6996	85.68%	-2.4	-2.46
Mar-01	551	606	90.92%	28.73%	6368	7396	86.10%	-3.3	-3.01
Apr-01	507	556	91.19%	28.35%	7360	8232	89.41%	-1.32	-1.8
May-01	445	497	89.54%	30.61%	7560	8681	87.09%	-1.58	-1.96
Jun-01	438	496	88.31%	32.13%	8018	8975	89.34%	0.72	-0.58



OP-5 - New Service Installation Quality (Pecent) *

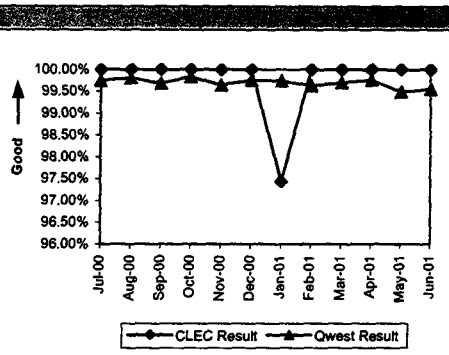
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	181	187	96.79%	17.62%	3074	3181	96.64%	-0.11	-1.07
Aug-00	210	214	98.13%	13.54%	3017	3191	94.55%	-2.24	-2.36
Sep-00	200	202	99.01%	9.90%	3183	3304	96.34%	-1.96	-2.19
Oct-00	204	206	99.03%	9.81%	3265	3410	95.75%	-2.27	-2.38
Nov-00	189	193	97.93%	14.25%	3306	3409	96.98%	-0.75	-1.46
Dec-00	164	169	97.04%	16.94%	2906	3002	96.80%	-0.17	-1.1
Jan-01	172	175	98.29%	12.98%	2409	2544	94.69%	-2.05	-2.25
Feb-01	162	167	97.01%	17.04%	2173	2259	96.19%	-0.53	-1.32
Mar-01	136	143	95.10%	21.58%	2365	2454	96.37%	0.79	-0.55
Apr-01	123	129	95.35%	21.06%	2469	2564	96.29%	0.56	-0.7
May-01	133	139	95.68%	20.32%	2315	2421	95.62%	-0.03	-1.02
Jun-01	126	143	88.11%	32.36%	2291	2397	95.58%	4.22	3.06



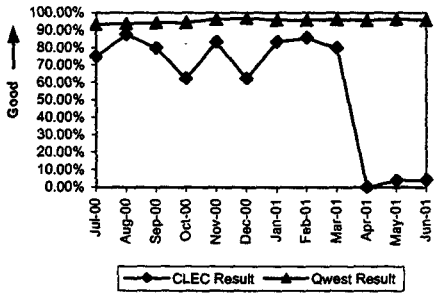
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	38	38	100.00%	0.00%	4765	4777	99.75%	-0.31	-1.19
Aug-00	37	37	100.00%	0.00%	4617	4626	99.81%	-0.27	-1.16
Sep-00	31	31	100.00%	0.00%	4682	4697	99.68%	-0.31	-1.19
Oct-00	28	28	100.00%	0.00%	4911	4919	99.84%	-0.21	-1.13
Nov-00	31	31	100.00%	0.00%	5341	5360	99.65%	-0.33	-1.2
Dec-00	44	44	100.00%	0.00%	5348	5361	99.76%	-0.33	-1.2
Jan-01	76	78	97.44%	15.81%	4290	4301	99.74%	4	1.26
Feb-01	86	86	100.00%	0.00%	3257	3269	99.63%	-0.56	-1.34
Mar-01	74	74	100.00%	0.00%	3327	3337	99.70%	-0.47	-1.28
Apr-01	71	71	100.00%	0.00%	3379	3387	99.76%	-0.41	-1.25
May-01	48	48	100.00%	0.00%	3139	3155	99.49%	-0.49	-1.3
Jun-01	27	27	100.00%	0.00%	2862	2875	99.55%	-0.35	-1.21



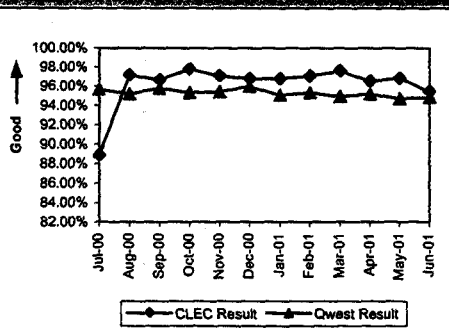
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	4	75.00%	43.30%	27314	29223	93.47%	1.49	3.99
Aug-00	7	8	87.50%	33.07%	28309	30109	94.02%	0.78	-0.05
Sep-00	8	10	80.00%	40.00%	28253	29977	94.25%	1.94	3.94
Oct-00	5	8	62.50%	48.41%	30876	32613	94.67%	4.05	1.26
Nov-00	5	6	83.33%	37.27%	33496	34736	96.43%	1.73	3.99
Dec-00	5	8	62.50%	48.41%	33475	34500	97.03%	5.75	1.26
Jan-01	10	12	83.33%	37.27%	35575	37141	95.78%	2.15	3.91
Feb-01	12	14	85.71%	34.99%	37486	39084	95.91%	1.93	3.99
Mar-01	12	15	80.00%	40.00%	38430	39966	96.16%	3.25	1.26
Apr-01	0	14	0.00%	0.00%	38537	40255	95.73%	17.72	1.26
May-01	0.5	13	3.85%	19.23%	31149	32308	96.41%	17.94	1.26
Jun-01	0.5	12	4.17%	19.98%	22829	23797	95.93%	16.09	1.26



UNE - P (POTS)

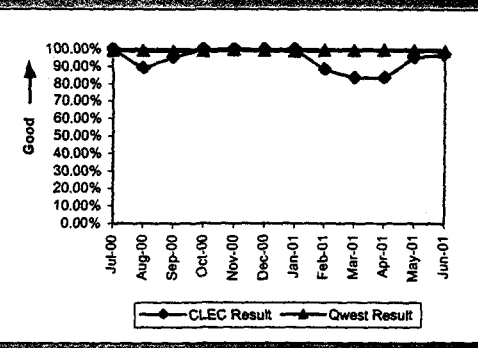
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	96	108	88.89%	31.43%	943045	985046	95.74%	3.52	3.35
Aug-00	244	251	97.21%	16.47%	974070	1022794	95.24%	-1.47	-1.89
Sep-00	293	303	96.70%	17.86%	1008901	1052832	95.83%	-0.76	-1.46
Oct-00	1296	1325	97.81%	14.63%	987479	1035385	95.37%	-4.22	-3.57
Nov-00	2022	2082	97.12%	16.73%	979474	1026170	95.45%	-3.65	-3.22
Dec-00	1469	1517	96.84%	17.50%	890054	927015	96.01%	-1.64	-2
Jan-01	1776	1834	96.84%	17.50%	813665	855547	95.10%	-3.44	-3.09
Feb-01	1897	1954	97.08%	16.83%	778107	815965	95.36%	-3.62	-3.2
Mar-01	1100	1127	97.60%	15.29%	827588	871678	94.94%	-4.08	-3.48
Apr-01	1285	1331	96.54%	18.27%	894514	939381	95.22%	-2.26	-2.37
May-01	1391	1436	96.87%	17.42%	882340	931264	94.75%	-3.6	-3.19
Jun-01	1155	1210	95.45%	20.83%	924115	974195	94.86%	-0.94	-1.57



OP-5 - New Service Installation Quality (Pecent) *

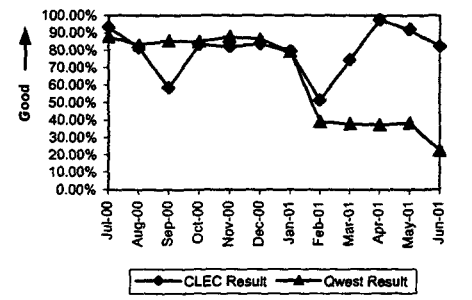
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	14	14	100.00%	0.00%	1970	1989	99.04%	-0.37	-1.22
Aug-00	24	27	88.89%	31.43%	2000	2022	98.91%	4.99	1.26
Sep-00	20	21	95.24%	21.30%	2075	2101	98.76%	1.45	3.68
Oct-00	9	9	100.00%	0.00%	2170	2200	98.64%	-0.35	-1.21
Nov-00	6	6	100.00%	0.00%	2303	2320	99.27%	-0.21	-1.13
Dec-00	7	7	100.00%	0.00%	2448	2475	98.91%	-0.28	-1.17
Jan-01	12	12	100.00%	0.00%	2571	2607	98.62%	-0.41	-1.25
Feb-01	15	17	88.24%	32.22%	2535	2557	99.14%	4.85	3.94
Mar-01	15	18	83.33%	37.27%	2747	2773	99.06%	6.9	1.26
Apr-01	10	12	83.33%	37.27%	3086	3108	99.29%	6.58	1.26
May-01	20	21	95.24%	21.30%	2662	2686	99.11%	1.88	1.26
Jun-01	33	34	97.06%	16.90%	2225	2257	98.58%	0.75	-0.52



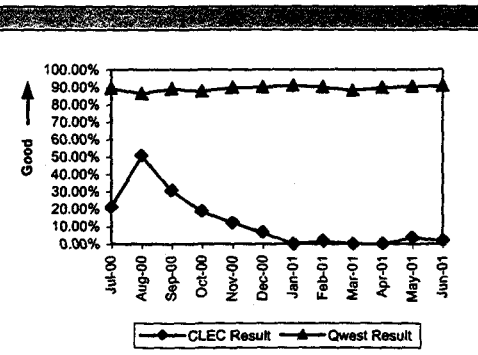
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	70	75	93.33%	24.94%	2853	3244	87.95%	-1.42	-1.86
Aug-00	62	76	81.58%	38.77%	2637	3170	83.19%	0.37	-0.79
Sep-00	45	77	58.44%	49.28%	2804	3281	85.46%	6.65	1.26
Oct-00	60	72	83.33%	37.27%	2685	3161	84.94%	0.38	-0.78
Nov-00	59	72	81.94%	38.47%	2907	3311	87.80%	1.5	-0.05
Dec-00	51	61	83.61%	37.02%	2737	3161	86.59%	0.68	-0.61
Jan-01	31	39	79.49%	40.38%	1423	1790	79.50%	0	-1.01
Feb-01	18	35	51.43%	49.98%	235	600	39.17%	-1.44	-1.88
Mar-01	32	43	74.42%	43.63%	257	679	37.85%	-4.79	-3.91
Apr-01	164	168	97.62%	15.25%	281	753	37.32%	-14.61	-9.88
May-01	160	174	91.95%	27.20%	277	721	38.42%	-13.03	-8.92
Jun-01	74	90	82.22%	38.23%	135	601	22.46%	-12.67	-8.7



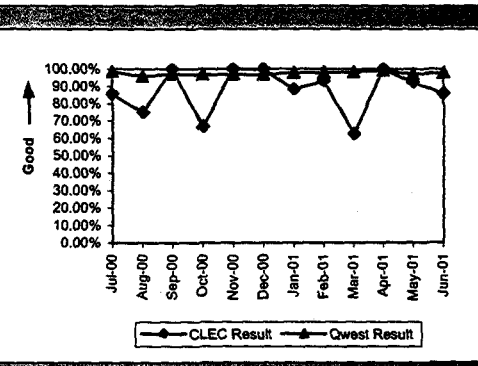
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10	47	21.28%	40.93%	5835	6522	89.47%	15.17	1.26
Aug-00	28	55	50.91%	49.99%	6317	7308	86.44%	7.67	3.89
Sep-00	12	39	30.77%	46.15%	6809	7628	89.26%	11.77	1.26
Oct-00	7	37	18.92%	39.17%	6674	7602	87.79%	12.77	3.89
Nov-00	5	41	12.20%	32.72%	7357	8195	89.77%	16.35	3.99
Dec-00	2	30	6.67%	24.94%	6994	7761	90.12%	15.29	3.86
Jan-01	0	21	0.00%	0.00%	6541	7193	90.94%	14.49	1.26
Feb-01	0.5	28	1.79%	13.24%	6253	6943	90.06%	15.58	1.26
Mar-01	0	31	0.00%	0.00%	6896	7830	88.07%	15.1	3.94
Apr-01	0	26	0.00%	0.00%	7474	8321	89.82%	15.12	3.89
May-01	1	27	3.70%	18.89%	6460	7137	90.51%	15.37	3.87
Jun-01	0.5	27	1.85%	13.48%	6199	6833	90.72%	15.88	3.87



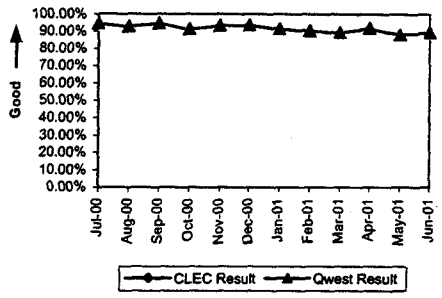
DS3

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	7	85.71%	34.99%	521	528	98.67%	2.98	1.26
Aug-00	3	4	75.00%	43.30%	533	556	95.86%	2.09	1.26
Sep-00	6	6	100.00%	0.00%	563	579	97.24%	-0.41	-1.25
Oct-00	10	15	66.67%	47.14%	604	623	96.95%	6.74	3.89
Nov-00	18	18	100.00%	0.00%	693	715	96.92%	-0.75	-1.45
Dec-00	13	13	100.00%	0.00%	624	645	96.74%	-0.65	-1.4
Jan-01	15	17	88.24%	32.22%	518	529	97.92%	2.75	3.94
Feb-01	13	14	92.86%	25.75%	511	522	97.89%	1.29	1.36
Mar-01	5	8	62.50%	48.41%	615	626	98.24%	7.65	1.26
Apr-01	15	15	100.00%	0.00%	626	632	99.05%	-0.37	-1.23
May-01	12	13	92.31%	26.65%	532	547	97.26%	1.08	0.77
Jun-01	6	7	85.71%	34.99%	524	535	97.94%	2.27	3.94



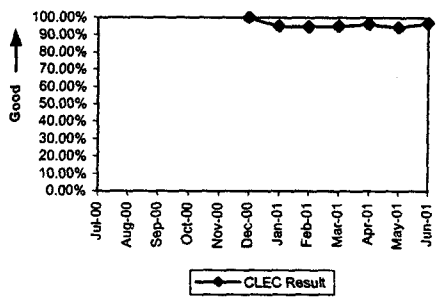
OP-5 - New Service Installation Quality (Pecent) *

	Frame Relay								
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2367	2506	94.45%		
Aug-00					2352	2534	92.82%		
Sep-00					2282	2409	94.73%		
Oct-00					1853	2029	91.33%		
Nov-00					1975	2114	93.42%		
Dec-00					2002	2139	93.60%		
Jan-01					1680	1836	91.50%		
Feb-01					1543	1706	90.45%		
Mar-01					1804	2017	89.44%		
Apr-01					1741	1892	92.02%		
May-01					907	1029	88.14%		
Jun-01					1020	1138	89.63%		



OP-5 - New Service Installation Quality (Pecent) *

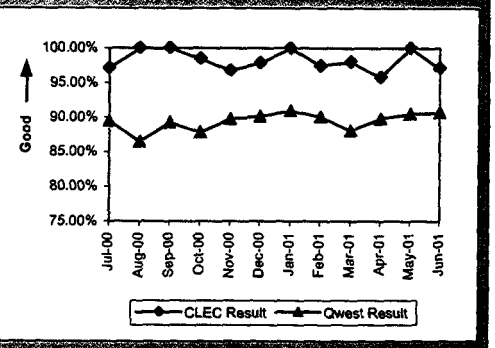
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	341	341	100.00%	0.00%
Jan-01	887	932	95.17%	21.44%
Feb-01	1081	1141	94.74%	22.32%
Mar-01	983	1033	95.16%	21.46%
Apr-01	913	947	96.41%	18.60%
May-01	757	802	94.39%	23.01%
Jun-01	983	1014	96.94%	17.22%



OP-5 - New Service Installation Quality (Pecent) *

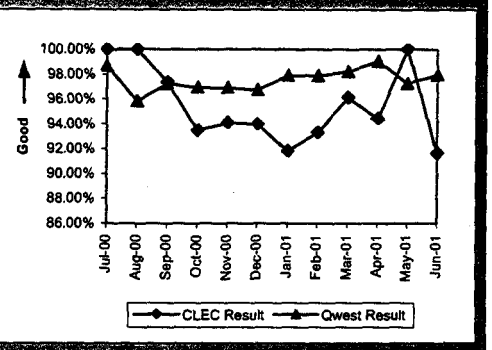
UDIT DS1

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	67	69	97.10%	16.78%	5835	6522	89.47%	-2.06	-2.25
Aug-00	65	65	100.00%	0.00%	6317	7308	86.44%	-3.18	-2.93
Sep-00	62	62	100.00%	0.00%	6809	7628	89.26%	-2.72	-2.65
Oct-00	64	65	98.46%	12.31%	6674	7602	87.79%	-2.62	-2.59
Nov-00	59	61	96.72%	17.81%	7357	8195	89.77%	-1.78	-2.08
Dec-00	45	46	97.83%	14.58%	6994	7761	90.12%	-1.75	-2.06
Jan-01	40	40	100.00%	0.00%	6541	7193	90.94%	-1.99	-2.21
Feb-01	38	39	97.44%	15.81%	6253	6943	90.06%	-1.53	-1.93
Mar-01	49	50	98.00%	14.00%	6896	7830	88.07%	-2.16	-2.31
Apr-01	68	71	95.77%	20.12%	7474	8321	89.82%	-1.65	-2
May-01	82	82	100.00%	0.00%	6460	7137	90.51%	-2.91	-2.77
Jun-01	68	70	97.14%	16.66%	6199	6833	90.72%	-1.84	-2.12



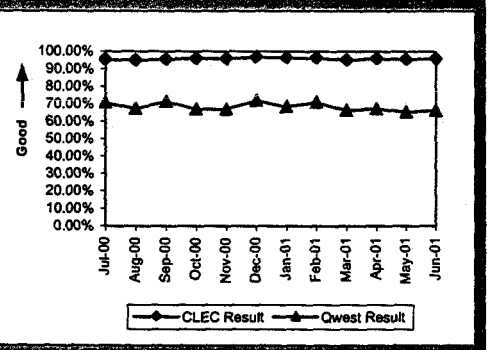
UDIT Above DS1 Level

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	16	16	100.00%	0.00%	521	528	98.67%	-0.46	-1.28
Aug-00	24	24	100.00%	0.00%	533	556	95.86%	-1	-1.61
Sep-00	37	38	97.37%	16.01%	563	579	97.24%	-0.05	-1.03
Oct-00	43	46	93.48%	24.69%	604	623	96.95%	1.32	-0.17
Nov-00	48	51	94.12%	23.53%	693	715	96.92%	1.12	-0.33
Dec-00	47	50	94.00%	23.75%	624	645	96.74%	1.05	-0.4
Jan-01	45	49	91.84%	27.38%	518	529	97.92%	2.86	1.85
Feb-01	28	30	93.33%	24.94%	511	522	97.89%	1.69	0.91
Mar-01	25	26	96.15%	19.23%	615	626	98.24%	0.79	-0.55
Apr-01	34	36	94.44%	22.91%	626	632	99.05%	2.77	2.78
May-01	27	27	100.00%	0.00%	532	547	97.26%	-0.85	-1.52
Jun-01	22	24	91.67%	27.64%	524	535	97.94%	2.12	2.13



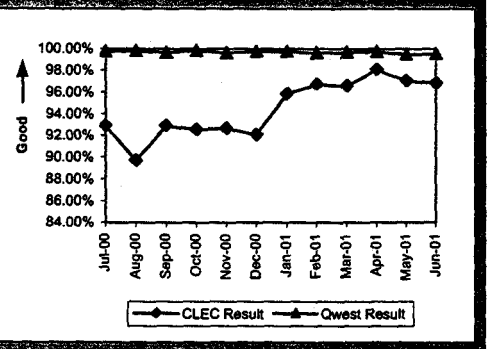
Unbundled Loop Analog

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8635	9058	95.33%	21.10%	101880	143881	70.81%	-49.79	-31.27
Aug-00	10035	10561	95.02%	21.75%	100014	148738	67.24%	-58.77	-36.73
Sep-00	11781	12346	95.42%	20.90%	109519	153450	71.37%	-56.88	-35.58
Oct-00	13211	13757	96.03%	19.52%	97695	145601	67.10%	-69.04	-42.97
Nov-00	13876	14477	95.85%	19.95%	94360	141056	66.90%	-70.5	-43.86
Dec-00	12684	13126	96.63%	18.04%	94857	131818	71.96%	-60.01	-37.48
Jan-01	11324	11760	96.29%	18.89%	91135	133017	68.51%	-62.17	-38.8
Feb-01	11272	11709	96.27%	18.95%	93526	131384	71.19%	-57.42	-35.91
Mar-01	12850	13496	95.21%	21.35%	87550	131640	66.51%	-67.29	-41.91
Apr-01	14114	14731	95.81%	20.03%	92562	137429	67.35%	-70	-43.56
May-01	15798	16549	95.46%	20.81%	93000	141924	65.53%	-76.67	-47.62
Jun-01	17597	18354	95.88%	19.89%	98869	148949	66.38%	-79.82	-49.53



Unbundled Loop - 2 Wire Non-Loaded

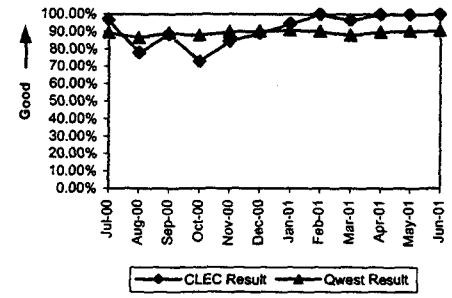
Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3438	3701	92.89%	25.69%	4765	4777	99.75%	62.54	37.02
Aug-00	2976	3318	89.69%	30.41%	4617	4626	99.81%	100.88	60.33
Sep-00	3056	3289	92.92%	25.66%	4682	4697	99.68%	52.73	31.06
Oct-00	2938	3174	92.56%	26.23%	4911	4919	99.84%	79.27	47.2
Nov-00	2404	2594	92.68%	26.05%	5341	5360	99.65%	49.03	28.81
Dec-00	1747	1897	92.09%	26.99%	5348	5361	99.76%	58.33	34.46
Jan-01	2725	2843	95.85%	19.95%	4290	4301	99.74%	31.9	18.4
Feb-01	3415	3531	96.71%	17.82%	3257	3269	99.63%	19.88	11.09
Mar-01	3017	3124	96.57%	18.19%	3327	3337	99.70%	22.97	12.96
Apr-01	3231	3294	98.09%	13.70%	3379	3387	99.76%	14.11	7.58
May-01	2826	2912	97.05%	16.93%	3139	3155	99.49%	13.4	7.15
Jun-01	2080	2148	96.83%	17.51%	2862	2875	99.55%	14.18	7.62



OP-5 - New Service Installation Quality (Pecent) *

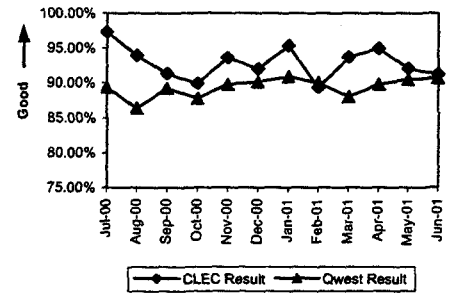
Unbundled Loop - 4 Wire Non-Loaded

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	31	32	96.88%	17.40%	5835	6522	89.47%	-1.36	-1.83
Aug-00	21	27	77.78%	41.57%	6317	7308	86.44%	1.31	-0.22
Sep-00	23	26	88.46%	31.95%	6809	7628	89.26%	0.13	-0.94
Oct-00	24	33	72.73%	44.54%	6674	7602	87.79%	2.64	2.25
Nov-00	27	32	84.38%	36.31%	7357	8195	89.77%	1.01	-0.36
Dec-00	16	18	88.89%	31.43%	6994	7761	90.12%	0.17	-0.93
Jan-01	17	18	94.44%	22.91%	6541	7193	90.94%	-0.52	-1.31
Feb-01	27	27	100.00%	0.00%	6253	6943	90.06%	-1.72	-2.05
Mar-01	28	29	96.55%	18.25%	6896	7830	88.07%	-1.41	-1.85
Apr-01	24	24	100.00%	0.00%	7474	8321	89.82%	-1.65	-2
May-01	26	26	100.00%	0.00%	6460	7137	90.51%	-1.65	-2
Jun-01	23	23	100.00%	0.00%	6199	6833	90.72%	-1.53	-1.93



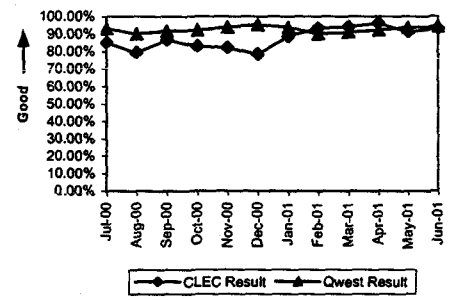
Unbundled Loop - DS1 Capable

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	72	74	97.30%	16.22%	5835	6522	89.47%	-2.18	-2.33
Aug-00	93	99	93.94%	23.86%	6317	7308	86.44%	-2.16	-2.32
Sep-00	116	127	91.34%	28.13%	6809	7628	89.26%	-0.75	-1.46
Oct-00	125	139	89.93%	30.10%	6674	7602	87.79%	-0.76	-1.46
Nov-00	132	141	93.62%	24.44%	7357	8195	89.77%	-1.49	-1.91
Dec-00	115	125	92.00%	27.13%	6994	7761	90.12%	-0.7	-1.43
Jan-01	163	171	95.32%	21.12%	6541	7193	90.94%	-1.97	-2.2
Feb-01	235	263	89.35%	30.84%	6253	6943	90.06%	0.38	-0.78
Mar-01	297	317	93.69%	24.31%	6896	7830	88.07%	-3.03	-2.84
Apr-01	300	316	94.94%	21.92%	7474	8321	89.82%	-2.95	-2.79
May-01	290	315	92.06%	27.03%	6460	7137	90.51%	-0.92	-1.56
Jun-01	291	319	91.22%	28.30%	6199	6833	90.72%	-0.3	-1.18



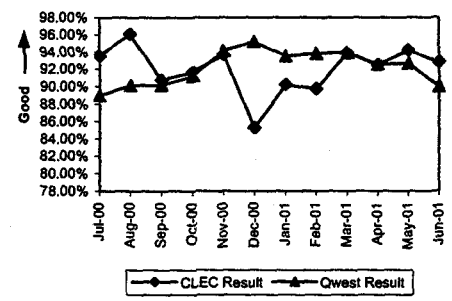
Unbundled Loop ISDN Capable

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1167	1370	85.18%	35.53%	4446	4777	93.07%	10.14	5.16
Aug-00	1115	1403	79.47%	40.39%	4169	4626	90.12%	11.71	6.12
Sep-00	1106	1276	86.68%	33.98%	4314	4697	91.85%	5.98	2.64
Oct-00	1011	1218	83.00%	37.56%	4537	4919	92.23%	10.77	5.55
Nov-00	924	1125	82.13%	38.31%	5039	5360	94.01%	15.26	8.28
Dec-00	553	705	78.44%	41.12%	5109	5361	95.30%	19.88	11.09
Jan-01	899	1015	88.57%	31.82%	4033	4301	93.77%	6.16	2.75
Feb-01	1319	1414	93.28%	25.03%	2939	3269	89.91%	-3.52	-3.14
Mar-01	1105	1175	94.04%	23.67%	3039	3337	91.07%	-3.07	-2.87
Apr-01	1082	1125	96.18%	19.17%	3128	3387	92.35%	-4.18	-3.54
May-01	1027	1124	91.37%	28.08%	2957	3155	93.72%	2.79	0.7
Jun-01	871	935	93.16%	25.25%	2710	2875	94.26%	1.26	-0.23



Unbundled Loop - ADSL Qualified

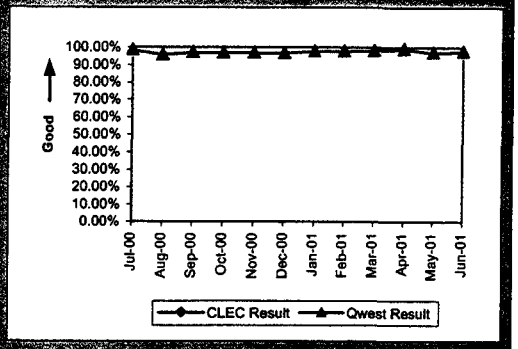
Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	58	62	93.55%	24.57%	15440	17349	89.00%	-1.14	-1.7
Aug-00	74	77	96.10%	19.35%	16507	18307	90.17%	-1.75	-2.06
Sep-00	69	76	90.79%	28.92%	15831	17555	90.18%	-0.18	-1.11
Oct-00	77	84	91.67%	27.64%	18041	19778	91.22%	-0.15	-1.09
Nov-00	89	95	93.68%	24.32%	19835	21075	94.12%	0.18	-0.93
Dec-00	81	95	85.26%	35.45%	20331	21356	95.20%	4.52	1.26
Jan-01	102	113	90.27%	29.64%	22704	24270	93.55%	1.42	-0.13
Feb-01	149	166	89.76%	30.32%	24387	25985	93.85%	2.19	0.4
Mar-01	169	180	93.89%	23.95%	23904	25440	93.96%	0.04	-1.01
Apr-01	161	174	92.53%	26.29%	21424	23142	92.58%	0.02	-1.01
May-01	162	172	94.19%	23.40%	14760	15919	92.72%	-0.74	-1.45
Jun-01	155	167	92.81%	25.83%	8709	9677	90.00%	-1.2	-1.73



OP-5 - New Service Installation Quality (Pecent) *

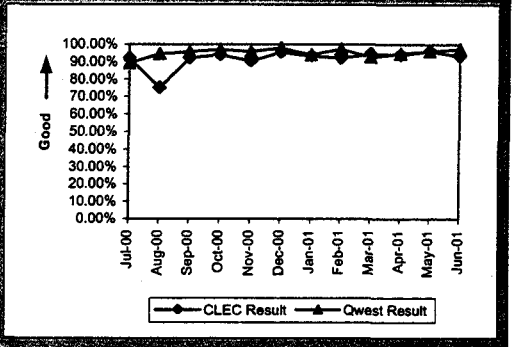
Unbundled Loop - DS3 Capable

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					521	528	98.67%		
Aug-00					533	556	95.86%		
Sep-00					563	579	97.24%		
Oct-00					604	623	96.95%		
Nov-00					693	715	96.92%		
Dec-00					624	645	96.74%		
Jan-01					518	529	97.92%		
Feb-01					511	522	97.89%		
Mar-01					615	626	98.24%		
Apr-01					626	632	99.05%		
May-01					532	547	97.26%		
Jun-01					524	535	97.94%		



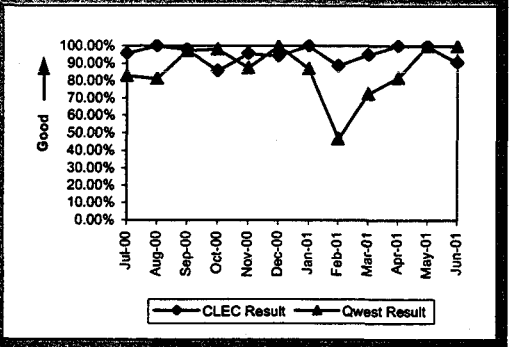
LIS Trunk

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	172	187	91.98%	27.16%	212	238	89.08%	-0.95	-1.58
Aug-00	133	177	75.14%	43.22%	250	264	94.70%	8.98	2.76
Sep-00	215	233	92.27%	26.70%	273	285	95.79%	1.98	0.05
Oct-00	284	302	94.04%	23.67%	333	343	97.08%	2.29	0.15
Nov-00	311	344	90.41%	29.45%	340	355	95.77%	3.53	0.7
Dec-00	344	360	95.56%	20.61%	283	289	97.92%	2.1	0
Jan-01	325	348	93.39%	24.84%	242	257	94.16%	0.4	-0.77
Feb-01	331	359	92.20%	26.82%	263	270	97.41%	4.07	0.68
Mar-01	385	407	94.59%	22.61%	307	331	92.75%	-0.96	-1.58
Apr-01	400	425	94.12%	23.53%	350	369	94.85%	0.47	-0.71
May-01	357	371	96.23%	19.06%	312	325	96.00%	-0.15	-1.09
Jun-01	349	374	93.32%	24.98%	333	342	97.37%	3.38	0.52



E911

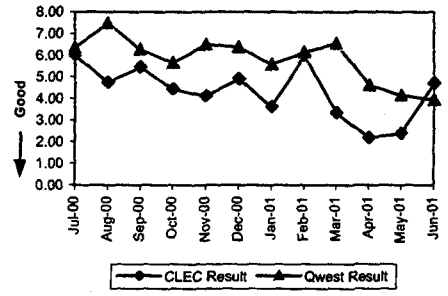
Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	22	23	95.65%	20.39%	34	41	82.93%	-1.3	-1.79
Aug-00	43	43	100.00%	0.00%	26	32	81.25%	-2.06	-2.25
Sep-00	47	48	97.92%	14.28%	36	37	97.30%	-0.17	-1.11
Oct-00	30	35	85.71%	34.99%	52	53	98.11%	4.18	0.45
Nov-00	44	46	95.65%	20.39%	49	56	87.50%	-1.24	-1.75
Dec-00	50	53	94.34%	23.11%	41	41	100.00%	N/A	-0.01
Jan-01	47	47	100.00%	0.00%	20	23	86.96%	-1.52	-1.93
Feb-01	31	35	88.57%	31.82%	7	15	46.67%	-2.72	-2.65
Mar-01	54	57	94.74%	22.33%	8	11	72.73%	-1.5	-1.91
Apr-01	56	56	100.00%	0.00%	9	11	81.82%	-1.43	-1.87
May-01	24	24	100.00%	0.00%	10	10	100.00%	N/A	N/A
Jun-01	29	32	90.63%	29.15%	15	15	100.00%	N/A	-0.31



OP-6A-1 - Delayed Days for Non-Facility Reasons (Average Days) - Dispatches within MSAs

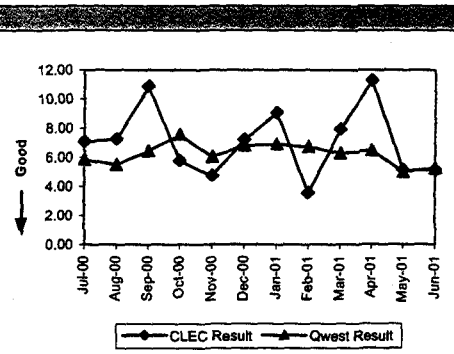
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	649	108	6.01	7.55	12962	2038	6.36	-0.25	-1.15
Aug-00	924	195	4.74	4.56	17623	2352	7.49	-1.36	-1.82
Sep-00	916	168	5.45	7.40	13592	2168	6.27	-0.58	-1.35
Oct-00	372	84	4.43	5.12	10487	1853	5.66	-0.88	-1.54
Nov-00	378	92	4.11	4.44	10668	1643	6.49	-1.35	-1.82
Dec-00	235	48	4.90	5.51	9535	1493	6.39	-0.62	-1.38
Jan-01	195	54	3.61	5.93	9534	1708	5.58	-0.82	-1.5
Feb-01	276	46	6.00	18.69	6843	1113	6.15	-0.07	-1.04
Mar-01	154	46	3.35	3.39	8361	1277	6.55	-1.26	-1.76
Apr-01	76	35	2.17	2.95	6730	1456	4.62	-1.36	-1.83
May-01	38	16	2.38	2.00	8701	2091	4.16	-0.56	-1.34
Jun-01	80	17	4.71	6.03	9031	2279	3.96	0.45	-0.73



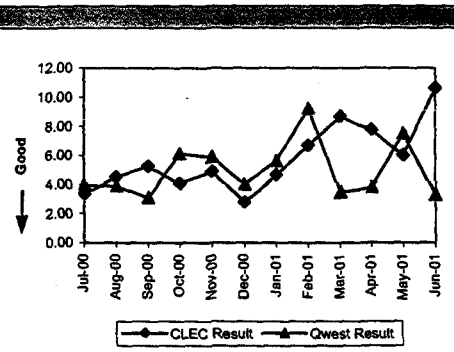
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	347	49	7.08	9.27	7178	1226	5.85	0.57	-0.65
Aug-00	298	41	7.27	7.71	6923	1254	5.52	1.04	-0.37
Sep-00	587	54	10.87	23.57	6859	1067	6.43	1.64	0
Oct-00	416	72	5.78	11.29	7640	1009	7.57	-0.88	-1.54
Nov-00	256	54	4.74	8.12	6041	999	6.05	-0.67	-1.41
Dec-00	368	51	7.22	12.95	6109	896	6.82	0.17	-0.9
Jan-01	526	58	9.07	33.07	6931	1002	6.92	0.78	-0.53
Feb-01	178	50	3.56	3.95	5487	816	6.72	-1.47	-1.89
Mar-01	428	54	7.93	16.78	4844	770	6.29	0.85	-0.48
Apr-01	440	39	11.28	27.56	4979	768	6.48	1.34	-0.16
May-01	195	38	5.13	6.84	4821	962	5.01	0.08	-0.95
Jun-01	174	34	5.12	7.20	4921	935	5.26	-0.08	-1.05



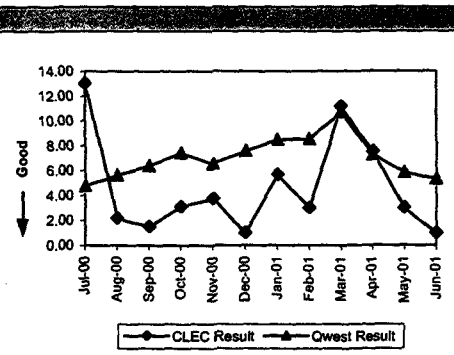
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	201	60	3.35	4.03	673	170	3.96	-0.48	-1.29
Aug-00	415	92	4.51	9.40	618	159	3.89	0.74	-0.55
Sep-00	321	61	5.26	11.20	780	252	3.10	0.88	-0.46
Oct-00	219	54	4.06	6.86	987	161	6.13	-1.13	-1.69
Nov-00	205	42	4.88	11.38	648	110	5.89	-0.48	-1.29
Dec-00	171	62	2.76	3.56	324	81	4.00	-0.55	-1.33
Jan-01	419	90	4.66	8.70	528	94	5.62	-0.62	-1.38
Feb-01	495	74	6.69	12.35	489	53	9.23	-0.44	-1.27
Mar-01	555	64	8.67	16.58	221	64	3.45	1.22	-0.26
Apr-01	410	53	7.74	13.56	223	59	3.78	1.37	-0.17
May-01	359	60	5.98	7.59	278	37	7.51	-0.62	-1.37
Jun-01	553	52	10.63	27.04	148	45	3.29	0.95	-0.42



Centrex 21

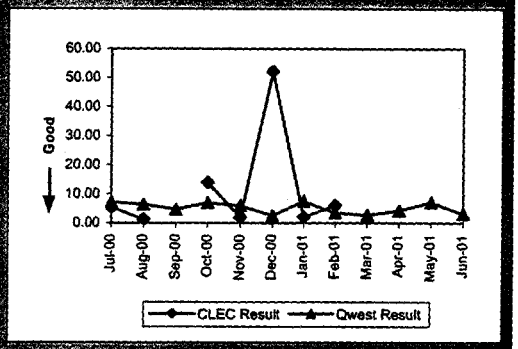
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	52	4	13.00	22.02	894	187	4.78	1.63	-0.01
Aug-00	13	6	2.17	2.04	1007	179	5.63	-0.94	-1.57
Sep-00	3	2	1.50	0.71	888	139	6.39	-0.64	-1.39
Oct-00	31	10	3.10	2.56	1235	167	7.40	-1.01	-1.61
Nov-00	15	4	3.75	3.40	929	142	6.54	-0.53	-1.32
Dec-00	3	3	1.00	0.00	1100	145	7.59	-0.89	-1.54
Jan-01	17	3	5.67	4.04	1340	158	8.48	-0.27	-1.16
Feb-01	3	1	3.00		1108	130	8.52	-0.37	-1.22
Mar-01	67	6	11.17	13.42	1388	130	10.68	0.05	-0.97
Apr-01	30	4	7.50	7.90	894	123	7.27	0.03	-0.98
May-01	3	1	3.00		918	157	5.85	-0.33	-1.2
Jun-01	2	2	1.00	0.00	650	122	5.33	-0.72	-1.44



OP-6A-1 - Delayed Days for Non-Facility Reasons (Average Days) - Dispatches within MSAs

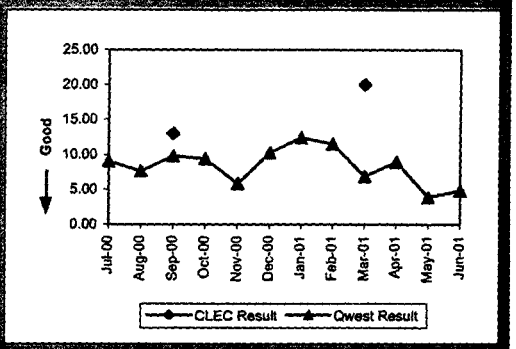
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	11	2	5.50	2.12	455	63	7.22	-0.18	-1.11
Aug-00	4	3	1.33	0.58	304	47	6.47	-1.06	-1.65
Sep-00					190	41	4.63		
Oct-00	14	1	14.00		270	38	7.11	0.6	-0.63
Nov-00	8	4	2.00	0.00	168	28	6.00	-0.66	-1.4
Dec-00	728	14	52.00	0.00	79	31	2.55	3.72	1.26
Jan-01	2	1	2.00		137	18	7.61	-0.32	-1.19
Feb-01	6	1	6.00		74	21	3.52	0.65	-0.6
Mar-01					44	16	2.75		
Apr-01					89	21	4.24		
May-01					171	24	7.12		
Jun-01					71	23	3.09		



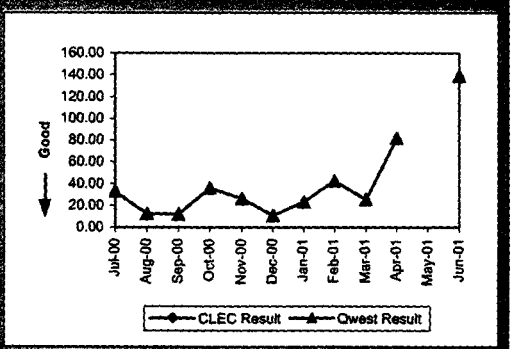
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					345	38	9.08		
Aug-00					558	73	7.64		
Sep-00	13	1	13.00		658	67	9.82	0.1	-0.94
Oct-00					424	45	9.42		
Nov-00					163	28	5.82		
Dec-00					329	32	10.28		
Jan-01					449	36	12.47		
Feb-01					496	43	11.53		
Mar-01	20	1	20.00		344	50	6.88	0.91	-0.45
Apr-01					358	40	8.95		
May-01					184	47	3.91		
Jun-01					87	18	4.83		



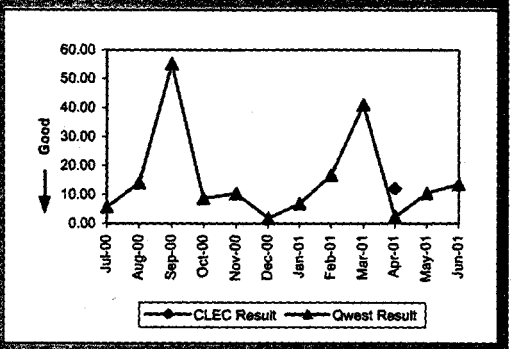
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					463	14	33.07		
Aug-00					382	31	12.32		
Sep-00					154	13	11.85		
Oct-00					1797	50	35.94		
Nov-00					105	4	26.25		
Dec-00					65	6	10.83		
Jan-01					442	19	23.26		
Feb-01					341	8	42.62		
Mar-01					178	7	25.43		
Apr-01					246	3	82.00		
May-01									
Jun-01					139	1	139.00		



DS0

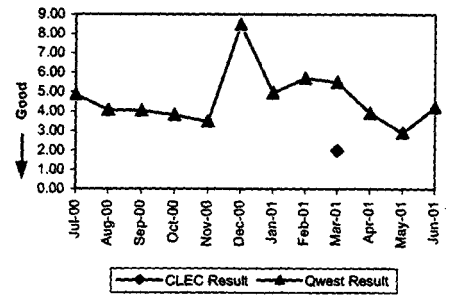
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					69	12	5.75		
Aug-00					198	14	14.14		
Sep-00					551	10	55.10		
Oct-00					113	13	8.69		
Nov-00					84	8	10.50		
Dec-00					88	46	1.91		
Jan-01					14	2	7.00		
Feb-01					67	4	16.75		
Mar-01					205	5	41.00		
Apr-01	12	1	12.00		7	3	2.33	5.48	2.33
May-01					21	2	10.50		
Jun-01					148	11	13.45		



OP-6A-1 - Delayed Days for Non-Facility Reasons (Average Days) - Dispatches within MSAs

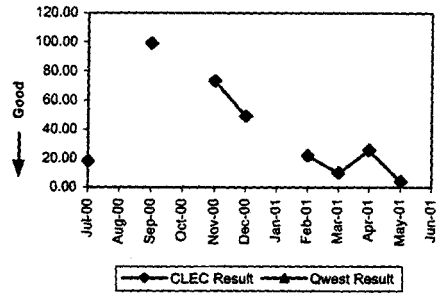
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					292	60	4.87		
Aug-00					339	83	4.08		
Sep-00					413	102	4.05		
Oct-00					322	84	3.83		
Nov-00					321	92	3.49		
Dec-00					432	51	8.47		
Jan-01					188	38	4.95		
Feb-01					274	48	5.71		
Mar-01	2	1	2.00		248	45	5.51	-0.6	-1.36
Apr-01					177	45	3.93		
May-01					143	49	2.92		
Jun-01					89	21	4.24		



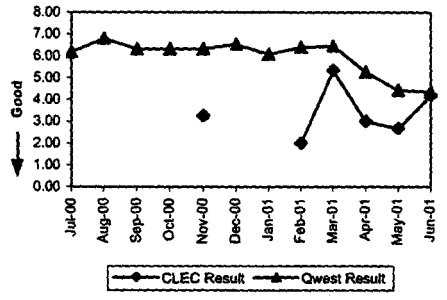
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	90	5	18.00	9.19					
Aug-00									
Sep-00	198	2	99.00	127.28					
Oct-00									
Nov-00	73	1	73.00						
Dec-00	98	2	49.00	31.11					
Jan-01									
Feb-01	109	5	21.80	26.67					
Mar-01	10	1	10.00						
Apr-01	51	2	25.50	4.95					
May-01	4	1	4.00						
Jun-01									



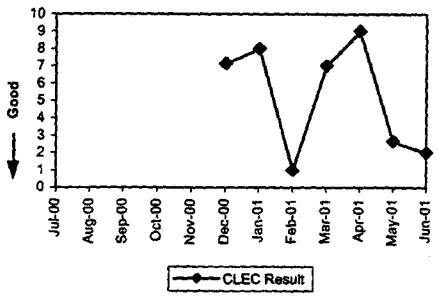
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					20140	3264	6.17		
Aug-00					24546	3606	6.81		
Sep-00					20451	3235	6.32		
Oct-00					18127	2862	6.33		
Nov-00	13	4	3.25	1.89	16709	2642	6.32	-0.39	-1.24
Dec-00					15644	2389	6.55		
Jan-01					16465	2710	6.08		
Feb-01	4	2	2.00	1.41	12330	1929	6.39	-0.42	-1.25
Mar-01	16	3	5.33	3.79	13205	2047	6.45	-0.12	-1.07
Apr-01	12	4	3.00	2.71	11709	2224	5.26	-0.29	-1.18
May-01	8	3	2.67	0.58	13522	3053	4.43	-0.26	-1.16
Jun-01	126	30	4.20	3.56	13952	3214	4.34	-0.1	-1.06



OP-6A-1 - Delayed Days for Non-Facility Reasons (Average Days) - Dispatches within MSAs

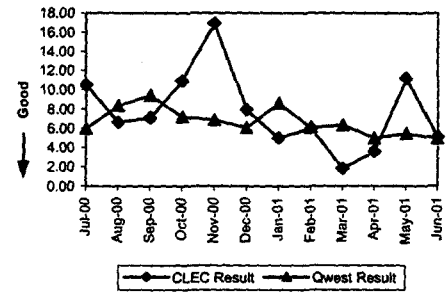
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	50	7	7.14	7.69
Jan-01	24	3	8.00	6.00
Feb-01	1	1	1.00	
Mar-01	14	2	7.00	4.24
Apr-01	9	1	9.00	
May-01	8	3	2.67	2.89
Jun-01	2	1	2.00	



OP-6A-2 - Delayed Days for Non-Facility Reasons (Average Days) - Dispatches outside MSAs

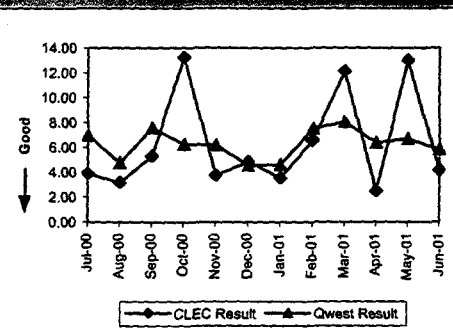
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	189	18	10.50	23.71	3769	632	5.96	1.09	-0.34
Aug-00	205	31	6.61	10.97	5666	680	8.33	-0.28	-1.17
Sep-00	149	21	7.10	10.99	6094	646	9.43	-0.24	-1.14
Oct-00	229	21	10.90	10.61	3770	525	7.18	0.96	-0.42
Nov-00	186	11	16.91	25.64	3334	485	6.87	1.96	0.19
Dec-00	111	14	7.93	16.05	2527	417	6.06	0.43	-0.74
Jan-01	35	7	5.00	8.02	3809	444	8.58	-0.32	-1.19
Feb-01	66	11	6.00	11.73	1796	295	6.09	-0.02	-1.01
Mar-01	11	6	1.83	1.17	1835	290	6.33	-0.71	-1.43
Apr-01	18	5	3.60	2.70	1921	384	5.00	-0.15	-1.09
May-01	112	10	11.20	5.83	2743	503	5.45	1.19	-0.27
Jun-01	51	10	5.10	5.02	2658	536	4.96	0.04	-0.97



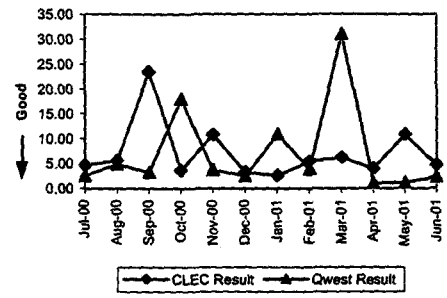
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	47	12	3.92	2.84	2121	304	6.98	-0.76	-1.46
Aug-00	51	16	3.19	3.15	1561	325	4.80	-0.84	-1.51
Sep-00	96	18	5.33	6.15	2118	279	7.59	-0.63	-1.38
Oct-00	225	17	13.24	23.14	1632	260	6.28	1.45	-0.12
Nov-00	30	8	3.75	2.31	1366	220	6.21	-0.56	-1.34
Dec-00	78	16	4.88	5.61	849	186	4.56	0.14	-0.92
Jan-01	25	7	3.57	2.57	804	174	4.62	-0.25	-1.15
Feb-01	66	10	6.60	6.22	948	126	7.52	-0.11	-1.07
Mar-01	85	7	12.14	17.53	1138	141	8.07	0.52	-0.69
Apr-01	10	4	2.50	1.91	1074	168	6.39	-0.61	-1.37
May-01	52	4	13.00	11.66	947	141	6.72	0.87	-0.47
Jun-01	29	7	4.14	5.87	903	155	5.83	-0.34	-1.2



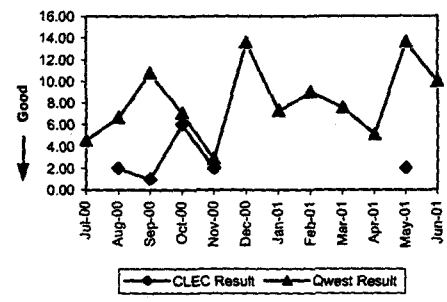
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	14	3	4.67	3.06	33	13	2.54	0.79	-0.52
Aug-00	79	14	5.64	6.82	191	39	4.90	0.3	-0.81
Sep-00	164	7	23.43	41.41	52	16	3.25	2.51	0.53
Oct-00	29	8	3.62	4.31	990	55	18.00	-3.05	-2.86
Nov-00	140	13	10.77	18.62	67	18	3.72	1.48	-0.1
Dec-00	78	24	3.25	3.53	38	15	2.53	1.26	-0.23
Jan-01	39	15	2.60	1.88	207	19	10.89	-1.15	-1.7
Feb-01	60	11	5.45	10.27	42	11	3.82	1.13	-0.31
Mar-01	130	21	6.19	11.10	155	5	31.00	-1.24	-1.75
Apr-01	64	16	4.00	7.43	9	8	1.12	2.14	0.3
May-01	152	14	10.86	13.73	6	5	1.20	3.72	1.26
Jun-01	65	14	4.64	5.00	30	13	2.31	1.11	-0.32



Centrex 21

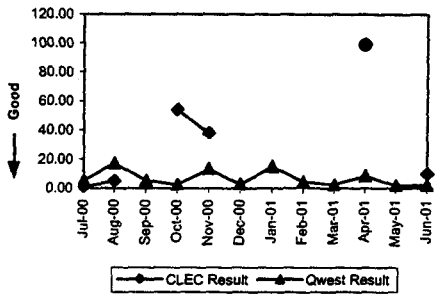
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					163	36	4.53		
Aug-00	2	1	2.00		140	21	6.67	-0.45	-1.27
Sep-00	1	1	1.00		290	27	10.74	-0.53	-1.32
Oct-00	6	1	6.00		141	20	7.05	-0.08	-1.05
Nov-00	2	1	2.00		40	14	2.86	-0.26	-1.16
Dec-00					285	21	13.57		
Jan-01					102	14	7.29		
Feb-01					99	11	9.00		
Mar-01					121	16	7.56		
Apr-01					56	11	5.09		
May-01	2	1	2.00		245	18	13.61	-0.31	-1.19
Jun-01					200	20	10.00		



OP-6A-2 - Delayed Days for Non-Facility Reasons (Average Days) - Dispatches outside MSAs

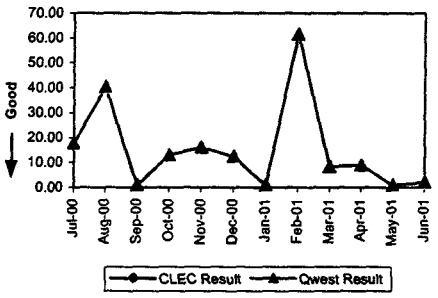
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	1.00		53	10	5.30	-0.45	-1.27
Aug-00	5	1	5.00		157	9	17.44	-0.69	-1.42
Sep-00					55	10	5.50		
Oct-00	54	1	54.00		16	6	2.67	23.01	12.99
Nov-00	38	1	38.00		188	14	13.43	1.16	-0.29
Dec-00					15	5	3.00		
Jan-01					91	6	15.17		
Feb-01					18	4	4.50		
Mar-01					5	2	2.50		
Apr-01	99	1	99.00		44	5	8.80	11.13	5.77
May-01					2	1	2.00		
Jun-01	10	1	10.00		7	3	2.33	4.35	1.64



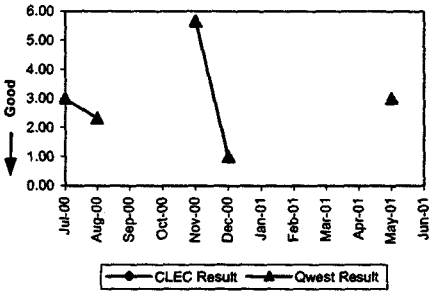
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					53	3	17.67		
Aug-00					81	2	40.50		
Sep-00					2	2	1.00		
Oct-00					117	9	13.00		
Nov-00					193	12	16.08		
Dec-00					50	4	12.50		
Jan-01					1	1	1.00		
Feb-01					123	2	61.50		
Mar-01					25	3	8.33		
Apr-01					27	3	9.00		
May-01					1	1	1.00		
Jun-01					6	3	2.00		



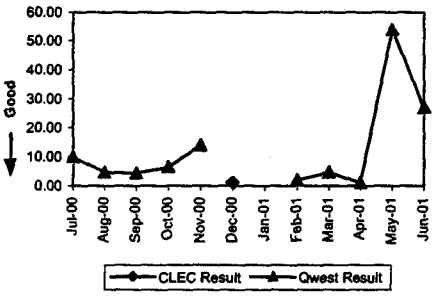
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					9	3	3.00		
Aug-00					7	3	2.33		
Sep-00									
Oct-00									
Nov-00					17	3	5.67		
Dec-00					2	2	1.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01					3	1	3.00		
Jun-01									



DS0

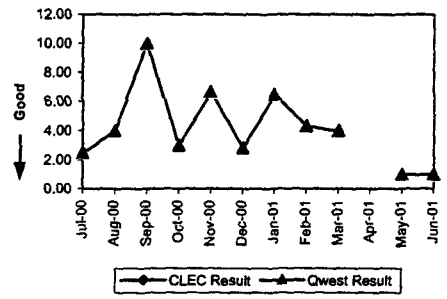
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					30	3	10.00		
Aug-00					28	6	4.67		
Sep-00					13	3	4.33		
Oct-00					13	2	6.50		
Nov-00					56	4	14.00		
Dec-00	1	1	1.00						
Jan-01									
Feb-01					2	1	2.00		
Mar-01					14	3	4.67		
Apr-01					1	1	1.00		
May-01					108	2	54.00		
Jun-01					27	1	27.00		



OP-6A-2 - Delayed Days for Non-Facility Reasons (Average Days) - Dispatches outside MSAs

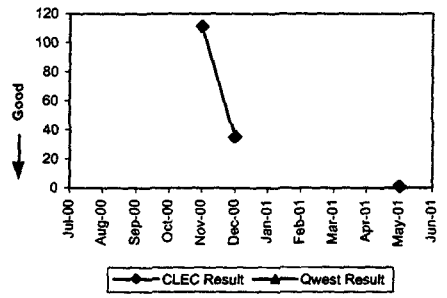
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					10	4	2.50		
Aug-00					4	1	4.00		
Sep-00					60	6	10.00		
Oct-00					3	1	3.00		
Nov-00					40	6	6.67		
Dec-00					17	6	2.83		
Jan-01					13	2	6.50		
Feb-01					13	3	4.33		
Mar-01					4	1	4.00		
Apr-01									
May-01					1	1	1.00		
Jun-01					1	1	1.00		



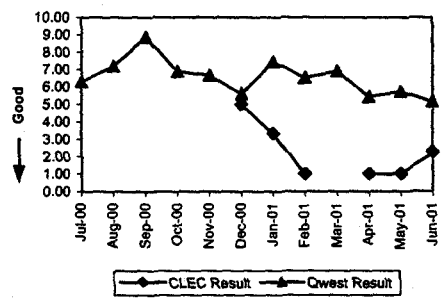
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00	111	1	111.00						
Dec-00	35	1	35.00						
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01	1	1	1.00						
Jun-01									



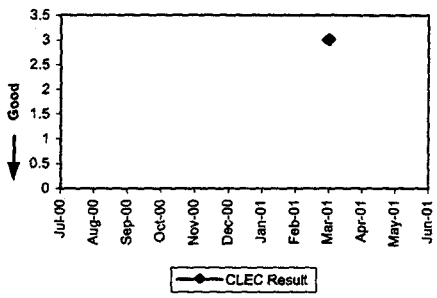
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					5890	936	6.29		
Aug-00					7227	1005	7.19		
Sep-00					8212	925	8.88		
Oct-00					5402	785	6.88		
Nov-00					4700	705	6.67		
Dec-00	5	1	5.00		3376	603	5.60	-0.04	-1.03
Jan-01	10	3	3.33	3.21	4613	618	7.46	-0.28	-1.17
Feb-01	1	1	1.00		2744	421	6.52	-0.31	-1.19
Mar-01					2973	431	6.90		
Apr-01	2	2	1.00	0.00	2995	552	5.43	-0.33	-1.2
May-01	1	1	1.00		3690	644	5.73	-0.32	-1.19
Jun-01	9	4	2.25	2.50	3561	691	5.15	-0.52	-1.31



OP-6A-2 - Delayed Days for Non-Facility Reasons (Average Days) - Dispatches outside MSAs

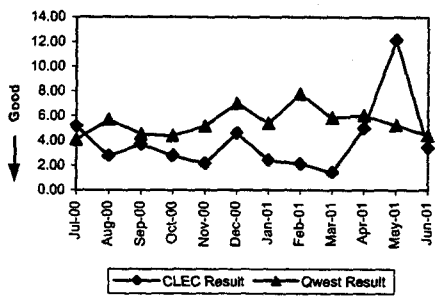
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	3	1	3.00	
Apr-01				
May-01				
Jun-01				



OP-6A-3 - Delayed Days for Non-Facility Reasons (Average Days) - No dispatches

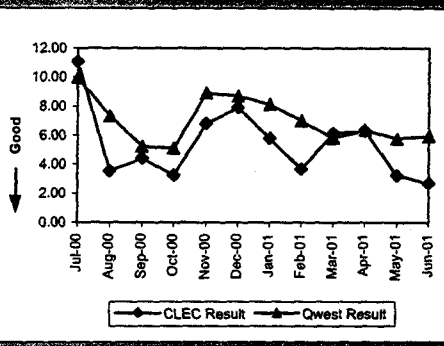
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1519	294	5.17	8.62	7204	1763	4.09	1.68	0.02
Aug-00	941	342	2.75	4.62	13401	2345	5.71	-2.7	-2.64
Sep-00	872	235	3.71	5.44	9512	2102	4.53	-1.08	-1.66
Oct-00	431	155	2.78	4.21	8531	1944	4.39	-1.77	-2.08
Nov-00	266	124	2.15	2.18	8749	1692	5.17	-2.07	-2.26
Dec-00	308	67	4.60	8.13	7227	1028	7.03	-1.06	-1.64
Jan-01	157	65	2.42	2.57	6105	1134	5.38	-1.78	-2.08
Feb-01	188	89	2.11	2.40	8700	1120	7.77	-4.32	-3.63
Mar-01	175	123	1.42	3.22	7883	1355	5.82	-3.95	-3.4
Apr-01	290	58	5.00	10.50	9304	1535	6.06	-0.66	-1.4
May-01	2143	177	12.11	6.66	14008	2659	5.27	3.72	1.26
Jun-01	223	65	3.43	4.48	13051	2921	4.47	-1.28	-1.78



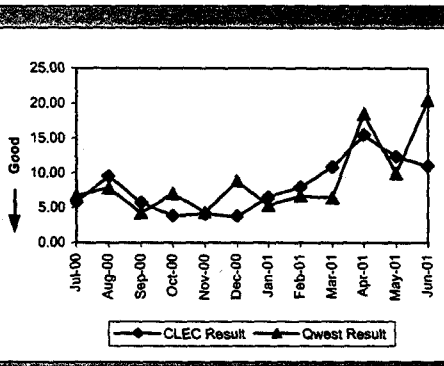
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1239	112	11.06	16.21	3625	364	9.96	0.46	-0.72
Aug-00	404	114	3.54	4.95	3054	416	7.34	-2.45	-2.49
Sep-00	340	77	4.42	6.38	2214	422	5.25	-0.57	-1.35
Oct-00	315	97	3.25	3.47	2444	477	5.12	-1.35	-1.82
Nov-00	783	115	6.81	19.50	3197	359	8.91	-0.99	-1.6
Dec-00	895	113	7.92	11.13	2435	279	8.73	-0.39	-1.24
Jan-01	621	107	5.80	8.06	2491	306	8.14	-0.94	-1.57
Feb-01	228	62	3.68	8.58	1798	256	7.02	-1.68	-2.02
Mar-01	344	56	6.14	12.43	1944	334	5.82	0.2	-0.88
Apr-01	265	42	6.31	15.90	2382	374	6.37	-0.02	-1.01
May-01	100	31	3.23	4.68	2798	484	5.78	-1.3	-1.79
Jun-01	97	36	2.69	3.92	2607	438	5.95	-1.36	-1.82



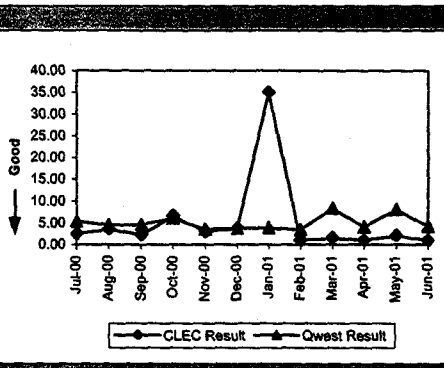
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	333	57	5.84	13.22	593	88	6.74	-0.2	-1.12
Aug-00	780	82	9.51	16.38	641	82	7.82	0.69	-0.58
Sep-00	309	54	5.72	10.68	408	96	4.25	1.63	-0.01
Oct-00	236	61	3.87	5.47	565	80	7.06	-1.86	-2.13
Nov-00	119	29	4.10	3.71	255	59	4.32	-0.17	-1.1
Dec-00	214	57	3.75	7.93	435	49	8.88	-1.14	-1.69
Jan-01	419	64	6.55	12.23	140	26	5.38	0.5	-0.7
Feb-01	319	40	7.98	14.60	288	43	6.70	0.36	-0.78
Mar-01	771	71	10.86	19.79	187	29	6.45	0.78	-0.52
Apr-01	1147	74	15.50	21.12	370	20	18.50	-0.36	-1.22
May-01	1449	117	12.38	19.30	278	28	9.93	0.46	-0.72
Jun-01	1090	99	11.01	18.38	594	29	20.48	-1.58	-1.96



Centrex 21

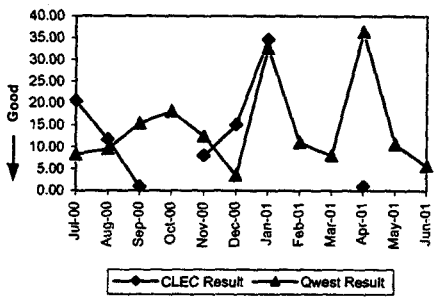
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	35	14	2.50	0.85	426	80	5.32	-1.48	-1.9
Aug-00	7	2	3.50	0.71	399	89	4.48	-0.27	-1.17
Sep-00	20	9	2.22	1.64	379	83	4.57	-0.49	-1.3
Oct-00	46	7	6.57	7.30	558	92	6.07	0.08	-0.95
Nov-00	27	9	3.00	2.29	230	65	3.54	-0.33	-1.2
Dec-00	15	4	3.75	3.10	239	64	3.73	0.01	-1
Jan-01	35	1	35.00		241	62	3.89	6.12	2.72
Feb-01	3	3	1.00	0.00	169	50	3.38	-0.68	-1.42
Mar-01	3	2	1.50	0.71	1022	122	8.38	-0.54	-1.33
Apr-01	1	1	1.00		348	85	4.09	-0.51	-1.31
May-01	8	4	2.00	2.00	768	96	8.00	-0.63	-1.38
Jun-01	1	1	1.00		328	78	4.21	-0.7	-1.43



OP-6A-3 - Delayed Days for Non-Facility Reasons (Average Days) - No dispatches

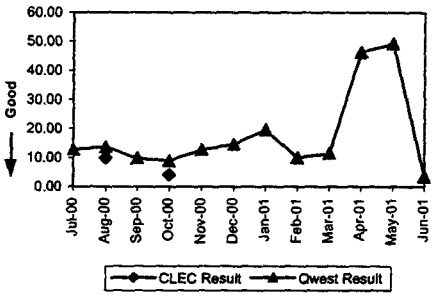
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	41	2	20.50	20.51	182	22	8.27	1.31	-0.21
Aug-00	70	6	11.67	13.38	328	34	9.65	0.22	-0.86
Sep-00	1	1	1.00		401	26	15.42	-0.66	-1.4
Oct-00					417	23	18.13		
Nov-00	8	1	8.00		324	26	12.46	-0.25	-1.15
Dec-00	15	1	15.00		70	20	3.50	5.02	2.05
Jan-01	69	2	34.50	0.71	782	24	32.58	0.05	-0.97
Feb-01					132	12	11.00		
Mar-01					136	17	8.00		
Apr-01	1	1	1.00		581	16	36.31	-0.27	-1.16
May-01					160	15	10.67		
Jun-01					131	23	5.70		



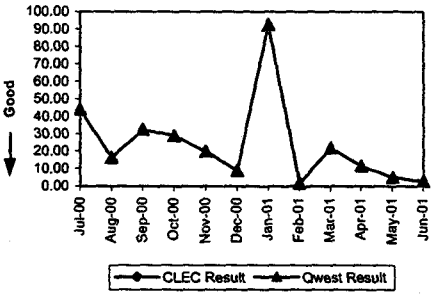
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					271	21	12.90		
Aug-00	10	1	10.00		373	27	13.81	-0.08	-1.05
Sep-00					188	19	9.89		
Oct-00	4	1	4.00		295	33	8.94	-0.46	-1.28
Nov-00					485	38	12.76		
Dec-00					220	15	14.67		
Jan-01					652	33	19.76		
Feb-01					161	16	10.06		
Mar-01					81	7	11.57		
Apr-01					695	15	46.33		
May-01					296	6	49.33		
Jun-01					7	2	3.50		



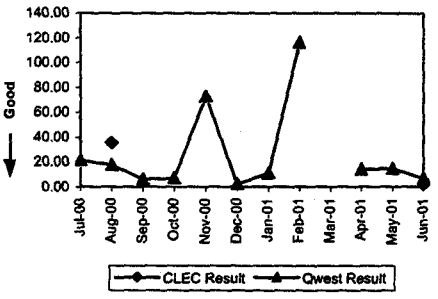
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					264	6	44.00		
Aug-00					181	11	16.45		
Sep-00					357	11	32.45		
Oct-00					698	24	29.08		
Nov-00					80	4	20.00		
Dec-00					18	2	9.00		
Jan-01					463	5	92.60		
Feb-01					7	4	1.75		
Mar-01					394	18	21.89		
Apr-01					35	3	11.67		
May-01					10	2	5.00		
Jun-01					3	1	3.00		



DS0

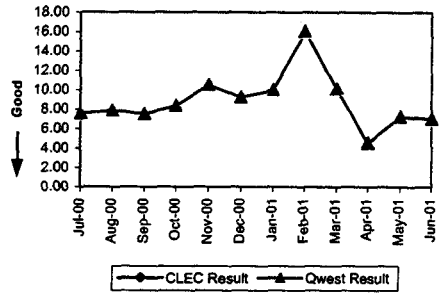
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					280	13	21.54		
Aug-00	106	3	35.33	48.42	159	9	17.67	1.32	-0.19
Sep-00					114	18	6.33		
Oct-00					49	7	7.00		
Nov-00					876	12	73.00		
Dec-00					34	15	2.27		
Jan-01					56	5	11.20		
Feb-01					349	3	116.33		
Mar-01									
Apr-01					70	5	14.00		
May-01					44	3	14.67		
Jun-01	2	1	2.00		14	2	7.00	-0.41	-1.25



OP-6A-3 - Delayed Days for Non-Facility Reasons (Average Days) - No dispatches

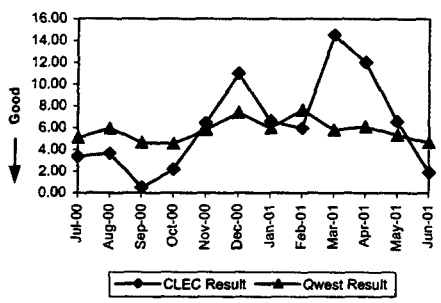
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					333	44	7.57		
Aug-00					535	68	7.87		
Sep-00					347	46	7.54		
Oct-00					451	54	8.35		
Nov-00					822	78	10.54		
Dec-00					370	40	9.25		
Jan-01					580	58	10.00		
Feb-01					1059	66	16.05		
Mar-01					689	68	10.13		
Apr-01					419	92	4.55		
May-01					778	107	7.27		
Jun-01					573	81	7.07		



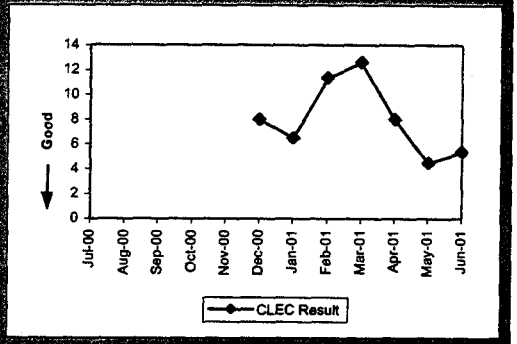
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	57	17	3.35	2.71	10829	2127	5.09	-0.54	-1.33
Aug-00	51	14	3.64	5.14	16455	2761	5.96	-0.47	-1.29
Sep-00	1	2	0.50	0.71	11726	2524	4.65	-0.53	-1.32
Oct-00	56	26	2.15	2.39	10975	2421	4.53	-1.08	-1.65
Nov-00	77	12	6.42	6.83	11946	2051	5.82	0.12	-0.92
Dec-00	263	24	10.96	12.62	9662	1307	7.39	0.95	-0.42
Jan-01	172	26	6.62	8.09	8596	1440	5.97	0.21	-0.87
Feb-01	101	17	5.94	9.96	10498	1376	7.63	-0.56	-1.34
Mar-01	116	8	14.50	22.35	9827	1689	5.82	2.46	0.49
Apr-01	60	5	12.00	23.48	11686	1909	6.12	1.04	-0.37
May-01	46	7	6.57	5.32	16806	3143	5.35	0.33	-0.8
Jun-01	15	8	1.88	0.99	15658	3359	4.66	-1	-1.61



OP-6A-3 - Delayed Days for Non-Facility Reasons (Average Days) - No dispatches

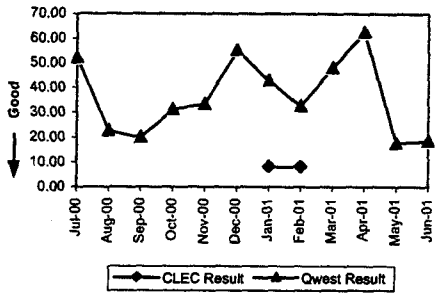
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	64	8	8.00	6.97
Jan-01	26	4	6.50	7.85
Feb-01	68	6	11.33	5.09
Mar-01	151	12	12.58	14.66
Apr-01	32	4	8.00	4.00
May-01	9	2	4.50	2.12
Jun-01	27	5	5.40	3.05



OP-6A-4 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone One

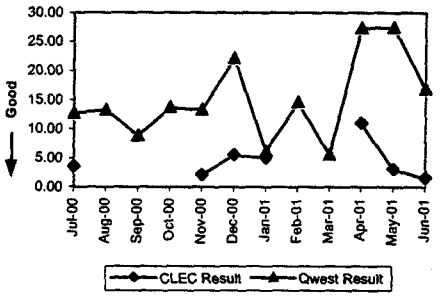
ISDN Primary

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					5522	106	52.09		
Aug-00					3336	147	22.69		
Sep-00					2882	144	20.01		
Oct-00					2974	95	31.31		
Nov-00					1338	40	33.45		
Dec-00					5965	108	55.23		
Jan-01	8	1	8.00		11816	276	42.81	-2.01	-2.22
Feb-01	8	1	8.00		3563	109	32.69	-1.14	-1.69
Mar-01					4706	98	48.02		
Apr-01					8388	134	62.60		
May-01					457	26	17.58		
Jun-01					1890	101	18.71		



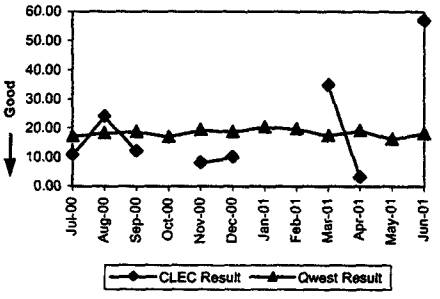
DS0

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	7	2	3.50	3.54	2109	166	12.70	-1	-1.61
Aug-00					1716	129	13.30		
Sep-00					1548	175	8.85		
Oct-00					1769	129	13.71		
Nov-00	2	1	2.00		1781	134	13.29	-0.83	-1.5
Dec-00	11	2	5.50	2.12	2594	117	22.17	-0.92	-1.56
Jan-01	10	2	5.00	0.00	155	25	6.20	-0.24	-1.14
Feb-01					350	24	14.58		
Mar-01					111	20	5.55		
Apr-01	33	3	11.00	0.00	520	19	27.37	-0.41	-1.25
May-01	3	1	3.00		467	17	27.47	-1.03	-1.63
Jun-01	3	2	1.50	0.71	219	13	16.85	-1.34	-1.82



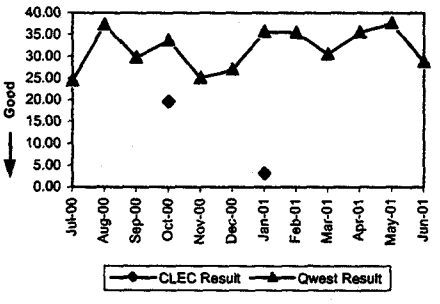
DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	32	3	10.67	9.87	8816	515	17.12	-0.65	-1.39
Aug-00	24	1	24.00		12472	682	18.29	0.29	-0.82
Sep-00	12	1	12.00		11013	590	18.67	-0.37	-1.22
Oct-00					11893	700	16.99		
Nov-00	8	1	8.00		10509	542	19.39	-0.51	-1.31
Dec-00	10	1	10.00		11034	592	18.64	-0.41	-1.25
Jan-01					12315	606	20.32		
Feb-01					10900	552	19.75		
Mar-01	104	3	34.67	23.09	11385	657	17.33	1.53	-0.07
Apr-01	3	1	3.00		12592	658	19.14	-0.75	-1.45
May-01					7090	438	16.19		
Jun-01	57	1	57.00		7948	438	18.15	1.59	-0.03



DS3

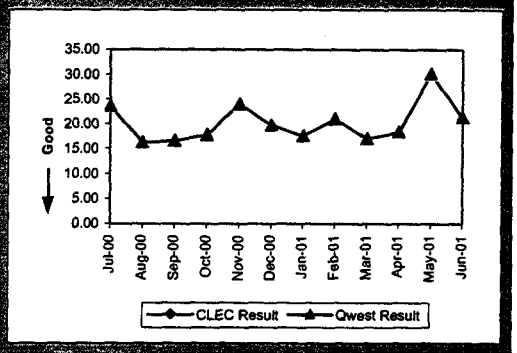
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1095	45	24.33		
Aug-00					1344	36	37.33		
Sep-00					1337	45	29.71		
Oct-00	39	2	19.50	4.95	2226	66	33.73	-0.53	-1.32
Nov-00					1299	52	24.98		
Dec-00					1507	56	26.91		
Jan-01	3	1	3.00		1394	39	35.74	-0.69	-1.42
Feb-01					1598	45	35.51		
Mar-01					1369	45	30.42		
Apr-01					2061	58	35.53		
May-01					1279	34	37.62		
Jun-01					1120	39	28.72		



OP-6A-4 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone One

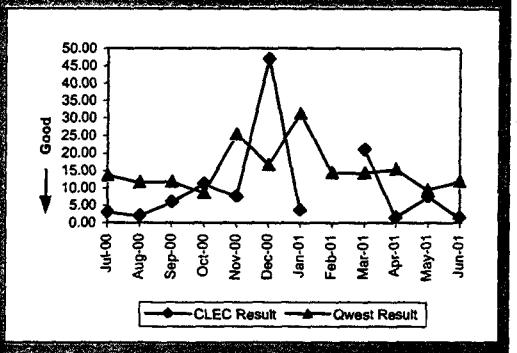
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2313	98	23.60		
Aug-00					1724	106	16.26		
Sep-00					1434	86	16.67		
Oct-00					1299	73	17.79		
Nov-00					1868	78	23.95		
Dec-00					1146	58	19.76		
Jan-01					1092	62	17.61		
Feb-01					694	33	21.03		
Mar-01					1296	76	17.05		
Apr-01					846	46	18.39		
May-01					362	12	30.17		
Jun-01					856	40	21.40		



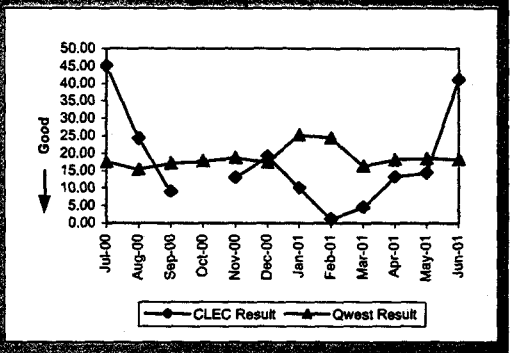
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	12	4	3.00	2.71	573	42	13.64	-1.17	-1.71
Aug-00	6	3	2.00	2.00	714	61	11.70	-1.61	-1.98
Sep-00	24	4	6.00	3.56	559	47	11.89	-0.97	-1.59
Oct-00	45	4	11.25	10.78	425	49	8.67	0.51	-0.69
Nov-00	15	2	7.50	9.19	1245	49	25.41	-0.7	-1.43
Dec-00	94	2	47.00	56.57	785	47	16.70	2.22	0.35
Jan-01	18	5	3.60	5.86	2941	94	31.29	-2.66	-2.62
Feb-01					651	45	14.47		
Mar-01	21	1	21.00		603	42	14.36	0.35	-0.79
Apr-01	3	2	1.50	0.71	417	27	15.44	-0.77	-1.47
May-01	15	2	7.50	6.36	301	32	9.41	-0.23	-1.14
Jun-01	3	2	1.50	0.71	167	14	11.93	-0.97	-1.59



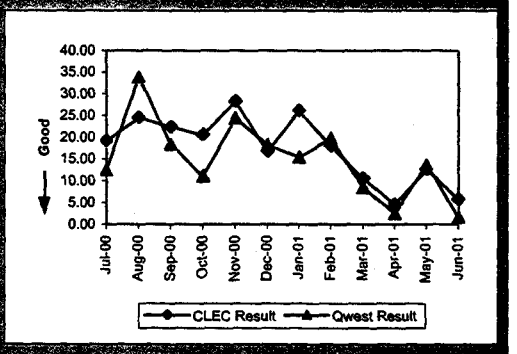
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	135	3	45.00	45.53	2535	145	17.48	2.19	0.33
Aug-00	97	4	24.25	26.63	2214	144	15.38	1.02	-0.38
Sep-00	18	2	9.00	11.31	2191	128	17.12	-0.55	-1.33
Oct-00					2132	120	17.77		
Nov-00	13	1	13.00		2387	128	18.65	-0.23	-1.14
Dec-00	38	2	19.00	2.83	1891	109	17.35	0.11	-0.94
Jan-01	20	2	10.00	11.31	3482	138	25.23	-0.68	-1.41
Feb-01	1	1	1.00		2242	92	24.37	-0.36	-1.22
Mar-01	18	4	4.50	4.04	1246	76	16.39	-1.08	-1.66
Apr-01	53	4	13.25	5.91	998	55	18.15	-0.4	-1.24
May-01	43	3	14.33	12.22	1109	60	18.48	-0.23	-1.14
Jun-01	82	2	41.00	53.74	1023	56	18.27	1.01	-0.38



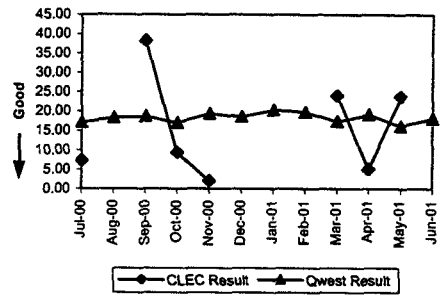
LIS Trunk

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	249	13	19.15	24.16	212	17	12.47	1.13	-0.31
Aug-00	368	15	24.53	26.56	575	17	33.82	-0.36	-1.22
Sep-00	558	25	22.32	24.52	110	6	18.33	0.42	-0.74
Oct-00	432	21	20.57	27.46	155	14	11.07	1.48	-0.1
Nov-00	791	28	28.25	32.34	317	13	24.38	0.62	-0.62
Dec-00	569	34	16.74	22.35	219	12	18.25	-0.31	-1.19
Jan-01	809	31	26.10	26.74	201	13	15.46	0.36	-0.78
Feb-01	1080	60	18.00	23.44	356	18	19.78	-0.24	-1.15
Mar-01	180	17	10.59	12.91	118	14	8.43	0.95	-0.42
Apr-01	78	17	4.59	4.49	10	4	2.50	0.55	-0.67
May-01	76	6	12.67	14.11	82	6	13.67	-0.09	-1.05
Jun-01	104	18	5.78	7.29	13	8	1.62	2.88	0.75



OP-6A-4 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone One

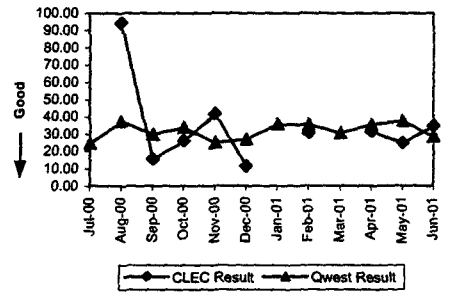
UDIT DS1									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	137	19	7.21	1.55	8816	515	17.12	-2.47	-2.5
Aug-00					12472	682	18.29		
Sep-00	305	8	38.12	31.62	11013	590	18.67	2.26	0.37
Oct-00	28	3	9.33	10.97	11893	700	16.99	-0.76	-1.46
Nov-00	12	6	2.00	0.00	10509	542	19.39	-1.89	-2.15
Dec-00					11034	592	18.64		
Jan-01					12315	606	20.32		
Feb-01					10900	552	19.75		
Mar-01	96	4	24.00	43.37	11385	657	17.33	0.68	-0.59
Apr-01	5	1	5.00		12592	658	19.14	-0.65	-1.4
May-01	190	8	23.75	25.69	7090	438	16.19	1.18	-0.29
Jun-01					7948	438	18.15		



OP-6A-4 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone One

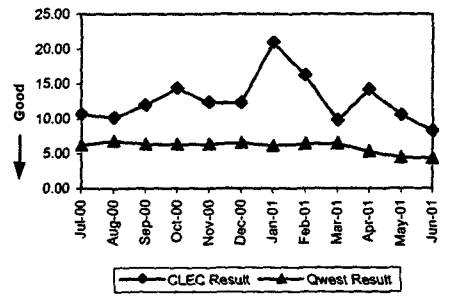
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1095	45	24.33		
Aug-00	94	1	94.00		1344	36	37.33	1.42	-0.14
Sep-00	46	3	15.33	8.39	1337	45	29.71	-0.83	-1.5
Oct-00	52	2	26.00	25.46	2226	66	33.73	-0.29	-1.18
Nov-00	83	2	41.50	0.71	1299	52	24.98	0.85	-0.48
Dec-00	34	3	11.33	10.02	1507	56	26.91	-0.89	-1.54
Jan-01					1394	39	35.74		
Feb-01	61	2	30.50	34.65	1598	45	35.51	-0.15	-1.09
Mar-01					1369	45	30.42		
Apr-01	63	2	31.50	14.85	2061	58	35.53	-0.15	-1.09
May-01	74	3	24.67	28.36	1279	34	37.62	-0.51	-1.31
Jun-01	173	5	34.60	3.85	1120	39	28.72	0.36	-0.78



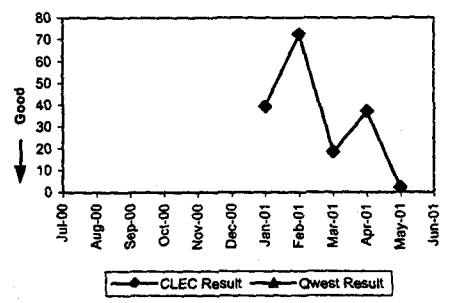
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6026	564	10.68	13.20	20140	3264	6.17	2.1	0.27
Aug-00	9118	897	10.16	10.86	24546	3606	6.81	3.93	1.39
Sep-00	9479	795	11.92	11.51	20451	3235	6.32	8.17	3.96
Oct-00	12630	881	14.34	16.43	18127	2862	6.33	14.72	7.95
Nov-00	11217	910	12.33	14.40	16709	2642	6.32	10.01	5.09
Dec-00	6029	491	12.28	17.78	15644	2389	6.55	2.51	0.53
Jan-01	8649	413	20.94	24.77	16465	2710	6.08	3.09	0.88
Feb-01	6542	403	16.23	35.16	12330	1929	6.39	2.65	0.61
Mar-01	3718	382	9.73	17.62	13205	2047	6.45	1.81	0.1
Apr-01	6303	445	14.16	24.37	11709	2224	5.26	2.75	0.67
May-01	8257	787	10.49	14.03	13522	3053	4.43	12.96	6.88
Jun-01	2940	358	8.21	9.23	13952	3214	4.34	2.88	0.75



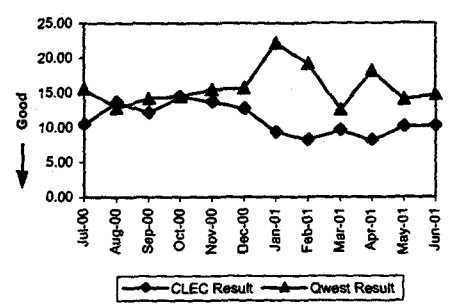
Dark Fiber - IOF

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	313	8	39.12						
Feb-01	868	12	72.33	33.69					
Mar-01	110	6	18.33	4.63					
Apr-01	148	4	37.00	19.80					
May-01	2	1	2.00						
Jun-01									



Unbundled Loop - 2 Wire Non-Loaded

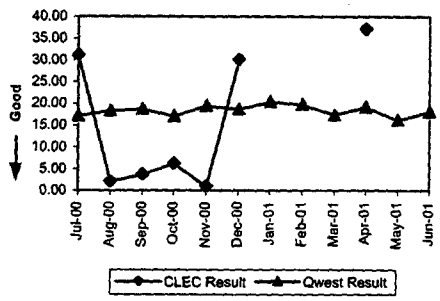
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1895	181	10.47	12.45	3148	202	15.58	-2.24	-2.36
Aug-00	3093	227	13.63	18.43	3089	241	12.82	0.4	-0.76
Sep-00	3032	250	12.13	16.24	3037	214	14.19	-0.9	-1.55
Oct-00	2245	156	14.39	18.55	2786	193	14.44	-0.02	-1.01
Nov-00	806	59	13.66	18.40	2901	188	15.43	-0.54	-1.33
Dec-00	380	30	12.67	19.56	2395	153	15.65	-0.7	-1.43
Jan-01	1324	142	9.32	10.00	4583	207	22.14	-3.04	-2.85
Feb-01	872	106	8.23	7.28	2899	151	19.20	-1.56	-1.95
Mar-01	1087	113	9.62	11.89	1671	133	12.56	-1.21	-1.73
Apr-01	701	86	8.15	7.36	1975	109	18.12	-1.89	-2.15
May-01	687	68	10.10	10.10	1589	113	14.06	-0.75	-1.46
Jun-01	318	31	10.26	12.07	1117	76	14.70	-0.74	-1.45



OP-6A-4 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone One

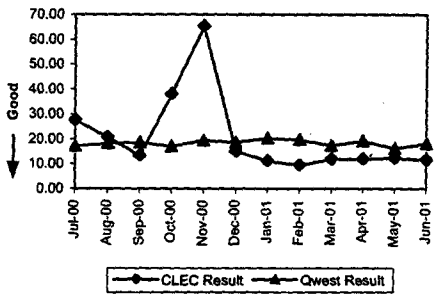
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	62	2	31.00	42.43	8816	515	17.12	1.14	-0.31
Aug-00	2	1	2.00		12472	682	18.29	-0.84	-1.51
Sep-00	11	3	3.67	4.62	11013	590	18.67	-1.42	-1.87
Oct-00	43	7	6.14	8.32	11893	700	16.99	-1.65	-2
Nov-00	1	1	1.00		10509	542	19.39	-0.82	-1.5
Dec-00	30	1	30.00		11034	592	18.64	0.54	-0.67
Jan-01					12315	606	20.32		
Feb-01					10900	552	19.75		
Mar-01					11385	657	17.33		
Apr-01	37	1	37.00		12592	658	19.14	0.82	-0.5
May-01					7090	438	16.19		
Jun-01					7948	438	18.15		



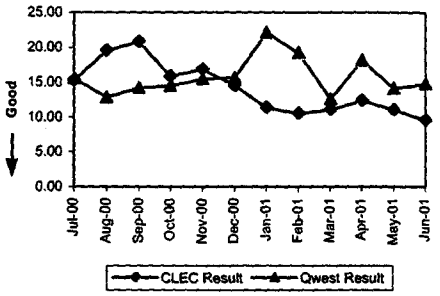
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	138	5	27.60	25.75	8816	515	17.12	1.36	-0.17
Aug-00	62	3	20.67	17.01	12472	682	18.29	0.21	-0.87
Sep-00	80	6	13.33	11.24	11013	590	18.67	-0.71	-1.43
Oct-00	342	9	38.00	49.83	11893	700	16.99	2.37	0.44
Nov-00	261	4	65.25	68.33	10509	542	19.39	4.08	1.48
Dec-00	30	2	15.00	2.83	11034	592	18.64	-0.24	-1.15
Jan-01	78	7	11.14	10.24	12315	606	20.32	-1.13	-1.69
Feb-01	142	15	9.47	8.34	10900	552	19.75	-1.52	-1.93
Mar-01	214	18	11.89	17.23	11385	657	17.33	-1.17	-1.71
Apr-01	130	11	11.82	9.72	12592	658	19.14	-1.11	-1.68
May-01	37	3	12.33	8.14	7090	438	16.19	-0.37	-1.22
Jun-01	58	5	11.60	11.08	7948	438	18.15	-0.6	-1.36



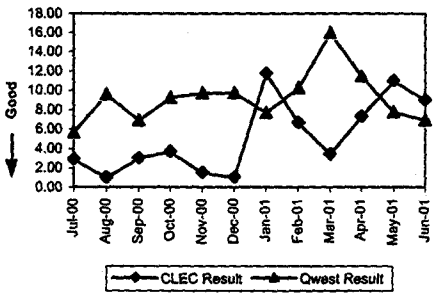
Unbundled Loop ISDN Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2200	144	15.28	17.50	3148	202	15.58	-0.13	-1.08
Aug-00	3729	191	19.52	20.49	3089	241	12.82	1.51	-0.08
Sep-00	3309	159	20.81	24.48	3037	214	14.19	1.22	-0.26
Oct-00	2152	136	15.82	20.40	2786	193	14.44	0.46	-0.72
Nov-00	1059	63	16.81	16.93	2901	188	15.43	0.43	-0.74
Dec-00	420	29	14.48	23.28	2395	153	15.65	-0.27	-1.17
Jan-01	1268	112	11.32	11.49	4583	207	22.14	-2.39	-2.45
Feb-01	1032	98	10.53	11.30	2899	151	19.20	-1.2	-1.73
Mar-01	740	67	11.04	16.36	1671	133	12.56	-0.53	-1.32
Apr-01	579	47	12.32	14.74	1975	109	18.12	-0.91	-1.55
May-01	680	62	10.97	17.33	1589	113	14.06	-0.57	-1.35
Jun-01	257	27	9.52	10.92	1117	76	14.70	-0.82	-1.5



Unbundled Loop - ADSL Qualified

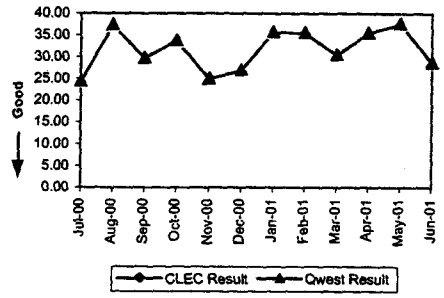
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	23	8	2.88	2.90	4291	762	5.63	-1.23	-1.75
Aug-00	1	1	1.00		7290	761	9.58	-0.77	-1.47
Sep-00	12	4	3.00	1.41	3866	559	6.92	-0.97	-1.59
Oct-00	11	3	3.67	4.62	6585	711	9.26	-0.94	-1.57
Nov-00	3	2	1.50	0.71	10952	1128	9.71	-0.81	-1.49
Dec-00	2	2	1.00	0.00	9908	1016	9.75	-0.97	-1.59
Jan-01	129	11	11.73	8.04	9636	1253	7.69	1.39	-0.16
Feb-01	20	3	6.67	4.93	11238	1096	10.25	-0.61	-1.37
Mar-01	17	5	3.40	3.36	20737	1298	15.98	-2.2	-2.33
Apr-01	73	10	7.30	8.86	19591	1708	11.47	-1.06	-1.65
May-01	44	4	11.00	6.38	4410	568	7.76	0.6	-0.64
Jun-01	18	2	9.00	1.41	2599	374	6.95	0.26	-0.84



OP-6A-4 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone One

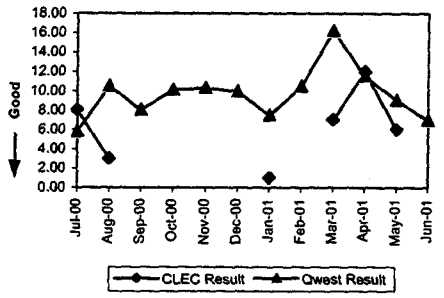
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1095	45	24.33		
Aug-00					1344	36	37.33		
Sep-00					1337	45	29.71		
Oct-00					2226	66	33.73		
Nov-00					1299	52	24.98		
Dec-00					1507	56	26.91		
Jan-01					1394	39	35.74		
Feb-01					1598	45	35.51		
Mar-01					1369	45	30.42		
Apr-01					2061	58	35.53		
May-01					1279	34	37.62		
Jun-01					1120	39	28.72		



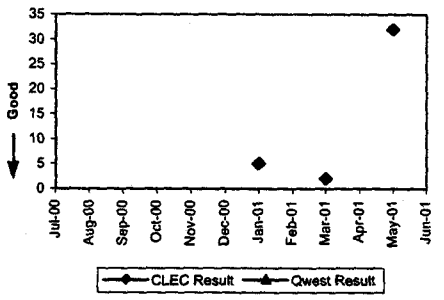
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8	1	8.00		4297	742	5.79	0.35	-0.79
Aug-00	6	2	3.00	2.83	7681	729	10.54	-0.87	-1.53
Sep-00					3844	479	8.03		
Oct-00					6510	643	10.12		
Nov-00					10940	1061	10.31		
Dec-00					9968	1000	9.97		
Jan-01	1	1	1.00		9755	1307	7.46	-0.68	-1.42
Feb-01					11137	1061	10.50		
Mar-01	7	1	7.00		20688	1276	16.21	-0.72	-1.44
Apr-01	24	2	12.00	8.49	19573	1695	11.55	0.05	-0.97
May-01	6	1	6.00		4986	550	9.07	-0.23	-1.14
Jun-01					2565	368	6.97		



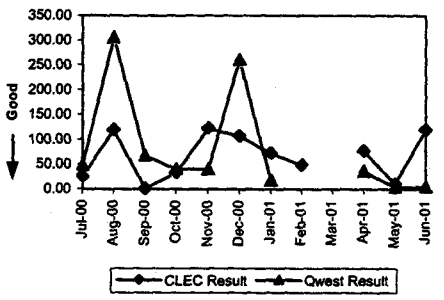
Dark Fiber - Loop

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	15	3	5.00						
Feb-01									
Mar-01	4	2	2.00	0.00					
Apr-01									
May-01	128	4	32.00	0.00					
Jun-01									



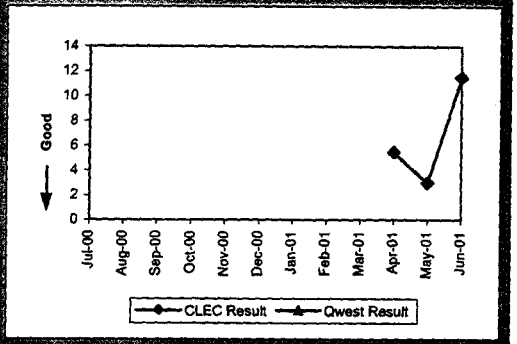
E911

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	126	5	25.20	26.29	96	2	48.00	-0.42	-1.25
Aug-00	119	1	119.00		305	1	305.00		
Sep-00	1	1	1.00		203	3	67.67	-1.54	-1.94
Oct-00	233	7	33.29	33.41	119	3	39.67	-0.64	-1.39
Nov-00	2338	19	123.05	123.87	1445	36	40.14	1.59	-0.03
Dec-00	2472	23	107.48	107.62	783	3	261.00	-1.3	-1.79
Jan-01	1386	19	72.95	44.92	34	2	17.00		
Feb-01	97	2	48.50	64.35					
Mar-01									
Apr-01	77	1	77.00		72	2	36.00		
May-01	11	1	11.00		4	1	4.00		
Jun-01	957	8	119.62	18.78	5	1	5.00		



OP-6A-4 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone One

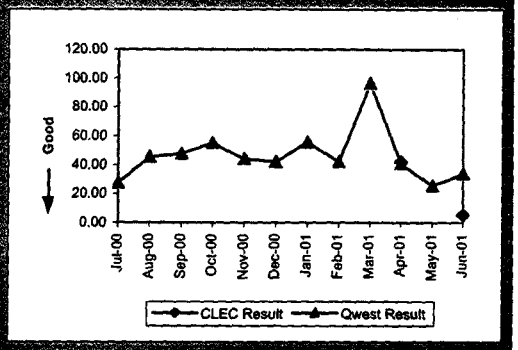
Enhanced Extented Links (EELs)									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	11	2	5.50	6.36					
May-01	3	1	3.00						
Jun-01	23	2	11.50	6.36					



OP-6A-5 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone Two

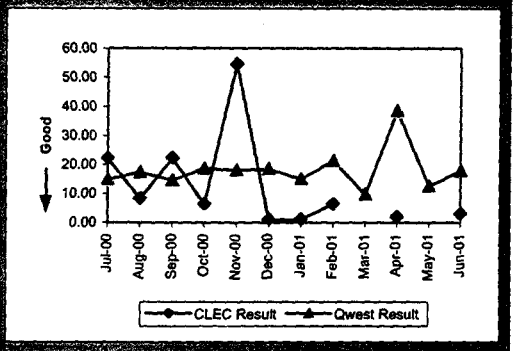
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					830	30	27.67		
Aug-00					1002	22	45.55		
Sep-00					1289	27	47.74		
Oct-00					3475	63	55.16		
Nov-00					795	18	44.17		
Dec-00					1645	39	42.18		
Jan-01					4350	78	55.77		
Feb-01					1817	43	42.26		
Mar-01					7229	75	96.39		
Apr-01	42	1	42.00		4374	107	40.88	0.03	-0.98
May-01					766	30	25.53		
Jun-01	5	1	5.00		713	21	33.95	-1.5	-1.91



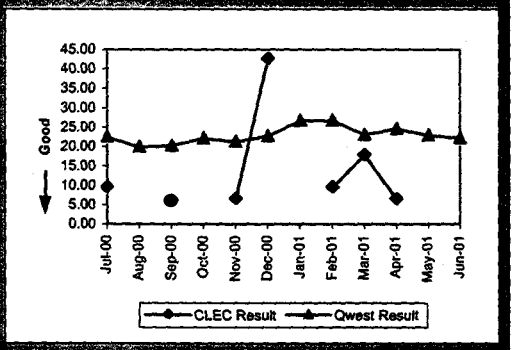
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	89	4	22.25	22.23	2463	165	14.93	0.73	-0.56
Aug-00	25	3	8.33	10.97	3894	223	17.46	-0.63	-1.38
Sep-00	156	7	22.29	19.58	2962	203	14.59	0.82	-0.5
Oct-00	19	3	6.33	5.51	3276	174	18.83	-0.88	-1.53
Nov-00	109	2	54.50	75.66	3507	194	18.08	1.89	0.15
Dec-00	1	1	1.00		3181	171	18.60	-0.68	-1.41
Jan-01	8	7	1.14	0.90	391	26	15.04	-1.64	-2
Feb-01	45	7	6.43	10.26	514	24	21.42	-1.53	-1.93
Mar-01					351	36	9.75		
Apr-01	2	1	2.00		925	24	38.54	-0.36	-1.22
May-01					326	26	12.54		
Jun-01	3	1	3.00		321	18	17.83	-0.84	-1.51



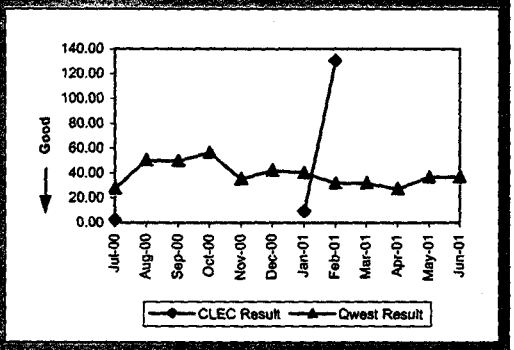
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	19	2	9.50	13.44	7541	335	22.51	-0.76	-1.46
Aug-00					8171	410	19.93		
Sep-00	6	1	6.00		8626	426	20.25	-0.66	-1.4
Oct-00					11201	506	22.14		
Nov-00	39	6	6.50	15.92	8821	415	21.26	-1.45	-1.88
Dec-00	128	3	42.67	28.29	9755	429	22.74	1.56	-0.05
Jan-01					12741	477	26.71		
Feb-01	19	2	9.50	0.71	11903	445	26.75	-0.77	-1.47
Mar-01	89	5	17.80	15.35	13093	568	23.05	-0.46	-1.28
Apr-01	39	6	6.50	3.33	11821	480	24.63	-1.57	-1.96
May-01					9561	417	22.93		
Jun-01					10038	452	22.21		



DS3

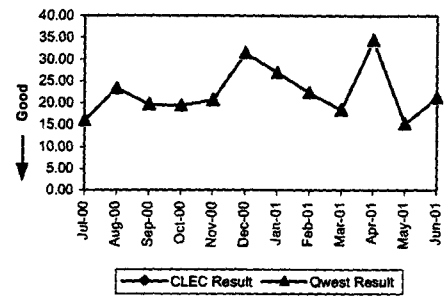
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	1	2.00		247	9	27.44	-0.65	-1.39
Aug-00					1161	23	50.48		
Sep-00					994	20	49.70		
Oct-00					1296	23	56.35		
Nov-00					597	17	35.12		
Dec-00					758	18	42.11		
Jan-01	9	1	9.00		725	18	40.28	-0.8	-1.49
Feb-01	130	1	130.00		507	16	31.69	2.29	0.39
Mar-01					857	27	31.74		
Apr-01					517	19	27.21		
May-01					586	16	36.62		
Jun-01					948	26	36.46		



OP-6A-5 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone Two

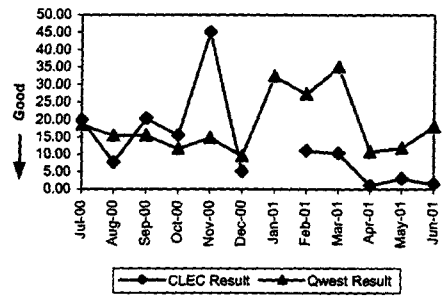
Frame Relay

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2154	134	16.07		
Aug-00					3154	135	23.36		
Sep-00					2280	116	19.66		
Oct-00					2219	114	19.46		
Nov-00					2089	101	20.68		
Dec-00					2551	81	31.49		
Jan-01					3428	127	26.99		
Feb-01					1974	88	22.43		
Mar-01					2147	116	18.51		
Apr-01					1791	52	34.44		
May-01					458	30	15.27		
Jun-01					2049	96	21.34		



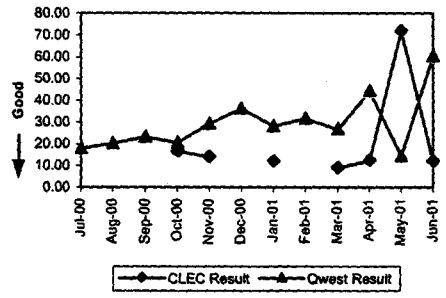
PBX

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	198	10	19.80	12.62	702	38	18.47	0.13	-0.92
Aug-00	46	6	7.67	6.80	585	38	15.39	-0.85	-1.51
Sep-00	122	6	20.33	15.97	525	34	15.44	0.59	-0.64
Oct-00	77	5	15.40	17.73	452	39	11.59	0.73	-0.56
Nov-00	90	2	45.00	31.11	400	27	14.81	2.82	0.72
Dec-00	5	1	5.00		162	17	9.53	-0.57	-1.34
Jan-01					2175	67	32.46		
Feb-01	33	3	11.00	10.15	791	29	27.28	-0.63	-1.38
Mar-01	31	3	10.33	7.09	526	15	35.07	-0.69	-1.42
Apr-01	1	1	1.00		183	17	10.76	-0.87	-1.53
May-01	12	4	3.00	1.41	83	7	11.86	-1.43	-1.87
Jun-01	3	2	1.50	0.71	180	10	18.00	-0.77	-1.47



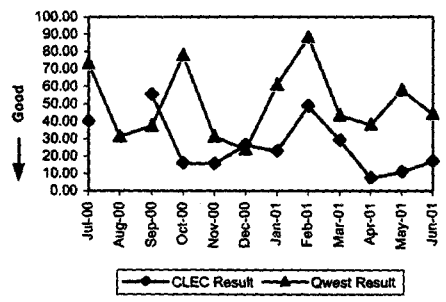
Basic Rate ISDN

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					484	27	17.93		
Aug-00					1095	54	20.28		
Sep-00					1189	51	23.31		
Oct-00	50	3	16.67	12.86	1029	50	20.58	-0.25	-1.15
Nov-00	14	1	14.00		1291	44	29.34	-0.28	-1.17
Dec-00					1313	36	36.47		
Jan-01	48	4	12.00	8.29	1353	48	28.19	-0.57	-1.35
Feb-01					1338	42	31.86		
Mar-01	18	2	9.00	9.90	888	33	26.91	-0.9	-1.55
Apr-01	25	2	12.50	14.85	1201	27	44.48	-0.44	-1.27
May-01	72	1	72.00		301	21	14.33	4.25	1.58
Jun-01	24	2	12.00	1.41	1147	19	60.37	-0.38	-1.23



LIS Trunk

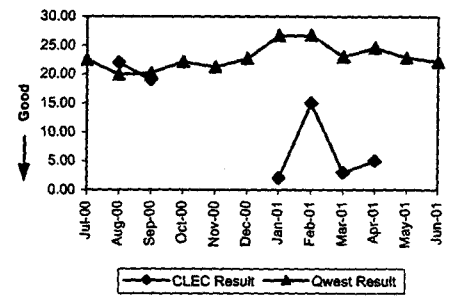
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	80	2	40.00	55.15	1024	14	73.14	-0.46	-1.28
Aug-00					469	15	31.27		
Sep-00	277	5	55.40	20.04	861	23	37.43	0.68	-0.58
Oct-00	192	12	16.00	20.05	1718	22	78.09	-1.35	-1.82
Nov-00	62	4	15.50	26.40	879	28	31.39	-0.59	-1.36
Dec-00	265	10	26.50	20.57	598	25	23.92	0.22	-0.87
Jan-01	206	9	22.89	41.10	1833	30	61.10	-1.02	-1.62
Feb-01	390	8	48.75	39.11	1944	22	88.36	-0.99	-1.6
Mar-01	320	11	29.09	27.54	1387	32	43.34	-0.53	-1.32
Apr-01	22	3	7.33	10.12	841	22	38.23	-1.02	-1.62
May-01	54	5	10.80	2.17	811	14	57.93	-1.4	-1.85
Jun-01	51	3	17.00	17.44	1069	24	44.54	-0.54	-1.33



OP-6A-5 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone Two

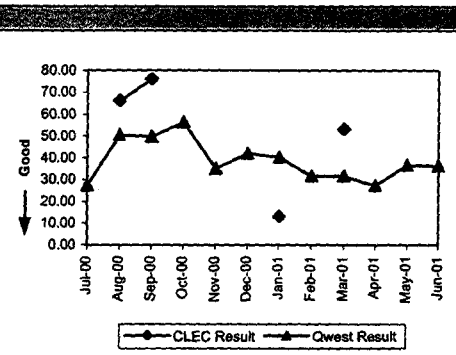
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					7541	335	22.51		
Aug-00	44	2	22.00	1.41	8171	410	19.93	0.14	-0.92
Sep-00	19	1	19.00		8626	426	20.25	-0.06	-1.04
Oct-00					11201	506	22.14		
Nov-00					8821	415	21.26		
Dec-00					9755	429	22.74		
Jan-01	2	1	2.00		12741	477	26.71	-0.89	-1.54
Feb-01	15	1	15.00		11903	445	26.75	-0.37	-1.22
Mar-01	3	1	3.00		13093	568	23.05	-0.78	-1.48
Apr-01	5	1	5.00		11821	480	24.63	-0.7	-1.42
May-01					9561	417	22.93		
Jun-01					10038	452	22.21		



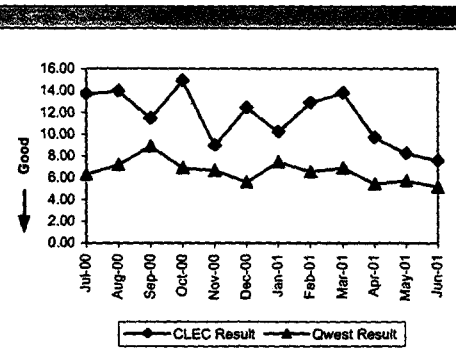
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					247	9	27.44		
Aug-00	66	1	66.00		1161	23	50.48	0.42	-0.74
Sep-00	76	1	76.00		994	20	49.70	1.08	-0.34
Oct-00					1296	23	56.35		
Nov-00					597	17	35.12		
Dec-00					758	18	42.11		
Jan-01	13	1	13.00		725	18	40.28	-0.7	-1.43
Feb-01					507	16	31.69		
Mar-01	53	1	53.00		857	27	31.74	0.57	-0.65
Apr-01					517	19	27.21		
May-01					586	16	36.62		
Jun-01					948	26	36.46		



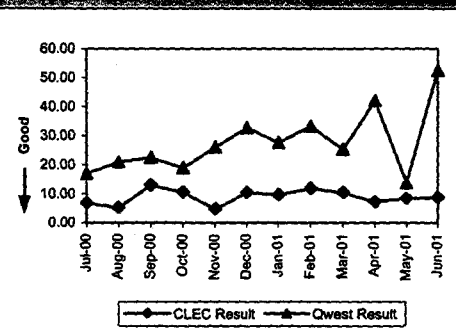
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1640	120	13.67	18.99	5890	936	6.29	2.12	0.29
Aug-00	1868	134	13.94	20.03	7227	1005	7.19	1.98	0.2
Sep-00	1984	173	11.47	14.10	8212	925	8.88	0.82	-0.5
Oct-00	2128	143	14.88	22.89	5402	785	6.88	1.98	0.2
Nov-00	880	98	8.98	12.57	4700	705	6.67	1.26	-0.23
Dec-00	846	68	12.44	18.58	3376	603	5.60	1.16	-0.3
Jan-01	531	52	10.21	25.55	4613	618	7.46	0.74	-0.55
Feb-01	1044	81	12.89	20.62	2744	421	6.52	0.95	-0.42
Mar-01	1158	84	13.79	28.59	2973	431	6.90	0.99	-0.4
Apr-01	951	98	9.70	25.49	2995	552	5.43	1.05	-0.36
May-01	624	76	8.21	9.22	3690	644	5.73	1.37	-0.16
Jun-01	599	79	7.58	5.63	3561	691	5.15	1.25	-0.24



Unbundled Loop - 2 Wire Non-Loaded

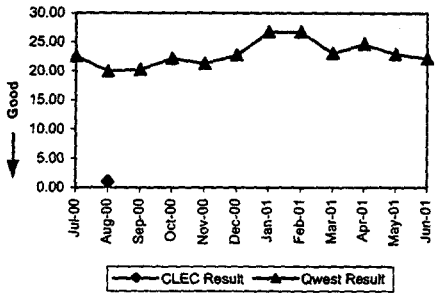
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	454	66	6.88	9.88	540	32	16.88	-2.69	-2.64
Aug-00	256	48	5.33	7.64	1232	59	20.88	-3.42	-3.08
Sep-00	815	63	12.94	23.01	1191	53	22.47	-1.89	-2.15
Oct-00	921	87	10.59	16.81	1211	64	18.92	-2.04	-2.24
Nov-00	182	38	4.79	8.02	1618	62	26.10	-2.16	-2.31
Dec-00	294	28	10.50	22.41	1408	43	32.74	-1.93	-2.17
Jan-01	609	63	9.67	13.22	1354	49	27.63	-1.74	-2.06
Feb-01	449	38	11.82	29.81	1461	44	33.20	-2.8	-2.7
Mar-01	379	36	10.53	13.38	913	36	25.36	-2.36	-2.43
Apr-01	321	44	7.30	5.70	1304	31	42.06	-1.58	-1.96
May-01	372	44	8.45	7.29	302	22	13.73	-1.52	-1.93
Jun-01	184	21	8.76	9.66	1153	22	52.41	-0.89	-1.54



OP-6A-5 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone Two

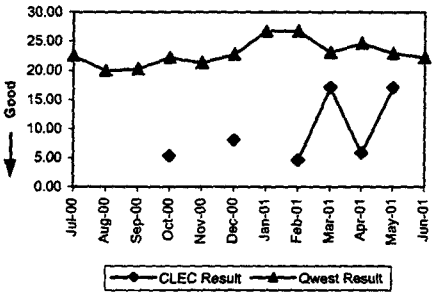
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					7541	335	22.51		
Aug-00	1	1	1.00		8171	410	19.93	-0.9	-1.54
Sep-00					8626	426	20.25		
Oct-00					11201	506	22.14		
Nov-00					8821	415	21.26		
Dec-00					9755	429	22.74		
Jan-01					12741	477	26.71		
Feb-01					11903	445	26.75		
Mar-01					13093	568	23.05		
Apr-01					11821	480	24.63		
May-01					9561	417	22.93		
Jun-01					10038	452	22.21		



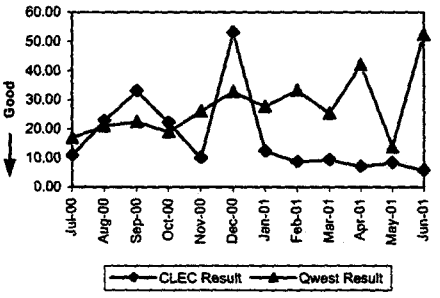
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					7541	335	22.51		
Aug-00					8171	410	19.93		
Sep-00					8626	426	20.25		
Oct-00	21	4	5.25	5.32	11201	506	22.14	-1.37	-1.83
Nov-00					8821	415	21.26		
Dec-00	8	1	8.00		9755	429	22.74	-0.67	-1.41
Jan-01					12741	477	26.71		
Feb-01	9	2	4.50	4.95	11903	445	26.75	-0.99	-1.6
Mar-01	17	1	17.00		13093	568	23.05	-0.24	-1.14
Apr-01	23	4	5.75	7.54	11821	480	24.63	-1.34	-1.81
May-01	34	2	17.00	5.66	9561	417	22.93	-0.32	-1.19
Jun-01					10038	452	22.21		



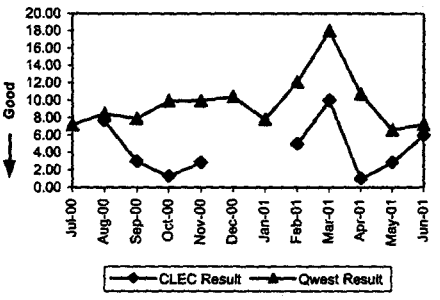
Unbundled Loop ISDN Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	163	15	10.87	11.50	540	32	16.88	-1.11	-1.68
Aug-00	364	16	22.75	20.46	1232	59	20.88	0.28	-0.83
Sep-00	956	29	32.97	24.88	1191	53	22.47	1.06	-0.36
Oct-00	376	17	22.12	29.51	1211	64	18.92	0.47	-0.71
Nov-00	100	10	10.00	10.81	1618	62	26.10	-0.98	-1.6
Dec-00	53	1	53.00		1408	43	32.74	0.42	-0.74
Jan-01	270	22	12.27	10.93	1354	49	27.63	-1.1	-1.67
Feb-01	163	19	8.58	9.83	1461	44	33.20	-2.6	-2.58
Mar-01	122	13	9.38	10.92	913	36	25.36	-1.85	-2.12
Apr-01	28	4	7.00	9.52	1304	31	42.06	-0.7	-1.43
May-01	75	9	8.33	5.61	302	22	13.73	-1.03	-1.63
Jun-01	17	3	5.67	2.31	1153	22	52.41	-0.47	-1.29



Unbundled Loop - ADSL Qualified

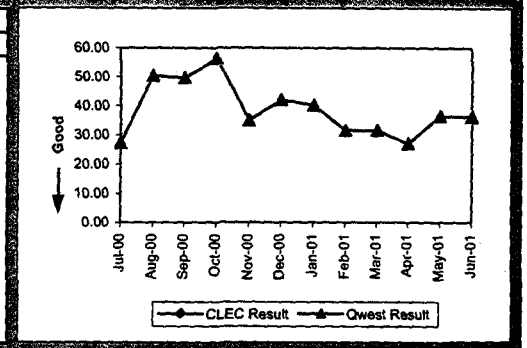
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					611	85	7.19		
Aug-00	46	6	7.67	0.52	824	97	8.49	-0.17	-1.11
Sep-00	9	3	3.00	1.73	895	113	7.92	-0.73	-1.44
Oct-00	4	3	1.33	0.58	1174	118	9.95	-1.54	-1.94
Nov-00	23	8	2.88	4.12	2233	224	9.97	-1.58	-1.96
Dec-00					2792	267	10.46		
Jan-01					1917	245	7.82		
Feb-01	5	1	5.00		3987	329	12.12	-0.58	-1.35
Mar-01	10	1	10.00		3914	218	17.95	-0.51	-1.31
Apr-01	1	1	1.00		2576	240	10.73	-0.69	-1.42
May-01	20	7	2.86	3.29	713	108	6.60	-1.2	-1.73
Jun-01	6	1	6.00		589	81	7.27	-0.1	-1.06



OP-6A-5 - Delayed Days for Non-Facility Reasons (Average Days) - Interval Zone Two

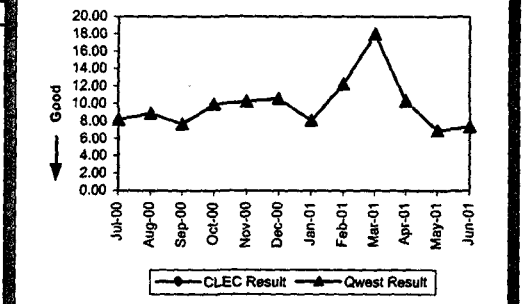
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					247	9	27.44		
Aug-00					1161	23	50.48		
Sep-00					994	20	49.70		
Oct-00					1296	23	56.35		
Nov-00					597	17	35.12		
Dec-00					758	18	42.11		
Jan-01					725	18	40.28		
Feb-01					507	16	31.69		
Mar-01					857	27	31.74		
Apr-01					517	19	27.21		
May-01					586	16	36.62		
Jun-01					948	26	36.46		



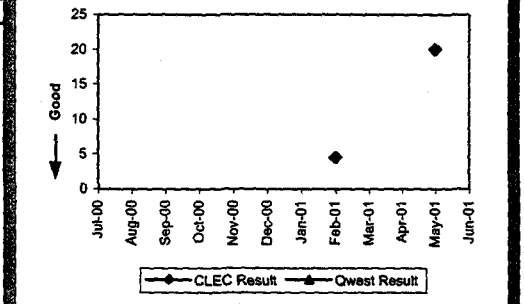
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					745	91	8.19		
Aug-00					944	106	8.91		
Sep-00					861	112	7.69		
Oct-00					1172	118	9.93		
Nov-00					2281	223	10.23		
Dec-00					2849	269	10.59		
Jan-01					1985	246	8.07		
Feb-01					4089	335	12.21		
Mar-01					4003	223	17.95		
Apr-01					2620	254	10.31		
May-01					797	115	6.93		
Jun-01					601	82	7.33		



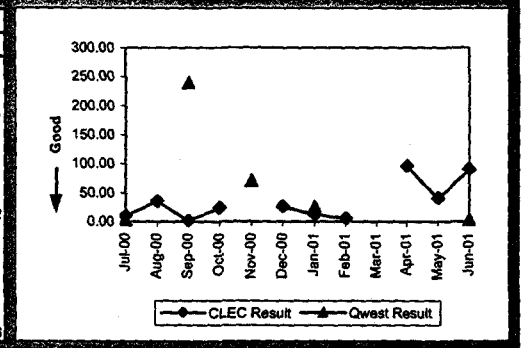
Dark Fiber - Loop

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01	9	2	4.50	0.71					
Mar-01									
Apr-01									
May-01	40	2	20.00	0.00					
Jun-01									



E911

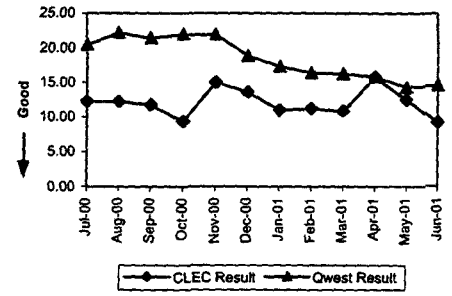
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	20	2	10.00	2.83	42	14	3.00		
Aug-00	177	5	35.40	31.01					
Sep-00	2	1	2.00		958	4	239.50	-2.31	-2.41
Oct-00	192	8	24.00	41.62					
Nov-00					494	7	70.57		
Dec-00	52	2	26.00	2.83					
Jan-01	76	6	12.67	3.83	284	11	25.82	-1.65	-2
Feb-01	11	2	5.50	2.12					
Mar-01									
Apr-01	96	1	96.00						
May-01	81	2	40.50	41.72					
Jun-01	819	9	91.00	33.00	6	2	3.00	-3.72	-3.26



OP-6B-1 - Delayed Days for Facility Reasons (Average Days) - Dispatches within MSAs

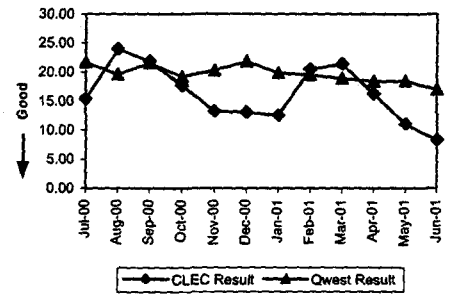
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	672	55	12.22	17.54	125723	6159	20.41	-2.55	-2.55
Aug-00	1026	84	12.21	17.15	155015	6981	22.21	-3.53	-3.14
Sep-00	847	72	11.76	14.57	130781	6099	21.44	-3.21	-2.95
Oct-00	590	63	9.37	11.36	136737	6234	21.93	-2.96	-2.8
Nov-00	959	64	14.98	16.80	115946	5293	21.91	-1.76	-2.07
Dec-00	652	48	13.58	16.63	95657	5081	18.83	-1.46	-1.89
Jan-01	581	53	10.96	18.11	82101	4744	17.31	-1.8	-2.09
Feb-01	347	31	11.19	20.15	60130	3671	16.38	-1.2	-1.73
Mar-01	315	29	10.86	9.90	59517	3668	16.23	-1.16	-1.7
Apr-01	315	20	15.75	27.00	48907	3098	15.79	-0.01	-1
May-01	262	21	12.48	12.38	49481	3456	14.32	-0.4	-1.24
Jun-01	184	20	9.20	6.66	48040	3301	14.55	-1.23	-1.75



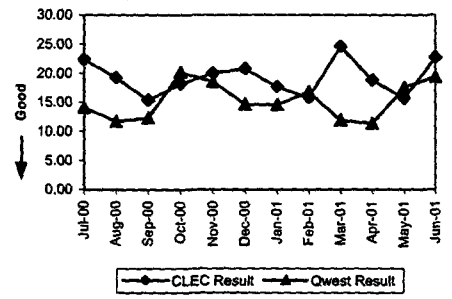
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	400	26	15.38	15.95	27824	1284	21.67	-1.25	-1.76
Aug-00	432	18	24.00	26.82	30207	1540	19.61	0.81	-0.51
Sep-00	394	18	21.89	20.36	29363	1360	21.59	0.05	-0.97
Oct-00	531	30	17.70	28.63	29073	1509	19.27	-0.35	-1.21
Nov-00	358	27	13.26	11.65	27659	1361	20.32	-1.41	-1.85
Dec-00	366	28	13.07	11.08	26306	1204	21.85	-1.73	-2.05
Jan-01	401	32	12.53	12.29	24764	1246	19.87	-1.62	-1.99
Feb-01	593	29	20.45	26.80	20822	1067	19.51	0.2	-0.88
Mar-01	578	27	21.41	30.92	21091	1117	18.88	0.55	-0.67
Apr-01	373	23	16.22	26.18	19690	1070	18.40	-0.48	-1.29
May-01	266	24	11.08	17.72	19633	1062	18.49	-1.5	-1.91
Jun-01	215	26	8.27	5.40	15632	922	16.95	-2.04	-2.24



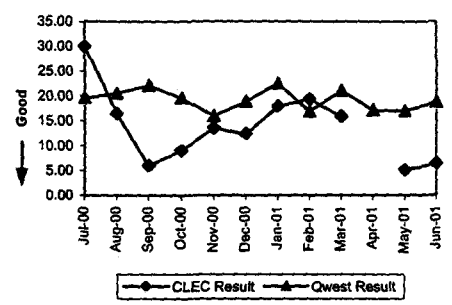
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1678	75	22.37	24.35	1113	79	14.09	0.78	-0.52
Aug-00	1271	66	19.26	17.91	726	62	11.71	0.66	-0.6
Sep-00	1075	70	15.36	15.67	813	66	12.32	1.28	-0.22
Oct-00	1510	83	18.19	19.25	1029	51	20.18	-0.47	-1.29
Nov-00	1479	74	19.99	23.16	962	52	18.50	0.46	-0.72
Dec-00	1247	60	20.78	24.23	468	32	14.62	0.17	-0.89
Jan-01	1360	77	17.66	21.86	349	24	14.54	0.77	-0.53
Feb-01	568	36	15.78	17.26	570	34	16.76	-0.18	-1.11
Mar-01	1279	52	24.60	33.10	297	25	11.88	0.62	-0.62
Apr-01	883	47	18.79	18.49	397	35	11.34	0.57	-0.65
May-01	1015	65	15.62	19.26	473	27	17.52	-0.47	-1.29
Jun-01	885	39	22.69	20.72	386	20	19.30	0.46	-0.72



Centrex 21

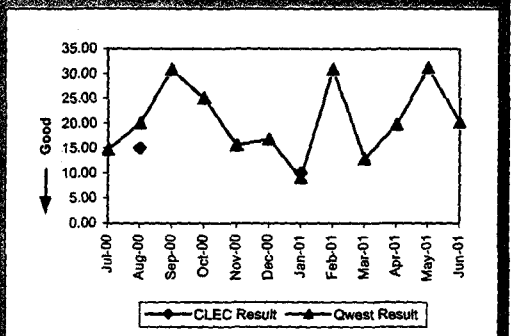
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	30	1	30.00		3204	164	19.54	0.45	-0.72
Aug-00	98	6	16.33	10.95	3438	168	20.46	-0.38	-1.23
Sep-00	6	1	6.00		3006	136	22.10	-0.75	-1.45
Oct-00	18	2	9.00	7.07	2872	147	19.54	-0.55	-1.34
Nov-00	27	2	13.50	0.71	2211	139	15.91	-0.19	-1.12
Dec-00	74	6	12.33	10.80	2451	130	18.85	-0.74	-1.45
Jan-01	125	7	17.86	9.77	2990	133	22.48	-0.42	-1.26
Feb-01	77	4	19.25	20.37	2226	132	16.86	0.18	-0.89
Mar-01	79	5	15.80	14.48	2543	121	21.02	-0.35	-1.21
Apr-01					2081	122	17.06		
May-01	5	1	5.00		1755	104	16.88	-0.57	-1.35
Jun-01	19	3	6.33	3.79	1109	59	18.80	-0.85	-1.52



OP-6B-1 - Delayed Days for Facility Reasons (Average Days) - Dispatches within MSAs

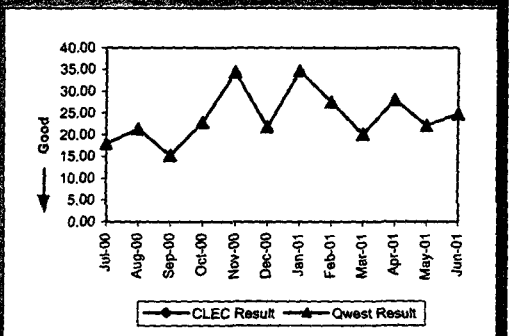
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					103	7	14.71		
Aug-00	15	1	15.00		301	15	20.07	-0.26	-1.16
Sep-00					493	16	30.81		
Oct-00					426	17	25.06		
Nov-00					250	16	15.62		
Dec-00					320	19	16.84		
Jan-01	10	1	10.00		136	15	9.07	0.09	-0.94
Feb-01					185	6	30.83		
Mar-01					116	9	12.89		
Apr-01					356	18	19.78		
May-01					405	13	31.15		
Jun-01					203	10	20.30		



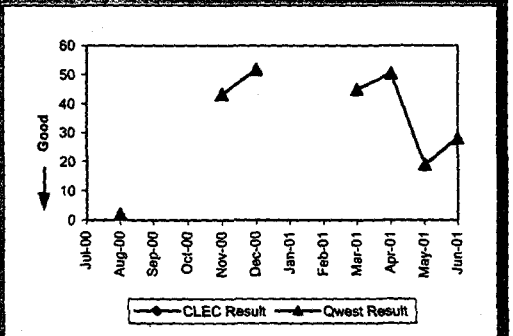
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					537	30	17.90		
Aug-00					471	22	21.41		
Sep-00					290	19	15.26		
Oct-00					502	22	22.82		
Nov-00					413	12	34.42		
Dec-00					349	16	21.81		
Jan-01					869	25	34.76		
Feb-01					496	18	27.56		
Mar-01					403	20	20.15		
Apr-01					476	17	28.00		
May-01					554	25	22.16		
Jun-01					396	16	24.75		



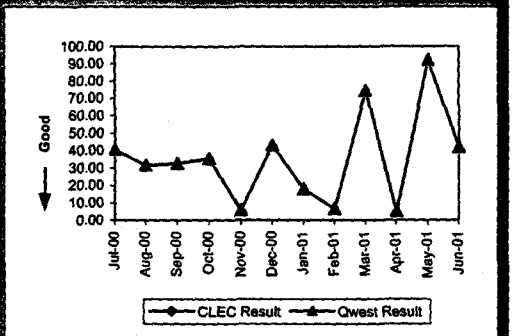
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					2	1	2.00		
Sep-00									
Oct-00									
Nov-00					130	3	43.33		
Dec-00					207	4	51.75		
Jan-01									
Feb-01									
Mar-01					45	1	45.00		
Apr-01					101	2	50.50		
May-01					19	1	19.00		
Jun-01					28	1	28.00		



DS0

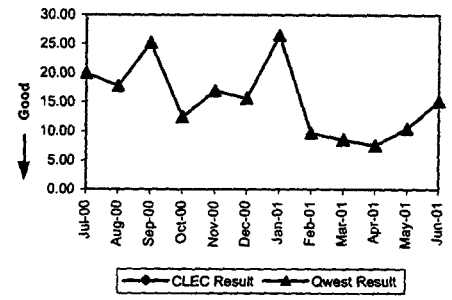
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					122	3	40.67		
Aug-00					158	5	31.60		
Sep-00					98	3	32.67		
Oct-00					142	4	35.50		
Nov-00					29	5	5.80		
Dec-00					172	4	43.00		
Jan-01					18	1	18.00		
Feb-01					13	2	6.50		
Mar-01					149	2	74.50		
Apr-01					5	1	5.00		
May-01					276	3	92.00		
Jun-01					42	1	42.00		



OP-6B-1 - Delayed Days for Facility Reasons (Average Days) - Dispatches within MSAs

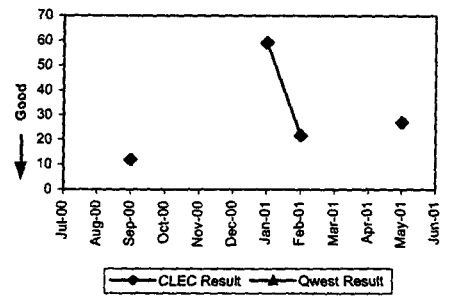
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					300	15	20.00		
Aug-00					374	21	17.81		
Sep-00					378	15	25.20		
Oct-00					225	18	12.50		
Nov-00					187	11	17.00		
Dec-00					282	18	15.67		
Jan-01					529	20	26.45		
Feb-01					352	36	9.78		
Mar-01					95	11	8.64		
Apr-01					99	13	7.62		
May-01					200	19	10.53		
Jun-01					168	11	15.27		



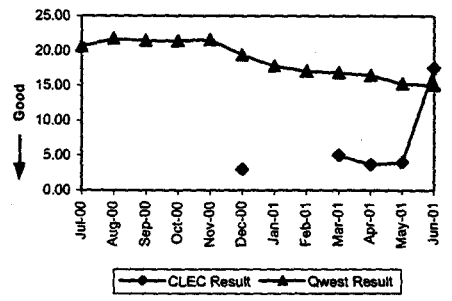
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00	12	1	12.00						
Oct-00									
Nov-00									
Dec-00									
Jan-01	59	1	59.00						
Feb-01	195	9	21.67	28.67					
Mar-01									
Apr-01									
May-01	81	3	27.00	18.08					
Jun-01									



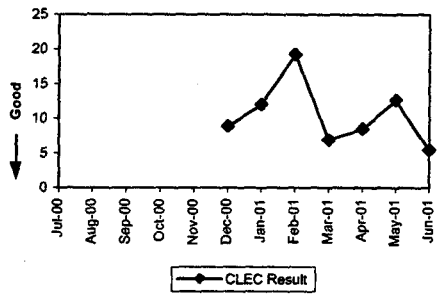
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					153547	7443	20.63		
Aug-00					185222	8521	21.74		
Sep-00					160144	7459	21.47		
Oct-00					165810	7743	21.41		
Nov-00					143605	6654	21.58		
Dec-00	3	1	3.00		121963	6285	19.41	-0.65	-1.4
Jan-01					106865	5990	17.84		
Feb-01					80952	4738	17.09		
Mar-01	5	1	5.00		80608	4785	16.85	-0.48	-1.29
Apr-01	11	3	3.67	1.53	68597	4168	16.46	-0.87	-1.53
May-01	12	3	4.00	1.73	69114	4518	15.30	-0.89	-1.54
Jun-01	35	2	17.50	13.44	63672	4223	15.08	0.17	-0.9



OP-6B-1 - Delayed Days for Facility Reasons (Average Days) - Dispatches within MSAs

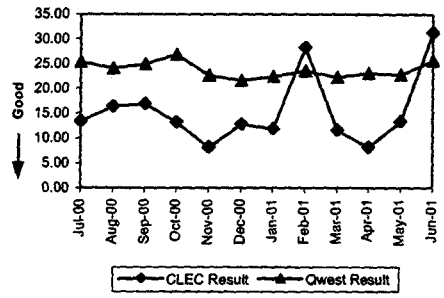
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	71	8	8.88	5.69
Jan-01	48	4	12.00	9.90
Feb-01	77	4	19.25	21.44
Mar-01	83	12	6.92	4.01
Apr-01	68	8	8.50	7.15
May-01	38	3	12.67	4.73
Jun-01	22	4	5.50	2.38



OP-6B-2 - Delayed Days for Facility Reasons (Average Days) - Dispatches outside MSAs

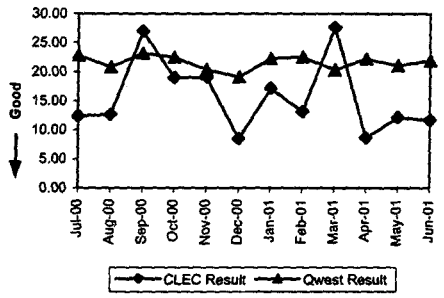
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	268	20	13.40	12.01	57697	2275	25.36	-1.05	-1.64
Aug-00	410	25	16.40	16.86	58838	2443	24.08	-0.85	-1.52
Sep-00	355	21	16.90	24.46	56078	2249	24.93	-0.78	-1.47
Oct-00	251	19	13.21	15.19	68073	2534	26.86	-0.98	-1.59
Nov-00	106	13	8.15	4.65	45683	2012	22.71	-1.17	-1.71
Dec-00	115	9	12.78	6.69	39459	1821	21.67	-0.95	-1.58
Jan-01	177	15	11.80	12.80	32853	1466	22.41	-0.95	-1.58
Feb-01	395	14	28.21	44.03	27225	1153	23.61	0.46	-0.72
Mar-01	162	14	11.57	15.76	27628	1237	22.33	-0.89	-1.54
Apr-01	98	12	8.17	5.65	28868	1248	23.13	-1.35	-1.82
May-01	214	16	13.38	14.76	33257	1457	22.83	-1.13	-1.69
Jun-01	594	19	31.26	35.95	38888	1515	25.67	0.43	-0.74



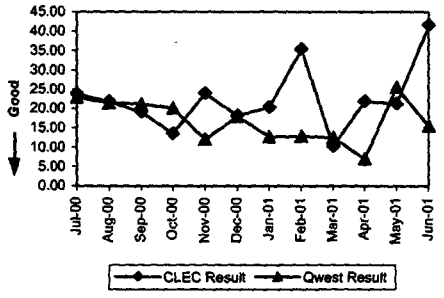
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	99	8	12.38	12.16	10223	447	22.87	-0.69	-1.42
Aug-00	76	6	12.67	10.84	12581	603	20.86	-0.64	-1.39
Sep-00	351	13	27.00	30.85	10636	458	23.22	0.33	-0.8
Oct-00	247	13	19.00	13.13	11325	503	22.51	-0.49	-1.3
Nov-00	191	10	19.10	15.44	8950	439	20.39	-0.15	-1.09
Dec-00	34	4	8.50	1.29	7832	409	19.15	-0.94	-1.57
Jan-01	86	5	17.20	21.66	6672	299	22.31	-0.34	-1.21
Feb-01	158	12	13.17	16.06	5465	242	22.58	-1.13	-1.68
Mar-01	221	8	27.62	39.46	6227	306	20.35	0.71	-0.57
Apr-01	52	6	8.67	7.74	7438	334	22.27	-1.15	-1.7
May-01	134	11	12.18	11.35	6669	316	21.10	-1.2	-1.73
Jun-01	70	6	11.67	8.64	6762	308	21.95	-0.78	-1.47



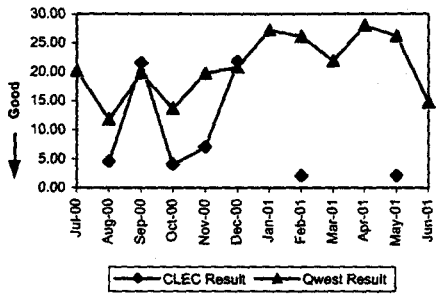
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	526	22	23.91	25.33	687	30	22.90	0.15	-0.91
Aug-00	501	23	21.78	27.24	602	28	21.50	0.05	-0.97
Sep-00	537	28	19.18	22.04	511	24	21.29	-0.44	-1.27
Oct-00	352	26	13.54	11.25	343	17	20.18	-1.13	-1.69
Nov-00	456	19	24.00	26.69	193	16	12.06	0.55	-0.66
Dec-00	218	12	18.17	18.61	306	17	18.00	0.03	-0.98
Jan-01	305	15	20.33	23.19	114	9	12.67	1.45	-0.12
Feb-01	318	9	35.33	36.36	90	7	12.86	0.41	-0.75
Mar-01	175	17	10.29	8.60	113	9	12.56	-0.54	-1.33
Apr-01	459	21	21.86	28.43	28	4	7.00	0.9	-0.45
May-01	361	17	21.24	31.34	153	6	25.50	-0.29	-1.18
Jun-01	499	12	41.58	39.44	93	6	15.50	1.51	-0.08



Centrex 21

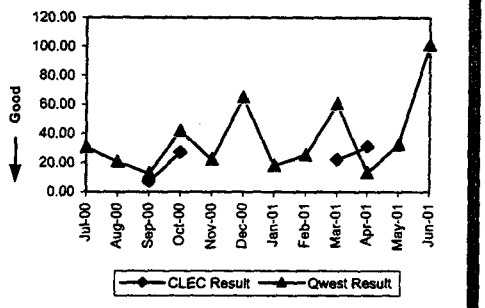
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					604	30	20.13		
Aug-00	9	2	4.50	0.71	295	25	11.80	-1.34	-1.81
Sep-00	43	2	21.50	28.99	554	28	19.79	0.11	-0.94
Oct-00	4	1	4.00		382	28	13.64	-0.68	-1.41
Nov-00	7	1	7.00		453	23	19.70	-0.69	-1.42
Dec-00	65	3	21.67	17.04	499	24	20.79	0.05	-0.97
Jan-01					408	15	27.20		
Feb-01	2	1	2.00		287	11	26.09	-0.57	-1.35
Mar-01					503	23	21.87		
Apr-01					308	11	28.00		
May-01	2	1	2.00		340	13	26.15	-0.67	-1.41
Jun-01					309	21	14.71		



OP-6B-2 - Delayed Days for Facility Reasons (Average Days) - Dispatches outside MSAs

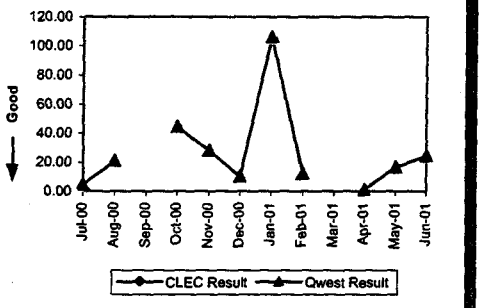
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					246	8	30.75		
Aug-00					228	11	20.73		
Sep-00	7	1	7.00		88	7	12.57	-0.66	-1.4
Oct-00	27	1	27.00		253	6	42.17	-0.26	-1.16
Nov-00					177	8	22.12		
Dec-00					130	2	65.00		
Jan-01					90	5	18.00		
Feb-01					127	5	25.40		
Mar-01	22	1	22.00		182	3	60.67	-0.41	-1.25
Apr-01	31	1	31.00		39	3	13.00	2.23	0.35
May-01					163	5	32.60		
Jun-01					101	1	101.00		



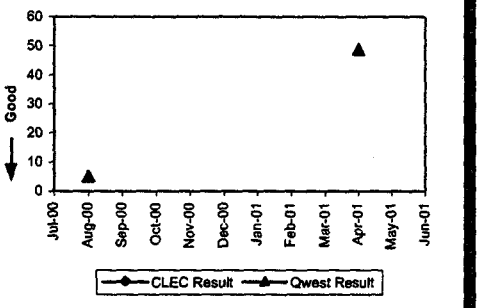
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					9	2	4.50		
Aug-00					147	7	21.00		
Sep-00									
Oct-00					402	9	44.67		
Nov-00					56	2	28.00		
Dec-00					133	13	10.23		
Jan-01					106	1	106.00		
Feb-01					36	3	12.00		
Mar-01									
Apr-01					1	1	1.00		
May-01					50	3	16.67		
Jun-01					73	3	24.33		



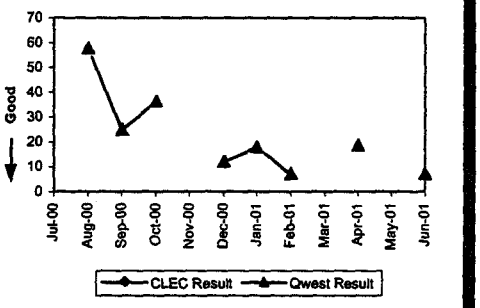
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					5	1	5.00		
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01					146	3	48.67		
May-01									
Jun-01									



DS0

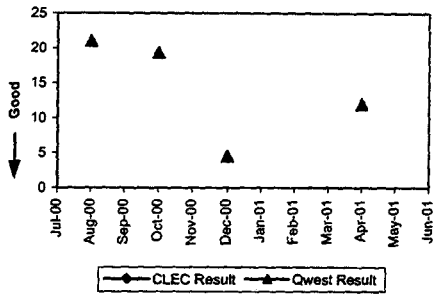
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					173	3	57.67		
Sep-00					124	5	24.80		
Oct-00					109	3	36.33		
Nov-00									
Dec-00					96	8	12.00		
Jan-01					71	4	17.75		
Feb-01					7	1	7.00		
Mar-01									
Apr-01					37	2	18.50		
May-01									
Jun-01					7	1	7.00		



OP-6B-2 - Delayed Days for Facility Reasons (Average Days) - Dispatches outside MSAs

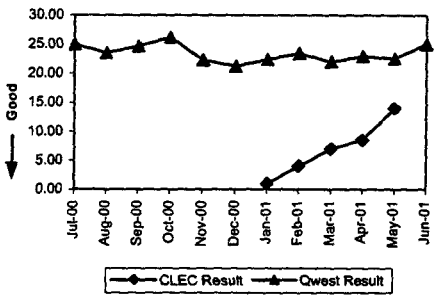
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					21	1	21.00		
Sep-00									
Oct-00					58	3	19.33		
Nov-00									
Dec-00					9	2	4.50		
Jan-01									
Feb-01									
Mar-01									
Apr-01					12	1	12.00		
May-01									
Jun-01									



UNE - P (POTS)

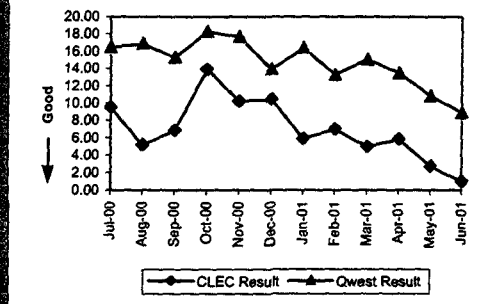
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					67920	2722	24.95		
Aug-00					71419	3046	23.45		
Sep-00					66714	2707	24.64		
Oct-00					79398	3037	26.14		
Nov-00					54633	2451	22.29		
Dec-00					47291	2230	21.21		
Jan-01	2	2	1.00	0.00	39525	1765	22.39	-0.73	-1.44
Feb-01	4	1	4.00		32690	1395	23.43	-0.54	-1.33
Mar-01	28	4	7.00	2.71	33855	1543	21.94	-0.7	-1.43
Apr-01	17	2	8.50	0.71	36306	1582	22.95	-0.56	-1.34
May-01	14	1	14.00		39926	1773	22.52	-0.27	-1.16
Jun-01					45650	1823	25.04		



OP-6B-3 - Delayed Days for Facility Reasons (Average Days) - No dispatches

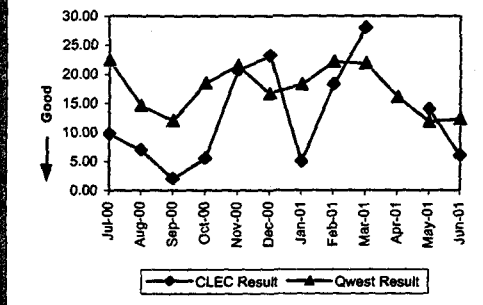
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	57	6	9.50	8.87	6728	408	16.49	-0.75	-1.46
Aug-00	78	15	5.20	4.41	7744	458	16.91	-1.29	-1.79
Sep-00	55	8	6.88	13.05	5594	366	15.28	-0.88	-1.54
Oct-00	139	10	13.90	21.80	7148	391	18.28	-0.33	-1.2
Nov-00	92	9	10.22	13.34	8973	507	17.70	-0.91	-1.55
Dec-00	136	13	10.46	17.25	5131	368	13.94	-0.61	-1.37
Jan-01	59	10	5.90	3.41	5106	312	16.37	-1.15	-1.7
Feb-01	35	5	7.00	4.42	2692	203	13.26	-0.56	-1.34
Mar-01	40	8	5.00	5.50	2725	181	15.06	-1	-1.61
Apr-01	41	7	5.86	4.14	3978	295	13.48	-0.59	-1.36
May-01	11	4	2.75	1.71	7040	650	10.83	-1.34	-1.82
Jun-01	1	1	1.00		3078	345	8.92	-0.72	-1.44



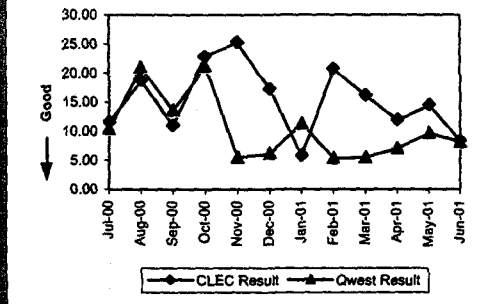
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	39	4	9.75	4.86	1705	76	22.43	-0.7	-1.42
Aug-00	7	1	7.00		1067	73	14.62	-0.4	-1.24
Sep-00	4	2	2.00	1.41	759	63	12.05	-1.2	-1.73
Oct-00	22	4	5.50	0.58	1514	82	18.46	-0.94	-1.57
Nov-00	145	7	20.71	35.44	2431	113	21.51	-0.08	-1.05
Dec-00	139	6	23.17	27.95	1133	68	16.66	0.78	-0.53
Jan-01	5	1	5.00		823	45	18.29	-0.51	-1.31
Feb-01	73	4	18.25	17.88	1085	49	22.14	-0.15	-1.09
Mar-01	56	2	28.00	35.36	1073	49	21.90	0.28	-0.83
Apr-01					999	62	16.11		
May-01	14	1	14.00		1338	113	11.84	0.17	-0.9
Jun-01	6	1	6.00		654	53	12.34	-0.4	-1.24



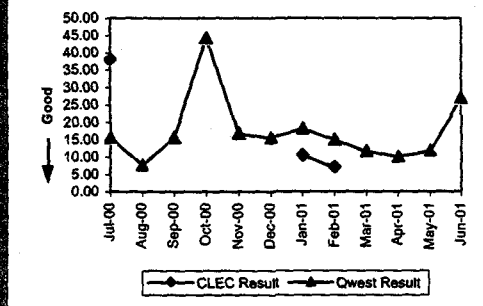
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	58	5	11.60	10.24	73	7	10.43	0.23	-0.86
Aug-00	169	9	18.78	15.82	252	12	21.00	-0.18	-1.11
Sep-00	187	17	11.00	14.83	68	5	13.60	-0.49	-1.3
Oct-00	137	6	22.83	37.57	148	7	21.14	0.08	-0.95
Nov-00	354	14	25.29	28.24	55	10	5.50	2.58	0.57
Dec-00	69	4	17.25	17.73	31	5	6.20	2.19	0.33
Jan-01	23	4	5.75	4.57	34	3	11.33	-1.81	-2.1
Feb-01	145	7	20.71	12.32	16	3	5.33	2.23	0.35
Mar-01	113	7	16.14	18.69	22	4	5.50	1.66	0.01
Apr-01	107	9	11.89	8.95	14	2	7.00	0.08	-0.95
May-01	101	7	14.43	15.59	29	3	9.67	1.34	-0.18
Jun-01	50	6	8.33	10.27	49	6	8.17	0.04	-0.98



Centrex 21

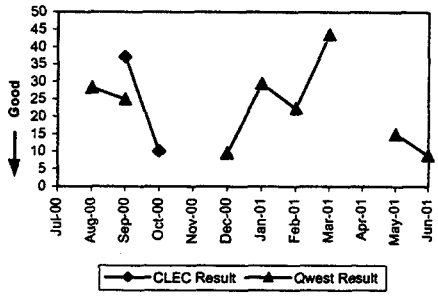
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	38	1	38.00		140	9	15.56	1.51	-0.08
Aug-00					46	6	7.67		
Sep-00					78	5	15.60		
Oct-00					443	10	44.30		
Nov-00					336	20	16.80		
Dec-00					62	4	15.50		
Jan-01	21	2	10.50	7.78	109	6	18.17	-0.43	-1.26
Feb-01	7	1	7.00		105	7	15.00	-0.32	-1.19
Mar-01					81	7	11.57		
Apr-01					50	5	10.00		
May-01					200	17	11.76		
Jun-01					108	4	27.00		



OP-6B-3 - Delayed Days for Facility Reasons (Average Days) - No dispatches

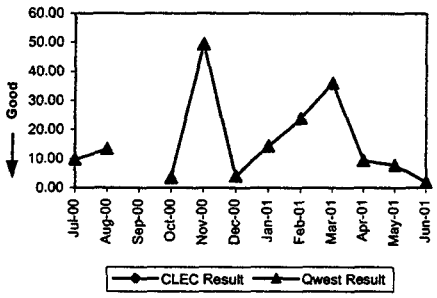
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					85	3	28.33		
Sep-00	37	1	37.00		50	2	25.00	2.31	0.4
Oct-00	10	1	10.00						
Nov-00									
Dec-00					19	2	9.50		
Jan-01					147	5	29.40		
Feb-01					67	3	22.33		
Mar-01					87	2	43.50		
Apr-01									
May-01					30	2	15.00		
Jun-01					18	2	9.00		



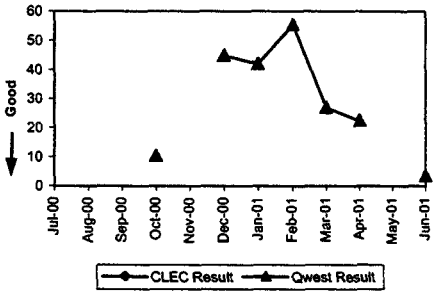
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					98	10	9.80		
Aug-00					147	11	13.36		
Sep-00									
Oct-00					7	2	3.50		
Nov-00					889	18	49.39		
Dec-00					12	3	4.00		
Jan-01					43	3	14.33		
Feb-01					143	6	23.83		
Mar-01					72	2	36.00		
Apr-01					122	13	9.38		
May-01					31	4	7.75		
Jun-01					4	2	2.00		



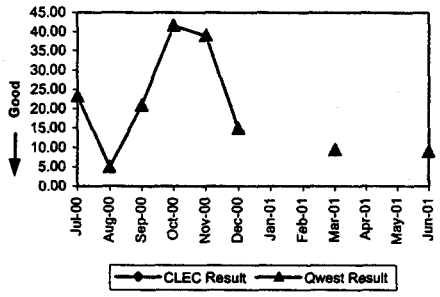
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00					31	3	10.33		
Nov-00									
Dec-00					45	1	45.00		
Jan-01					84	2	42.00		
Feb-01					111	2	55.50		
Mar-01					27	1	27.00		
Apr-01					45	2	22.50		
May-01									
Jun-01					7	2	3.50		



DS0

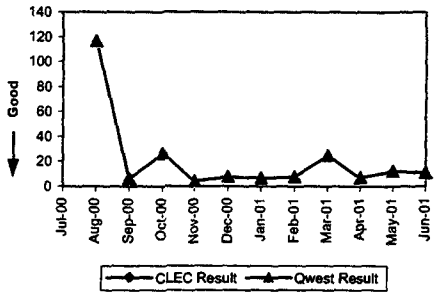
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					93	4	23.25		
Aug-00					10	2	5.00		
Sep-00					105	5	21.00		
Oct-00					250	6	41.67		
Nov-00					78	2	39.00		
Dec-00					30	2	15.00		
Jan-01									
Feb-01									
Mar-01					19	2	9.50		
Apr-01									
May-01									
Jun-01					9	1	9.00		



OP-6B-3 - Delayed Days for Facility Reasons (Average Days) - No dispatches

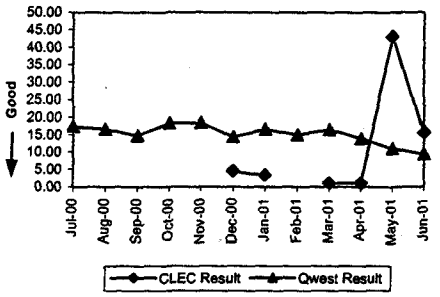
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					117	1	117.00		
Sep-00					25	4	6.25		
Oct-00					80	3	26.67		
Nov-00					4	1	4.00		
Dec-00					47	6	7.83		
Jan-01					20	3	6.67		
Feb-01					31	4	7.75		
Mar-01					25	1	25.00		
Apr-01					7	1	7.00		
May-01					87	7	12.43		
Jun-01					11	1	11.00		



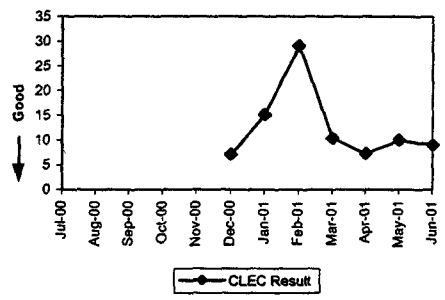
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8433	484	17.42		
Aug-00					8811	531	16.59		
Sep-00					6353	429	14.81		
Oct-00					8662	473	18.31		
Nov-00					11404	620	18.39		
Dec-00	9	2	4.50	0.71	6264	436	14.37	-0.69	-1.42
Jan-01	10	3	3.33	2.52	5929	357	16.61	-0.81	-1.5
Feb-01					3777	252	14.99		
Mar-01	1	1	1.00		3798	230	16.51	-0.54	-1.33
Apr-01	1	1	1.00		4977	357	13.94	-0.39	-1.24
May-01	86	2	43.00	56.57	8378	763	10.98	3.73	1.27
Jun-01	31	2	15.50	0.71	3732	398	9.38	0.73	-0.56



OP-6B-3 - Delayed Days for Facility Reasons (Average Days) - No dispatches

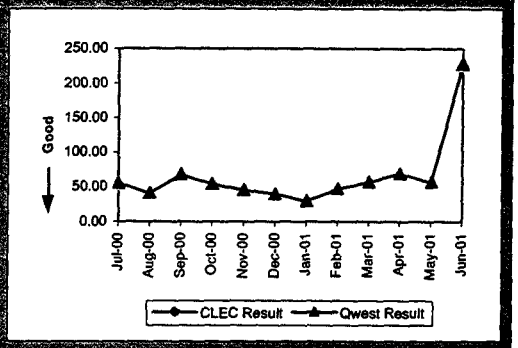
Line Sharing				
Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00	141	20	7.05	3.09
Jan-01	256	17	15.06	7.01
Feb-01	844	29	29.10	19.42
Mar-01	538	52	10.35	10.32
Apr-01	770	106	7.26	4.74
May-01	189	19	9.95	6.93
Jun-01	189	21	9.00	5.99



OP-6B-4 - Delayed Days for Facility Reasons (Average Days) - Interval Zone One

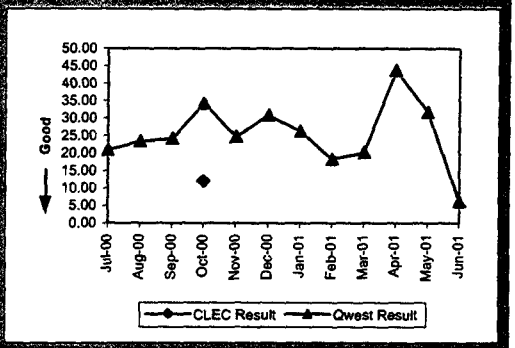
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3267	59	55.37		
Aug-00					944	23	41.04		
Sep-00					814	12	67.83		
Oct-00					1569	29	54.10		
Nov-00					407	9	45.22		
Dec-00					475	12	39.58		
Jan-01					206	7	29.43		
Feb-01					1129	24	47.04		
Mar-01					1082	19	56.95		
Apr-01					1523	22	69.23		
May-01					1363	24	56.79		
Jun-01					23664	104	227.54		



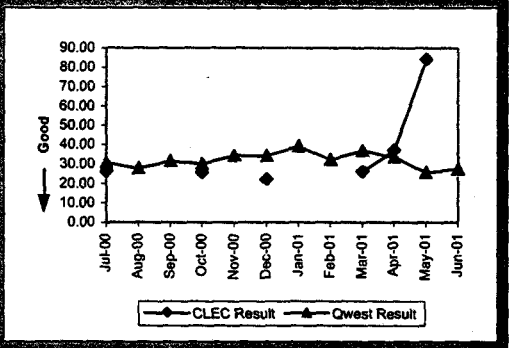
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2113	101	20.92		
Aug-00					2156	92	23.43		
Sep-00					1840	76	24.21		
Oct-00	12	1	12.00		3013	88	34.24	-0.51	-1.31
Nov-00					1903	77	24.71		
Dec-00					1543	50	30.86		
Jan-01					263	10	26.30		
Feb-01					292	16	18.25		
Mar-01					304	15	20.27		
Apr-01					481	11	43.73		
May-01					318	10	31.80		
Jun-01					37	6	6.17		



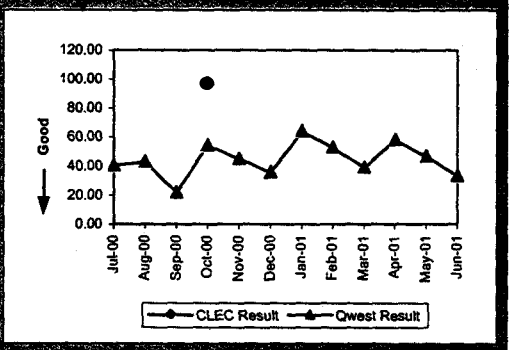
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	52	2	26.00	8.49	11582	380	30.48	-0.23	-1.14
Aug-00					12408	448	27.70		
Sep-00					11849	377	31.43		
Oct-00	51	2	25.50	0.71	11110	369	30.11	-0.25	-1.15
Nov-00					12158	355	34.25		
Dec-00	22	1	22.00		12076	354	34.11	-0.44	-1.27
Jan-01					12532	321	39.04		
Feb-01					8815	273	32.29		
Mar-01	26	1	26.00		10401	283	36.75	-0.3	-1.18
Apr-01	37	1	37.00		8088	242	33.42	0.1	-0.94
May-01	84	1	84.00		5357	210	25.51	2.21	0.34
Jun-01					4952	181	27.36		



DS3

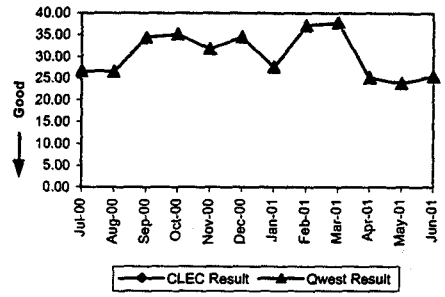
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					483	12	40.25		
Aug-00					901	21	42.90		
Sep-00					327	15	21.80		
Oct-00	97	1	97.00		1571	29	54.17	1.14	-0.31
Nov-00					761	17	44.76		
Dec-00					859	24	35.79		
Jan-01					1852	29	63.86		
Feb-01					950	18	52.78		
Mar-01					1052	27	38.96		
Apr-01					753	13	57.92		
May-01					1076	23	46.78		
Jun-01					498	15	33.20		



OP-6B-4 - Delayed Days for Facility Reasons (Average Days) - Interval Zone One

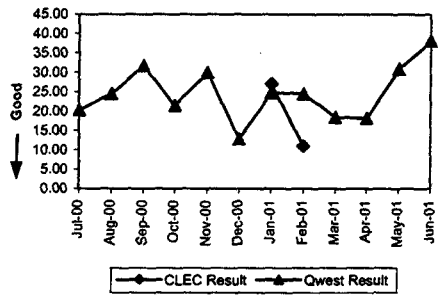
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1950	73	26.71		
Aug-00					2287	86	26.59		
Sep-00					2788	81	34.42		
Oct-00					3021	86	35.13		
Nov-00					2066	65	31.78		
Dec-00					1933	56	34.52		
Jan-01					1601	58	27.60		
Feb-01					929	25	37.16		
Mar-01					1400	37	37.84		
Apr-01					906	36	25.17		
May-01					431	18	23.94		
Jun-01					587	23	25.52		



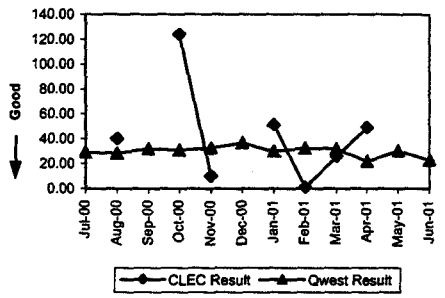
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					529	26	20.35		
Aug-00					637	26	24.50		
Sep-00					635	20	31.75		
Oct-00					645	30	21.50		
Nov-00					330	11	30.00		
Dec-00					103	8	12.88		
Jan-01	27	1	27.00		223	9	24.78	0.09	-0.94
Feb-01	11	1	11.00		294	12	24.50	-0.45	-1.28
Mar-01					444	24	18.50		
Apr-01					255	14	18.21		
May-01					432	14	30.86		
Jun-01					1297	34	38.15		



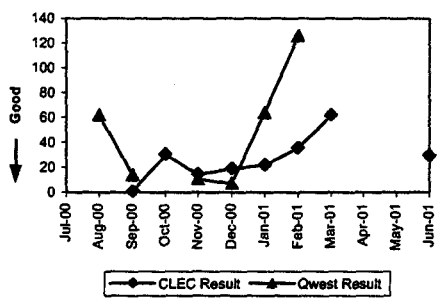
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					6194	213	29.08		
Aug-00	40	1	40.00		5900	208	28.37	0.32	-0.8
Sep-00					4723	148	31.91		
Oct-00	124	1	124.00		5556	179	31.04	2.34	0.42
Nov-00	10	1	10.00		4945	152	32.53	-0.76	-1.46
Dec-00					4457	121	36.83		
Jan-01	51	1	51.00		4672	156	29.95	0.63	-0.62
Feb-01	1	1	1.00		4665	144	32.40	-0.74	-1.45
Mar-01	26	1	26.00		4249	133	31.95	-0.15	-1.09
Apr-01	49	1	49.00		2273	104	21.86	1.23	-0.25
May-01					2661	88	30.24		
Jun-01					2005	87	23.05		



LIS Trunk

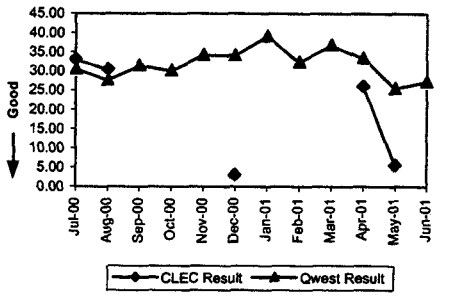
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					124	2	62.00		
Sep-00	1	1	1.00		14	1	14.00		
Oct-00	122	4	30.50	33.49					
Nov-00	29	2	14.50	13.44	22	2	11.00	0.25	-0.85
Dec-00	19	1	19.00		7	1	7.00		
Jan-01	66	3	22.00	15.72	64	1	64.00		
Feb-01	142	4	35.50	15.15	126	1	126.00		
Mar-01	62	1	62.00						
Apr-01									
May-01									
Jun-01	59	2	29.50	31.82					



OP-6B-4 - Delayed Days for Facility Reasons (Average Days) - Interval Zone One

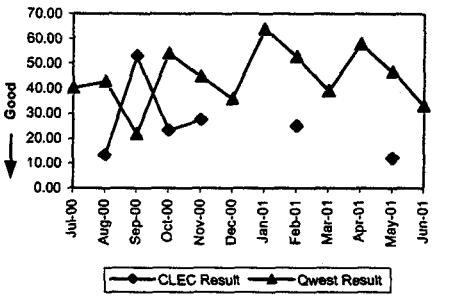
UDIT DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	66	2	33.00	32.53	11582	380	30.48	0.13	-0.92
Aug-00	152	5	30.40	17.16	12408	448	27.70	0.24	-0.85
Sep-00					11849	377	31.43		
Oct-00					11110	369	30.11		
Nov-00					12158	355	34.25		
Dec-00	3	1	3.00		12076	354	34.11	-1.12	-1.68
Jan-01					12532	321	39.04		
Feb-01					8815	273	32.29		
Mar-01					10401	283	36.75		
Apr-01	26	1	26.00		8088	242	33.42	-0.21	-1.13
May-01	11	2	5.50	3.54	5357	210	25.51	-1.07	-1.65
Jun-01					4952	181	27.36		



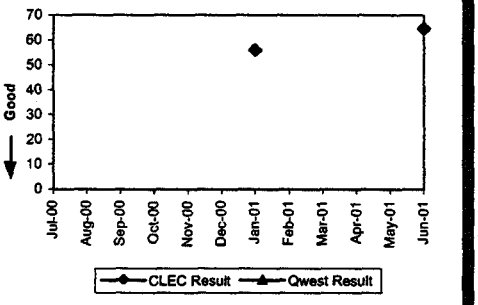
UDIT Above DS1 Level

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					483	12	40.25		
Aug-00	40	3	13.33	1.15	901	21	42.90	-1.54	-1.94
Sep-00	159	3	53.00	37.27	327	15	21.80	2.24	0.36
Oct-00	93	4	23.25	15.20	1571	29	54.17	-1.56	-1.95
Nov-00	55	2	27.50	6.36	761	17	44.76	-0.58	-1.35
Dec-00					859	24	35.79		
Jan-01					1852	29	63.86		
Feb-01	50	2	25.00	0.00	950	18	52.78	-0.62	-1.38
Mar-01					1052	27	38.96		
Apr-01					753	13	57.92		
May-01	12	1	12.00		1076	23	46.78	-0.99	-1.6
Jun-01					498	15	33.20		



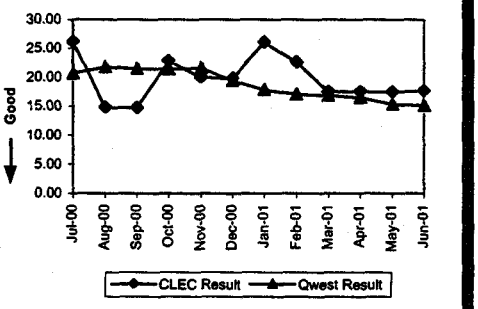
Dark Fiber - IOF

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	56	1	56.00						
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	129	2	64.50	86.97					



Unbundled Loop Analog

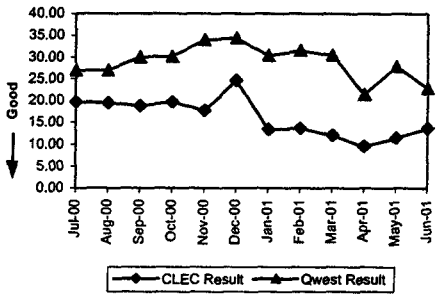
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1801	69	26.10	37.23	153547	7443	20.63	2.33	0.41
Aug-00	2348	159	14.77	18.48	185222	8521	21.74	-3.44	-3.09
Sep-00	5798	395	14.68	14.69	160144	7459	21.47	-5.12	-4.11
Oct-00	7412	325	22.81	21.02	165810	7743	21.41	0.77	-0.53
Nov-00	8330	417	19.98	19.26	143605	6654	21.58	-1.05	-1.64
Dec-00	5788	293	19.75	22.50	121963	6285	19.41	0.23	-0.86
Jan-01	3984	153	26.04	23.35	106865	5990	17.84	2.05	0.25
Feb-01	2460	109	22.57	43.87	80952	4738	17.09	1.94	0.18
Mar-01	2136	122	17.51	23.71	80608	4785	16.85	0.29	-0.82
Apr-01	1572	90	17.47	35.25	68597	4168	16.46	0.37	-0.77
May-01	2130	122	17.46	21.47	69114	4518	15.30	1.07	-0.35
Jun-01	1428	81	17.63	26.97	63672	4223	15.08	1.15	-0.3



OP-6B-4 - Delayed Days for Facility Reasons (Average Days) - Interval Zone One

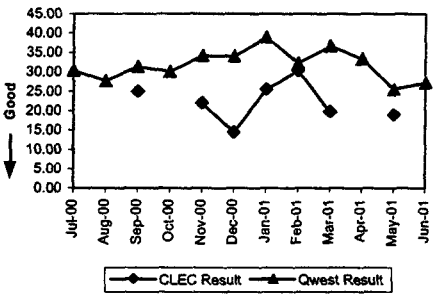
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4043	206	19.63	17.29	6829	253	26.99	-2.47	-2.5
Aug-00	4062	209	19.44	17.49	6518	241	27.05	-2.33	-2.41
Sep-00	3592	191	18.81	17.55	5013	167	30.02	-2.35	-2.43
Oct-00	3287	167	19.68	19.93	6058	201	30.14	-2.64	-2.61
Nov-00	1965	111	17.70	20.68	6111	180	33.95	-4.32	-3.62
Dec-00	960	39	24.62	24.33	4818	140	34.41	-1.42	-1.86
Jan-01	2205	165	13.36	14.45	5584	184	30.35	-4.79	-3.91
Feb-01	1392	102	13.65	15.66	5304	168	31.57	-3.23	-2.96
Mar-01	1085	90	12.06	13.91	4724	155	30.48	-3.63	-3.21
Apr-01	853	89	9.58	9.29	2871	134	21.43	-3.84	-3.34
May-01	595	52	11.44	6.48	3237	116	27.91	-2.43	-2.47
Jun-01	368	27	13.63	18.14	2405	105	22.90	-1.53	-1.93



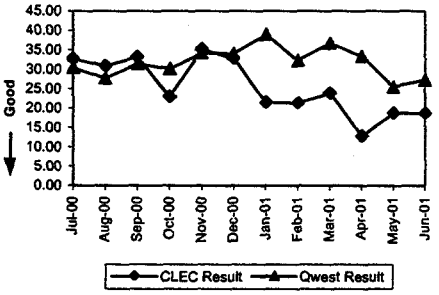
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					11582	380	30.48		
Aug-00					12408	448	27.70		
Sep-00	25	1	25.00		11849	377	31.43	-0.23	-1.14
Oct-00					11110	369	30.11		
Nov-00	44	2	22.00	16.97	12158	355	34.25	-0.59	-1.36
Dec-00	58	4	14.50	13.00	12076	354	34.11	-1.41	-1.85
Jan-01	51	2	25.50	0.71	12532	321	39.04	-0.57	-1.35
Feb-01	182	6	30.33	25.27	8815	273	32.29	-0.16	-1.09
Mar-01	79	4	19.75	15.95	10401	283	36.75	-0.95	-1.58
Apr-01					8088	242	33.42		
May-01	57	3	19.00	15.13	5357	210	25.51	-0.42	-1.26
Jun-01					4952	181	27.36		



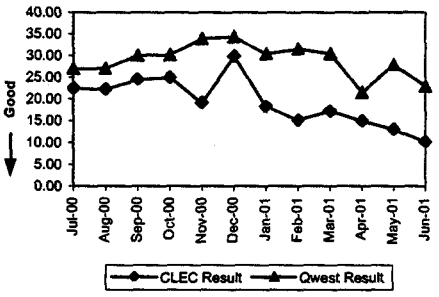
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	229	7	32.71	17.32	11582	380	30.48	0.22	-0.87
Aug-00	433	14	30.93	20.34	12408	448	27.70	0.47	-0.71
Sep-00	532	16	33.25	24.43	11849	377	31.43	0.25	-0.85
Oct-00	436	19	22.95	22.39	11110	369	30.11	-1.16	-1.7
Nov-00	563	16	35.19	33.23	12158	355	34.25	0.13	-0.92
Dec-00	985	30	32.83	24.76	12076	354	34.11	-0.24	-1.15
Jan-01	644	30	21.47	23.50	12532	321	39.04	-2.76	-2.68
Feb-01	895	42	21.31	20.76	8815	273	32.29	-2.17	-2.32
Mar-01	1242	52	23.88	26.11	10401	283	36.75	-2.41	-2.46
Apr-01	332	26	12.77	9.06	8088	242	33.42	-2.84	-2.73
May-01	658	35	18.80	17.83	5357	210	25.51	-1.39	-1.85
Jun-01	355	19	18.68	14.91	4952	181	27.36	-1.32	-1.8



Unbundled Loop ISDN Capable

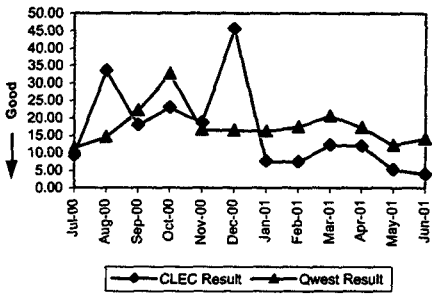
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4351	194	22.43	19.61	6829	253	26.99	-1.5	-1.91
Aug-00	4934	222	22.23	17.99	6518	241	27.05	-1.5	-1.91
Sep-00	4313	176	24.51	24.60	5013	167	30.02	-1.13	-1.89
Oct-00	4685	188	24.92	23.79	6058	201	30.14	-1.36	-1.83
Nov-00	2314	121	19.12	23.74	6111	180	33.95	-4.04	-3.46
Dec-00	1014	34	29.82	24.86	4818	140	34.41	-0.63	-1.38
Jan-01	2557	140	18.26	22.44	5584	184	30.35	-3.26	-2.98
Feb-01	2263	149	15.19	19.35	5304	168	31.57	-3.29	-3
Mar-01	1616	94	17.19	18.55	4724	155	30.48	-2.65	-2.61
Apr-01	1105	74	14.93	15.63	2871	134	21.43	-1.99	-2.21
May-01	741	57	13.00	13.20	3237	116	27.91	-2.27	-2.38
Jun-01	284	28	10.14	15.22	2405	105	22.90	-2.14	-2.3



OP-6B-4 - Delayed Days for Facility Reasons (Average Days) - Interval Zone One

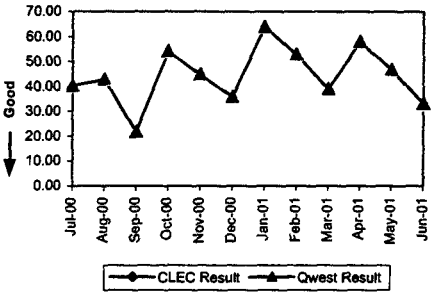
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	37	4	9.25	10.90	655	58	11.29	-0.3	-1.18
Aug-00	67	2	33.50	4.95	3156	217	14.54	2.7	0.64
Sep-00	108	6	18.00	13.56	6129	277	22.13	-0.68	-1.41
Oct-00	46	2	23.00	19.80	6632	203	32.67	-0.46	-1.28
Nov-00	56	3	18.67	17.79	3453	207	16.68	0.25	-0.85
Dec-00	364	8	45.50	56.28	2895	175	16.54	1.65	0.01
Jan-01	61	8	7.62	3.58	3393	210	16.16	-1.52	-1.92
Feb-01	37	5	7.40	6.54	10188	586	17.39	-1.9	-2.15
Mar-01	86	7	12.29	6.55	18939	920	20.59	-1.84	-2.12
Apr-01	36	3	12.00	2.00	13624	789	17.27	-0.67	-1.41
May-01	21	4	5.25	2.22	1936	158	12.25	-1.45	-1.88
Jun-01	12	3	4.00	3.61	1622	115	14.10	-1.42	-1.87



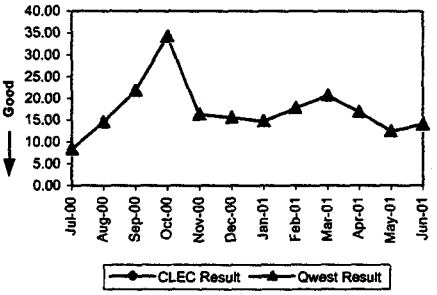
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					483	12	40.25		
Aug-00					901	21	42.90		
Sep-00					327	15	21.80		
Oct-00					1571	29	54.17		
Nov-00					761	17	44.76		
Dec-00					859	24	35.79		
Jan-01					1852	29	63.86		
Feb-01					950	18	52.78		
Mar-01					1052	27	38.96		
Apr-01					753	13	57.92		
May-01					1076	23	46.78		
Jun-01					498	15	33.20		



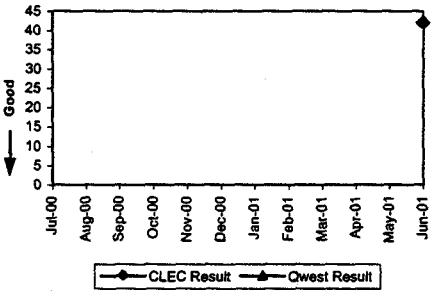
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					392	47	8.34		
Aug-00					2952	202	14.61		
Sep-00					5774	265	21.79		
Oct-00					6607	193	34.23		
Nov-00					3362	206	16.32		
Dec-00					2781	178	15.62		
Jan-01					3255	220	14.80		
Feb-01					9967	560	17.80		
Mar-01					19541	946	20.66		
Apr-01					14074	832	16.92		
May-01					1858	149	12.47		
Jun-01					1532	109	14.06		



Dark Fiber - Loop

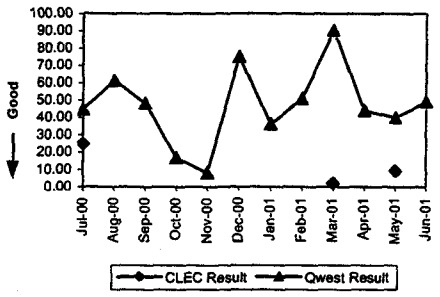
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	84	2	42.00	0.00					



OP-6B-5 - Delayed Days for Facility Reasons (Average Days) - Interval Zone Two

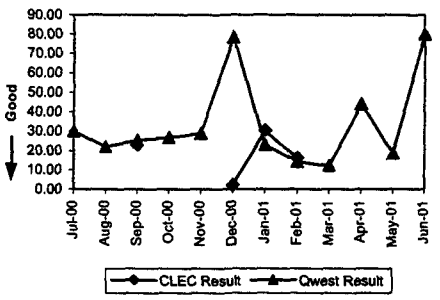
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	74	3	24.67	16.17	490	11	44.55	-0.78	-1.47
Aug-00					1041	17	61.24		
Sep-00					288	6	48.00		
Oct-00					253	15	16.87		
Nov-00					82	10	8.20		
Dec-00					1573	21	74.90		
Jan-01					361	10	36.10		
Feb-01					712	14	50.86		
Mar-01	2	1	2.00		2888	32	90.25	-1.7	-2.03
Apr-01					838	19	44.11		
May-01	9	1	9.00		759	19	39.95	-1.63	-1.99
Jun-01					246	5	49.20		



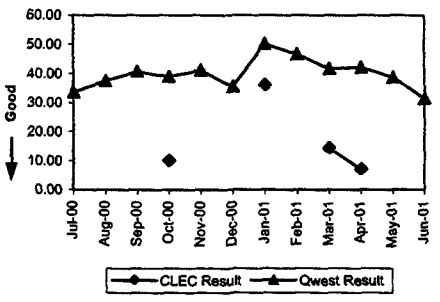
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1777	59	30.12		
Aug-00					1248	57	21.89		
Sep-00	23	1	23.00		1637	64	25.58	-0.09	-1.05
Oct-00					1899	71	26.75		
Nov-00					1939	67	28.94		
Dec-00	2	1	2.00		11388	145	78.54	-1.64	-2
Jan-01	91	3	30.33	5.69	485	21	23.10	0.51	-0.69
Feb-01	16	1	16.00		242	17	14.24	0.12	-0.93
Mar-01					97	8	12.12		
Apr-01					528	12	44.00		
May-01					204	11	18.55		
Jun-01					720	9	80.00		



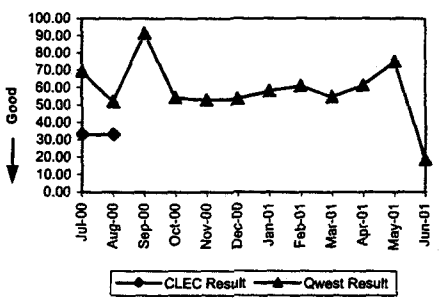
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4201	125	33.61		
Aug-00					7181	191	37.60		
Sep-00					5921	145	40.83		
Oct-00	60	6	10.00	0.00	8087	207	39.07	-2.04	-2.24
Nov-00					9392	228	41.19		
Dec-00					7342	206	35.64		
Jan-01	36	1	36.00		12214	243	50.26	-0.31	-1.19
Feb-01					7899	169	46.74		
Mar-01	43	3	14.33	6.66	7765	186	41.75	-1.14	-1.69
Apr-01	7	1	7.00		4681	111	42.17	-1	-1.61
May-01					5659	146	38.76		
Jun-01					5189	165	31.45		



DS3

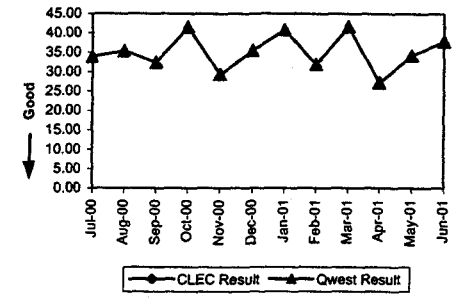
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	33	1	33.00		484	7	69.14	-1	-1.61
Aug-00	33	1	33.00		622	12	51.83	-0.63	-1.38
Sep-00					549	6	91.50		
Oct-00					706	13	54.31		
Nov-00					424	8	53.00		
Dec-00					537	10	53.70		
Jan-01					407	7	58.14		
Feb-01					672	11	61.09		
Mar-01					492	9	54.67		
Apr-01					798	13	61.38		
May-01					676	9	75.11		
Jun-01					75	4	18.75		



OP-6B-5 - Delayed Days for Facility Reasons (Average Days) - Interval Zone Two

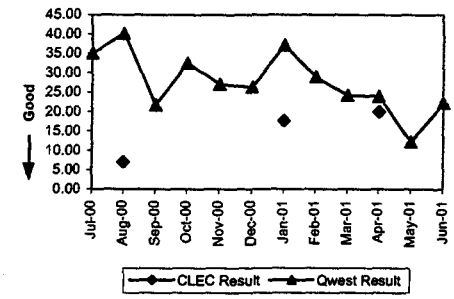
Frame Relay

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2576	76	33.89		
Aug-00					2267	64	35.42		
Sep-00					2013	62	32.47		
Oct-00					2993	72	41.57		
Nov-00					2142	73	29.34		
Dec-00					2094	59	35.49		
Jan-01					2411	59	40.86		
Feb-01					1245	39	31.92		
Mar-01					2124	51	41.65		
Apr-01					1036	38	27.26		
May-01					514	15	34.27		
Jun-01					1631	43	37.93		



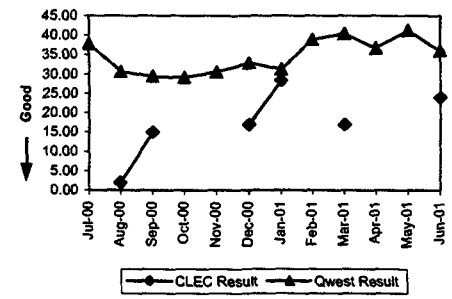
PBX

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					561	16	35.06		
Aug-00	7	1	7.00		643	16	40.19	-0.78	-1.47
Sep-00					326	15	21.73		
Oct-00					618	19	32.53		
Nov-00					433	16	27.06		
Dec-00					263	10	26.30		
Jan-01	53	3	17.67	0.58	372	10	37.20	-0.89	-1.54
Feb-01					232	8	29.00		
Mar-01					218	9	24.22		
Apr-01	20	1	20.00		288	12	24.00	-0.21	-1.13
May-01					110	9	12.22		
Jun-01					223	10	22.30		



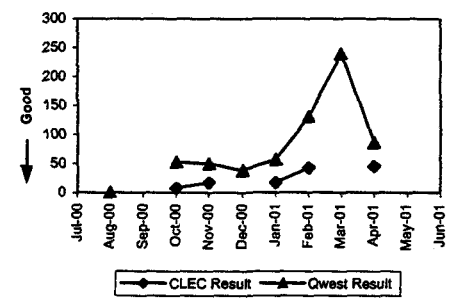
Basic Rate ISDN

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2919	77	37.91		
Aug-00	2	1	2.00		2699	88	30.67	-1	-1.61
Sep-00	30	2	15.00	11.31	2421	82	29.52	-0.65	-1.39
Oct-00					3098	106	29.23		
Nov-00					2721	89	30.57		
Dec-00	17	1	17.00		2535	77	32.92	-0.51	-1.31
Jan-01	142	5	28.40	30.84	2538	81	31.33	-0.22	-1.14
Feb-01					3346	86	38.91		
Mar-01	34	2	17.00	12.73	3197	79	40.47	-0.77	-1.47
Apr-01					2389	65	36.75		
May-01					1942	47	41.32		
Jun-01	24	1	24.00		1808	50	36.16	-0.21	-1.13



LIS Trunk

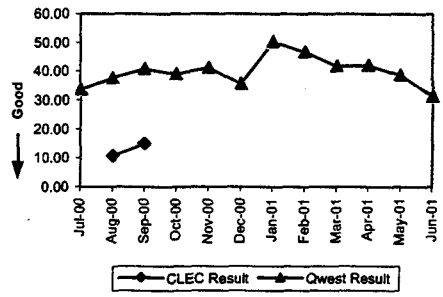
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00					1	1	1.00		
Sep-00									
Oct-00	8	1	8.00		106	2	53.00	-0.53	-1.32
Nov-00	34	2	17.00	12.73	150	3	50.00	-1.13	-1.69
Dec-00					77	2	38.50		
Jan-01	17	1	17.00		172	3	57.33	-1.28	-1.78
Feb-01	127	3	42.33	36.36	392	3	130.67	-1.14	-1.69
Mar-01					479	2	239.50		
Apr-01	45	1	45.00		86	1	86.00		
May-01									
Jun-01									



OP-6B-5 - Delayed Days for Facility Reasons (Average Days) - Interval Zone Two

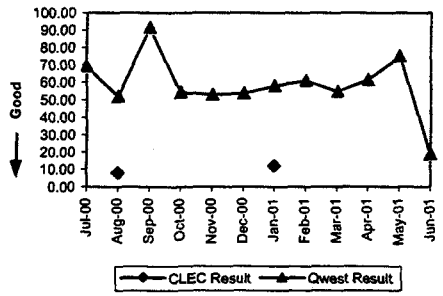
UDIT DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4201	125	33.61		
Aug-00	32	3	10.67	1.15	7181	191	37.60	-1.53	-1.93
Sep-00	15	1	15.00		5921	145	40.83	-0.73	-1.44
Oct-00					8087	207	39.07		
Nov-00					9392	228	41.19		
Dec-00					7342	206	35.64		
Jan-01					12214	243	50.26		
Feb-01					7899	169	46.74		
Mar-01					7765	186	41.75		
Apr-01					4681	111	42.17		
May-01					5659	146	38.76		
Jun-01					5189	165	31.45		



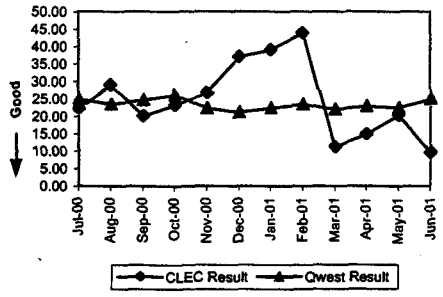
UDIT Above DS1 Level

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					484	7	69.14		
Aug-00	8	1	8.00		622	12	51.83	-1.46	-1.89
Sep-00					549	6	91.50		
Oct-00					706	13	54.31		
Nov-00					424	8	53.00		
Dec-00					537	10	53.70		
Jan-01	12	1	12.00		407	7	58.14	-0.84	-1.51
Feb-01					672	11	61.09		
Mar-01					492	9	54.67		
Apr-01					798	13	61.38		
May-01					676	9	75.11		
Jun-01					75	4	18.75		



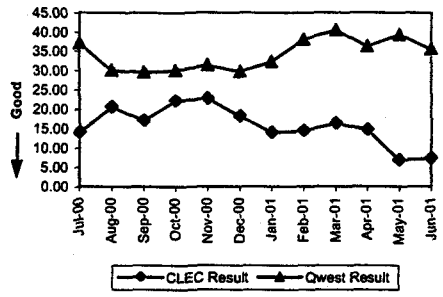
Unbundled Loop Analog

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1154	52	22.19	28.27	67920	2722	24.95	-0.4	-1.24
Aug-00	1015	35	29.00	37.60	71419	3046	23.45	0.77	-0.53
Sep-00	1245	62	20.08	17.44	66714	2707	24.64	-0.77	-1.47
Oct-00	1412	61	23.15	19.97	79398	3037	26.14	-0.41	-1.25
Nov-00	1600	60	26.67	23.85	54633	2451	22.29	0.79	-0.52
Dec-00	2667	72	37.04	39.86	47291	2230	21.21	1.8	0.09
Jan-01	976	25	39.04	32.53	39525	1765	22.39	2.37	0.44
Feb-01	746	17	43.88	50.41	32690	1395	23.43	2.14	0.3
Mar-01	178	16	11.12	12.03	33855	1543	21.94	-1.02	-1.62
Apr-01	164	11	14.91	23.53	36306	1582	22.95	-0.73	-1.44
May-01	346	17	20.35	25.09	39926	1773	22.52	-0.28	-1.17
Jun-01	115	12	9.58	11.77	45650	1823	25.04	-1	-1.6



Unbundled Loop - 2 Wire Non-Loaded

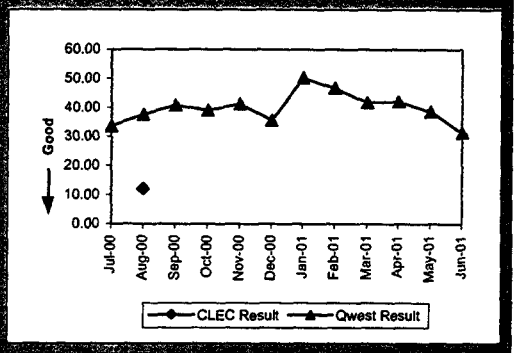
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	407	29	14.03	15.73	2928	79	37.06	-3.33	-3.02
Aug-00	782	38	20.58	25.87	2846	95	29.96	-1.74	-2.06
Sep-00	632	37	17.08	17.09	2421	82	29.52	-2	-2.22
Oct-00	843	38	22.18	22.55	3507	117	29.97	-1.25	-1.76
Nov-00	842	37	22.76	20.83	2913	93	31.32	-1.61	-1.98
Dec-00	236	13	18.15	24.75	2668	90	29.64	-1.28	-1.78
Jan-01	864	62	13.94	14.23	2644	82	32.24	-3.7	-3.25
Feb-01	418	29	14.41	10.57	3382	89	38.00	-2.31	-2.41
Mar-01	457	28	16.32	25.40	3197	79	40.47	-2.59	-2.57
Apr-01	118	8	14.75	11.41	2390	66	36.21	-1.35	-1.82
May-01	48	7	6.86	5.21	2001	51	39.24	-1.12	-1.68
Jun-01	58	8	7.25	12.90	1881	53	35.49	-1.3	-1.79



OP-6B-5 - Delayed Days for Facility Reasons (Average Days) - Interval Zone Two

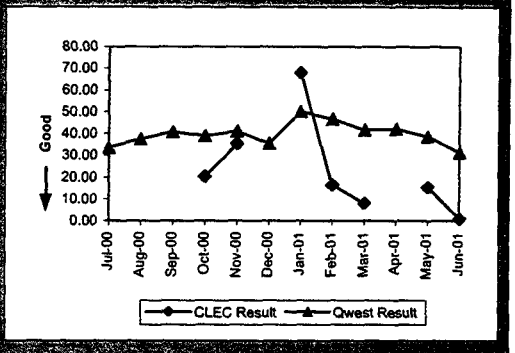
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4201	125	33.61		
Aug-00	12	1	12.00		7181	191	37.60	-0.85	-1.51
Sep-00					5921	145	40.83		
Oct-00					8087	207	39.07		
Nov-00					9392	228	41.19		
Dec-00					7342	206	35.64		
Jan-01					12214	243	50.26		
Feb-01					7899	169	46.74		
Mar-01					7765	186	41.75		
Apr-01					4681	111	42.17		
May-01					5659	146	38.76		
Jun-01					5189	165	31.45		



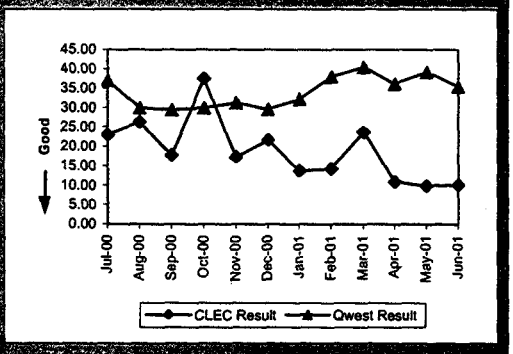
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4201	125	33.61		
Aug-00					7181	191	37.60		
Sep-00					5921	145	40.83		
Oct-00	41	2	20.50	12.02	8087	207	39.07	-0.76	-1.46
Nov-00	71	2	35.50	19.09	9392	228	41.19	-0.22	-1.14
Dec-00					7342	206	35.64		
Jan-01	136	2	68.00	0.00	12214	243	50.26	0.54	-0.67
Feb-01	50	3	16.67	5.51	7899	169	46.74	-1.31	-1.8
Mar-01	16	2	8.00	2.83	7765	186	41.75	-1.15	-1.7
Apr-01					4681	111	42.17		
May-01	62	4	15.50	12.87	5659	146	38.76	-1.23	-1.75
Jun-01	1	1	1.00		5189	165	31.45	-0.81	-1.49



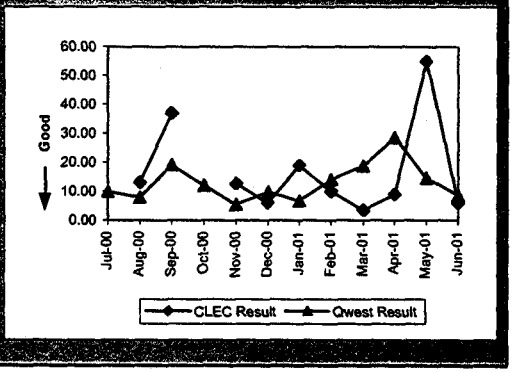
Unbundled Loop ISDN Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	530	23	23.04	24.64	2928	79	37.06	-1.86	-2.13
Aug-00	342	13	26.31	13.13	2846	95	29.96	-0.44	-1.27
Sep-00	231	13	17.77	13.46	2421	82	29.52	-1.25	-1.76
Oct-00	488	13	37.54	27.73	3507	117	29.97	0.78	-0.53
Nov-00	277	16	17.31	12.63	2913	93	31.32	-1.9	-2.15
Dec-00	87	4	21.75	31.57	2668	90	29.64	-0.51	-1.31
Jan-01	220	16	13.75	10.20	2644	82	32.24	-2.3	-2.4
Feb-01	157	11	14.27	12.54	3382	89	38.00	-1.56	-1.95
Mar-01	285	12	23.75	23.90	3197	79	40.47	-1.27	-1.77
Apr-01	121	11	11.00	4.43	2390	66	36.21	-1.83	-2.11
May-01	138	14	9.86	9.84	2001	51	39.24	-1.36	-1.83
Jun-01	132	13	10.15	8.69	1881	53	35.49	-1.43	-1.87



Unbundled Loop - ADSL Qualified

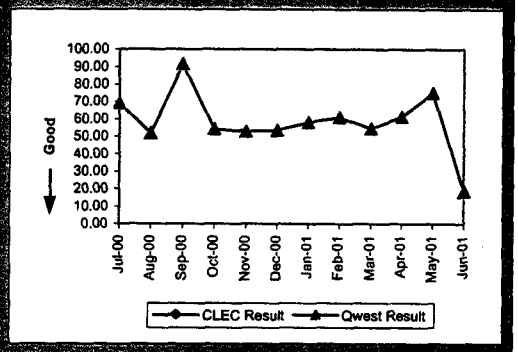
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					20	2	10.00		
Aug-00	13	1	13.00		40	5	8.00	0.56	-0.66
Sep-00	37	1	37.00		288	15	19.20	0.86	-0.47
Oct-00					109	9	12.11		
Nov-00	38	3	12.67	18.50	71	13	5.46	3.17	0.93
Dec-00	6	1	6.00		177	18	9.83	-0.73	-1.44
Jan-01	19	1	19.00		103	15	6.87	2.91	0.77
Feb-01	10	1	10.00		1652	117	14.12	-0.49	-1.3
Mar-01	14	4	3.50	2.65	994	53	18.75	-2.4	-2.46
Apr-01	9	1	9.00		3039	106	28.67	-0.9	-1.55
May-01	55	1	55.00		220	15	14.67	13.27	7.06
Jun-01	30	5	6.00	4.53	26	3	8.67	-0.39	-1.24



OP-6B-5 - Delayed Days for Facility Reasons (Average Days) - Interval Zone Two

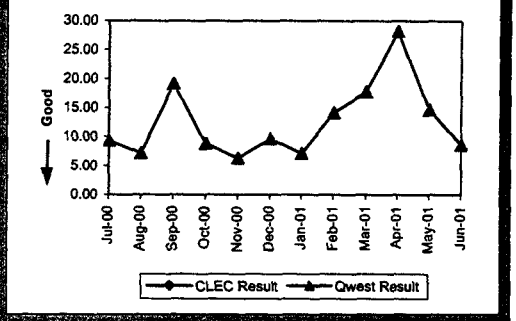
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					484	7	69.14		
Aug-00					622	12	51.83		
Sep-00					549	6	91.50		
Oct-00					706	13	54.31		
Nov-00					424	8	53.00		
Dec-00					537	10	53.70		
Jan-01					407	7	58.14		
Feb-01					672	11	61.09		
Mar-01					492	9	54.67		
Apr-01					798	13	61.38		
May-01					676	9	75.11		
Jun-01					75	4	18.75		



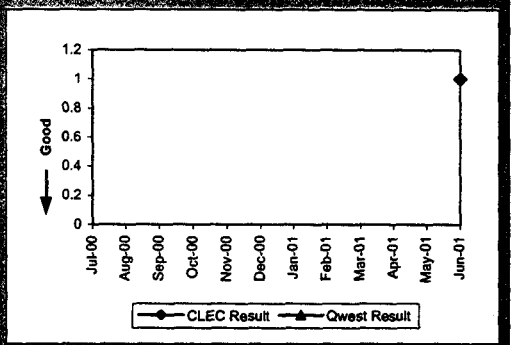
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					28	3	9.33		
Aug-00					36	5	7.20		
Sep-00					288	15	19.20		
Oct-00					62	7	8.86		
Nov-00					95	15	6.33		
Dec-00					243	25	9.72		
Jan-01					122	17	7.18		
Feb-01					1687	119	14.18		
Mar-01					1050	59	17.80		
Apr-01					3076	109	28.22		
May-01					220	15	14.67		
Jun-01					26	3	8.67		



E911

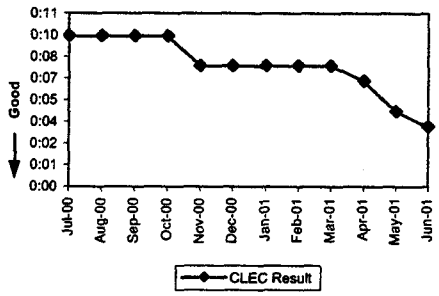
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	1	1	1.00						



OP-7 - Coordinated "Hot Cut" Interval (Hours:Minutes)

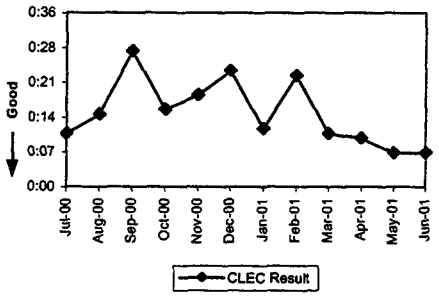
Unbundled Loop - Analog

Date	Numerator	Denominator	CLEC Result
Jul-00	990:56	5723	0:10
Aug-00	1311:52	7869	0:10
Sep-00	1204:03	7335	0:10
Oct-00	1092:42	6646	0:10
Nov-00	960:27	6845	0:08
Dec-00	830:21	6025	0:08
Jan-01	882:20	6672	0:08
Feb-01	1125:14	8015	0:08
Mar-01	1272:52	9626	0:08
Apr-01	1255:28	10207	0:07
May-01	947:31	12358	0:05
Jun-01	766:45	11882	0:04



Unbundled Loop Other

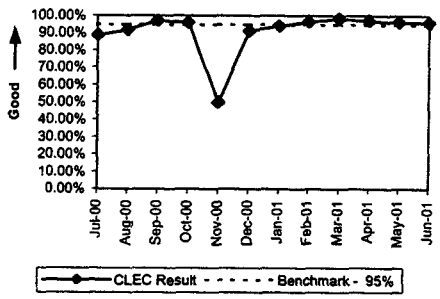
Date	Numerator	Denominator	CLEC Result
Jul-00	16:52	93	0:11
Aug-00	8:35	34	0:15
Sep-00	18:30	39	0:28
Oct-00	9:13	34	0:16
Nov-00	12:14	38	0:19
Dec-00	5:57	15	0:24
Jan-01	15:17	74	0:12
Feb-01	40:29	107	0:23
Mar-01	4:08	23	0:11
Apr-01	8:33	49	0:10
May-01	4:48	44	0:07
Jun-01	4:14	35	0:07



OP-8 - Number Portability Timeliness (Percent)

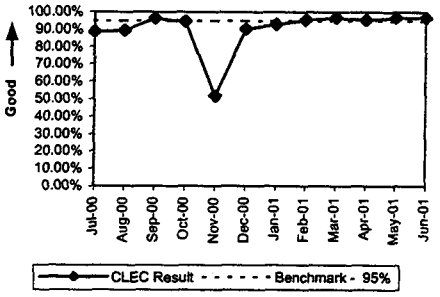
Number Portability Timeliness (Percent) (OP-8 B)

Date	Numerator	Denominator	CLEC Result
Jul-00	2815	3173	88.72%
Aug-00	3871	4216	91.82%
Sep-00	4569	4712	96.97%
Oct-00	4878	5080	96.02%
Nov-00	2494	5002	49.86%
Dec-00	4881	5359	91.08%
Jan-01	5578	5930	94.06%
Feb-01	5945	6157	96.56%
Mar-01	6364	6479	98.23%
Apr-01	6033	6204	97.24%
May-01	7063	7331	96.34%
Jun-01	6970	7265	95.94%



Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C)

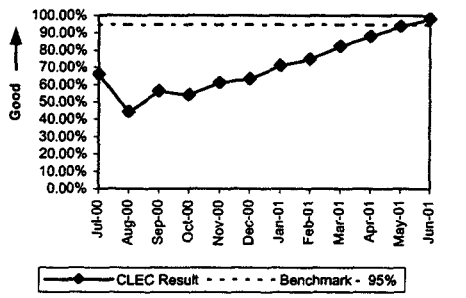
Date	Numerator	Denominator	CLEC Result
Jul-00	9175	10362	88.54%
Aug-00	19550	21897	89.28%
Sep-00	20822	21659	96.14%
Oct-00	29366	31073	94.51%
Nov-00	13191	25533	51.66%
Dec-00	29123	32280	90.22%
Jan-01	24631	26543	92.80%
Feb-01	17000	17830	95.34%
Mar-01	21762	22511	96.67%
Apr-01	22806	23919	95.35%
May-01	26077	26985	96.64%
Jun-01	27107	28047	96.65%



OP-13 - Coordinated Cuts on Time (Percent)

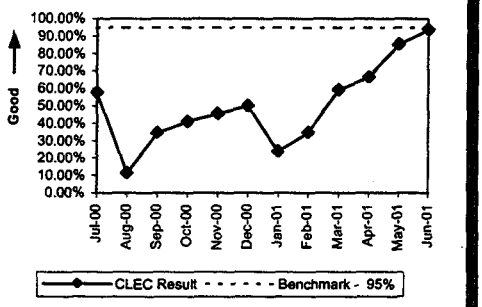
Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A)

Date	Numerator	Denominator	CLEC Result
Jul-00	1251	1896	65.98%
Aug-00	1058	2395	44.18%
Sep-00	1206	2144	56.25%
Oct-00	1270	2351	54.02%
Nov-00	1653	2705	61.11%
Dec-00	1186	1874	63.29%
Jan-01	1677	2360	71.06%
Feb-01	2033	2719	74.77%
Mar-01	2622	3190	82.19%
Apr-01	3102	3529	87.90%
May-01	4249	4531	93.78%
Jun-01	4672	4764	98.07%



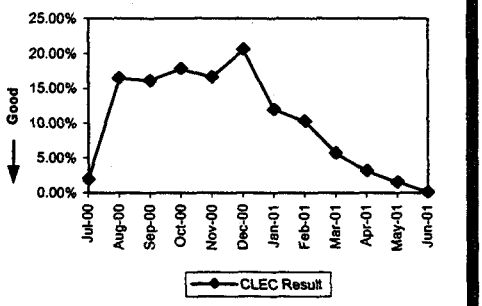
Coordinated Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A)

Date	Numerator	Denominator	CLEC Result
Jul-00	899	1562	57.55%
Aug-00	231	2038	11.33%
Sep-00	566	1635	34.62%
Oct-00	945	2309	40.93%
Nov-00	1185	2603	45.52%
Dec-00	968	1935	50.03%
Jan-01	616	2582	23.86%
Feb-01	958	2752	34.81%
Mar-01	1403	2372	59.15%
Apr-01	1745	2629	66.38%
May-01	1912	2240	85.36%
Jun-01	1661	1771	93.79%



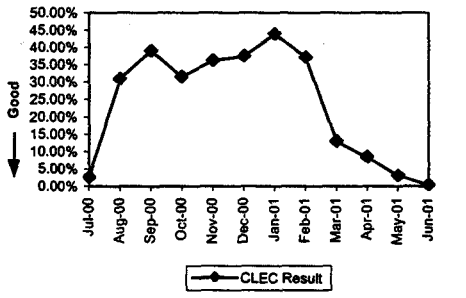
oordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B

Date	Numerator	Denominator	CLEC Result
Jul-00	37	1896	1.95%
Aug-00	396	2395	16.53%
Sep-00	346	2144	16.14%
Oct-00	420	2351	17.86%
Nov-00	450	2705	16.64%
Dec-00	386	1874	20.60%
Jan-01	289	2414	11.97%
Feb-01	289	2804	10.31%
Mar-01	194	3406	5.70%
Apr-01	118	3733	3.16%
May-01	74	4700	1.57%
Jun-01	7	4764	0.15%



Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop Other (OP-13B)

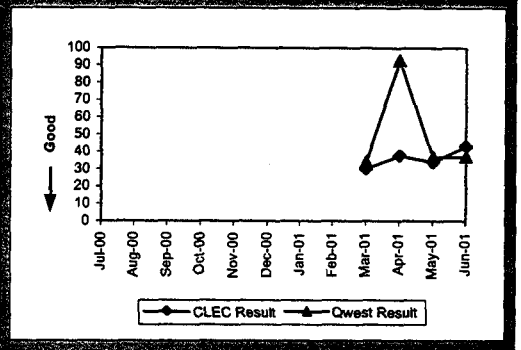
Date	Numerator	Denominator	CLEC Result
Jul-00	42	1562	2.69%
Aug-00	632	2038	31.01%
Sep-00	639	1635	39.08%
Oct-00	729	2309	31.57%
Nov-00	943	2603	36.23%
Dec-00	727	1935	37.57%
Jan-01	1141	2598	43.92%
Feb-01	1090	2927	37.24%
Mar-01	353	2718	12.99%
Apr-01	233	2756	8.45%
May-01	70	2256	3.10%
Jun-01	8	1771	0.45%



OP-15A - Interval for Pending Orders Delayed Past Due Date

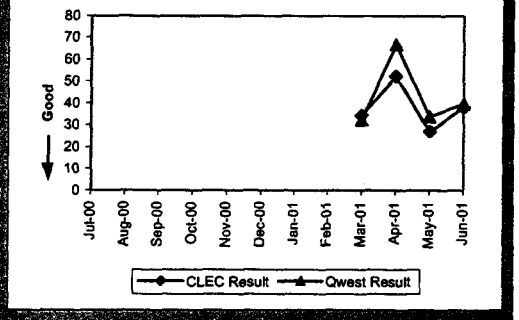
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	3706	123	30.13	27.08	284941	8345	34.15	-1.4	-1.85
Apr-01	9938	263	37.79	54.45	1429137	15428	92.63	-9.13	-6.55
May-01	3843	113	34.01	41.55	347643	9430	36.87	-0.71	-1.43
Jun-01	4579	106	43.20	48.09	431394	11590	37.22	1.14	-0.3



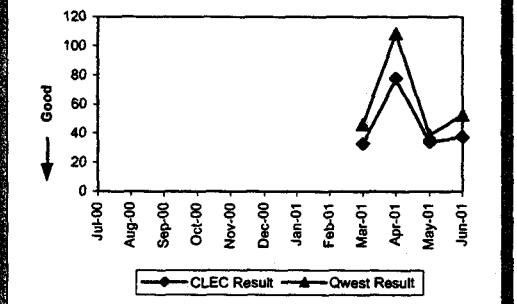
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	2616	76	34.42	28.97	90129	2788	32.33	0.59	-0.64
Apr-01	5226	100	52.26	54.71	270371	4038	66.96	-1.91	-2.16
May-01	2356	87	27.08	36.55	98540	2909	33.87	-1.51	-1.92
Jun-01	3233	85	38.04	45.67	122725	3092	39.69	-0.29	-1.18



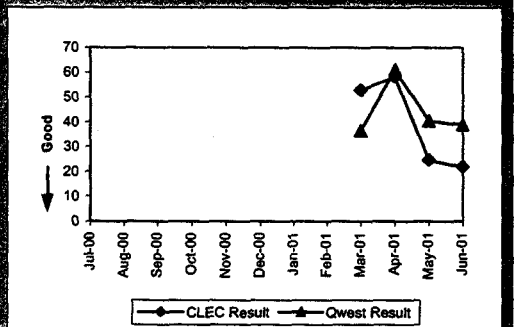
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	7461	228	32.72	27.60	7329	159	46.09	-3.4	-3.07
Apr-01	29816	383	77.85	67.72	32602	300	108.67	-4.14	-3.52
May-01	8316	245	33.94	40.64	7627	196	38.91	-0.97	-1.59
Jun-01	9199	246	37.39	42.57	9444	180	52.47	-2.53	-2.54



Centrex 21

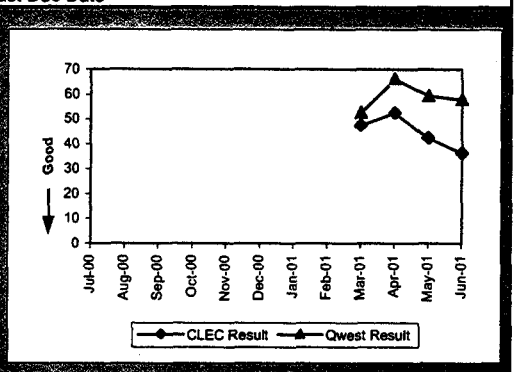
Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	158	3	52.67	3.79	13581	372	36.51	0.77	-0.53
Apr-01	466	8	58.25	70.81	32629	534	61.10	-0.13	-1.08
May-01	197	8	24.62	34.03	12839	318	40.37	-0.91	-1.55
Jun-01	284	13	21.85	34.08	13678	353	38.75	-1.2	-1.73



OP-15A - Interval for Pending Orders Delayed Past Due Date

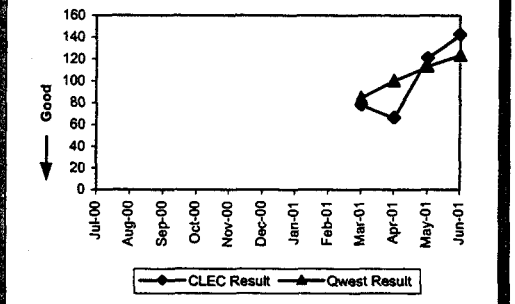
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	1374	29	47.38	73.71	37070	703	52.73	-0.46	-1.28
Apr-01	1676	32	52.38	65.59	49065	740	66.30	-1.09	-1.66
May-01	1016	24	42.33	68.75	34865	586	59.50	-1.13	-1.69
Jun-01	1125	31	36.29	67.05	35739	616	58.02	-1.52	-1.92



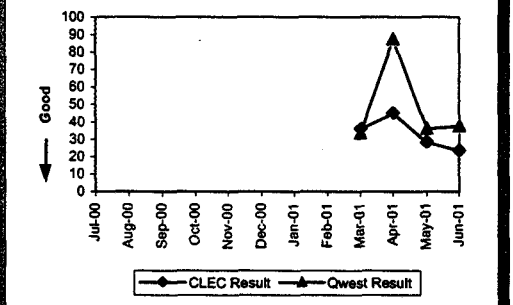
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	700	9	77.78	69.81	152490	1804	84.53	-0.29	-1.18
Apr-01	728	11	66.18	75.85	178173	1781	100.04	-1.38	-1.84
May-01	603	5	120.60	106.40	183896	1626	113.10	0.19	-0.88
Jun-01	569	4	142.25	128.50	155765	1261	123.52	0.38	-0.77



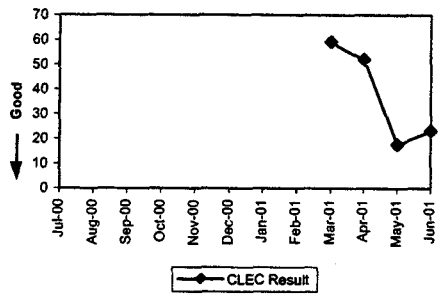
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	Standard D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	324	9	36.00	27.33	375070	11133	33.69	0.22	-0.87
Apr-01	584	13	44.92	43.60	1699508	19466	87.31	-1.64	-2
May-01	312	11	28.36	33.99	446183	12339	36.16	-0.61	-1.37
Jun-01	259	11	23.55	36.10	554119	14682	37.74	-0.89	-1.54



OP-15A - Interval for Pending Orders Delayed Past Due Date

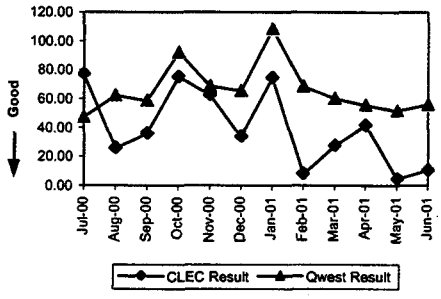
Line Sharing				
Record Date	CLEC Num	CLEC Denom	CLEC Result	$tandard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	1299	22	59.05	23.27
Apr-01	1765	34	51.91	40.87
May-01	211	12	17.58	28.11
Jun-01	208	9	23.11	34.34



OP-15A - Interval for Pending Orders Delayed Past Due Date

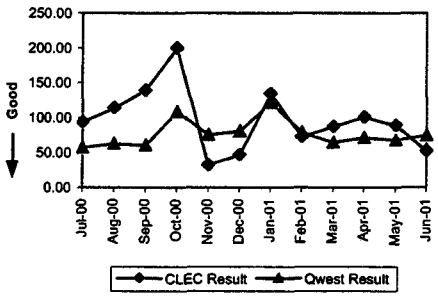
ISDN Primary

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	77	1	77.00		201004	4256	47.23	0.56	-0.66
Aug-00	154	6	25.67	37.32	319542	5121	62.40	-1.59	-1.97
Sep-00	360	10	36.00	31.39	589303	10037	58.71	-1.4	-1.85
Oct-00	225	3	75.00	58.04	398616	4328	92.10	-0.49	-1.3
Nov-00	125	2	62.50	2.12	396929	5782	68.65	-0.15	-1.09
Dec-00	203	6	33.83	37.90	434802	6653	65.35	-1.2	-1.73
Jan-01	372	5	74.40	74.40	234014	2161	108.29	-1.02	-1.62
Feb-01	238	30	7.93	2.59	197196	2881	68.45	-5.41	-4.29
Mar-01	990	36	27.50	8.59	233847	3879	60.29	-3.04	-2.85
Apr-01	1581	38	41.61	17.54	209547	3771	55.57	-1.29	-1.78
May-01	13	3	4.33	4.04	196222	3806	51.56	-1.29	-1.79
Jun-01	73	7	10.43	5.80	193245	3447	56.06	-2.06	-2.25



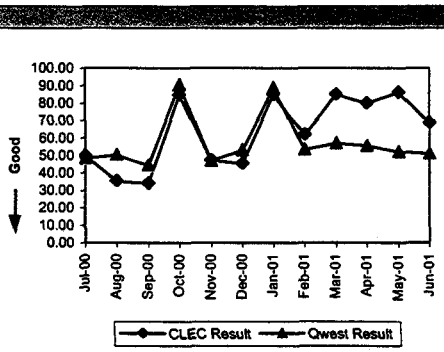
DS0

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1505	16	94.06	93.57	104786	1821	57.54	2.05	0.25
Aug-00	2855	25	114.20	92.66	146384	2320	63.10	2.33	0.41
Sep-00	3208	23	139.48	95.61	219516	3626	60.54	2.58	0.57
Oct-00	3200	16	200.00	86.44	139936	1283	109.07	2.26	0.37
Nov-00	128	4	32.00	36.08	101401	1336	75.90	-1.23	-1.75
Dec-00	419	9	46.56	73.66	112476	1387	81.09	-1.32	-1.8
Jan-01	2015	15	134.33	86.91	110625	904	122.37	0.51	-0.69
Feb-01	292	4	73.00	130.03	87845	1108	79.28	-0.17	-1.1
Mar-01	350	4	87.50	136.10	18136	280	64.77	0.6	-0.63
Apr-01	608	6	101.33	147.85	20874	290	71.98	0.87	-0.47
May-01	356	4	89.00	162.84	19068	281	67.86	0.53	-0.68
Jun-01	471	9	52.33	113.63	18157	243	74.72	-0.78	-1.47



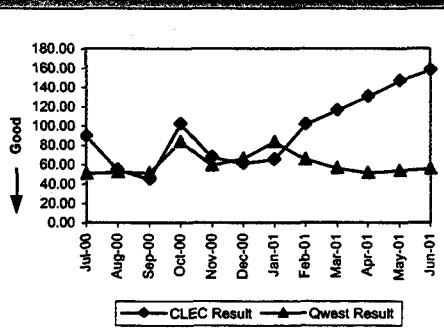
DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	250	5	50.00	92.97	216975	4476	48.48	0.05	-0.97
Aug-00	601	17	35.35	54.45	307627	6106	50.38	-0.97	-1.59
Sep-00	1221	36	33.92	42.66	536034	12094	44.32	-1.12	-1.68
Oct-00	592	7	84.57	88.27	296721	3280	90.46	-0.19	-1.12
Nov-00	236	5	47.20	30.39	208469	4439	46.96	0.01	-0.99
Dec-00	362	8	45.25	38.15	228416	4303	53.08	-0.38	-1.23
Jan-01	424	5	84.80	38.67	204240	2301	88.76	-0.12	-1.08
Feb-01	682	11	62.00	57.51	182779	3419	53.46	0.45	-0.72
Mar-01	850	10	85.00	63.46	250227	4384	57.08	1.31	-0.2
Apr-01	1040	13	80.00	73.11	250401	4503	55.61	1.25	-0.24
May-01	1034	12	86.17	88.97	203337	3898	52.16	2.26	0.37
Jun-01	481	7	68.71	96.09	184113	3604	51.09	0.65	-0.61



DS3

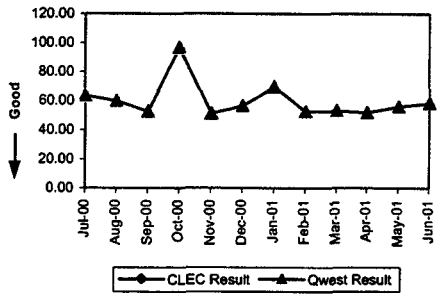
Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	536	6	89.33	95.59	36381	722	50.39	2.01	0.22
Aug-00	764	14	54.57	79.36	53663	1030	52.10	0.16	-0.9
Sep-00	1614	36	44.83	63.89	97988	1922	50.98	-0.69	-1.42
Oct-00	1022	10	102.20	95.11	47601	571	83.36	0.92	-0.44
Nov-00	606	9	67.33	38.85	38300	647	59.20	0.42	-0.74
Dec-00	671	11	61.00	56.13	41642	630	66.10	-0.27	-1.16
Jan-01	782	12	65.17	50.47	38263	460	83.18	-1.07	-1.65
Feb-01	1116	11	101.45	58.21	27977	428	65.37	1.53	-0.07
Mar-01	1389	12	115.75	63.16	33443	595	56.21	1.77	0.08
Apr-01	1172	9	130.22	80.87	30923	604	51.20	1.83	0.11
May-01	1025	7	146.43	98.15	26701	499	53.51	2.17	0.32
Jun-01	945	6	157.50	110.65	26407	477	55.36	2.01	0.22



OP-15A - Interval for Pending Orders Delayed Past Due Date

Frame Relay

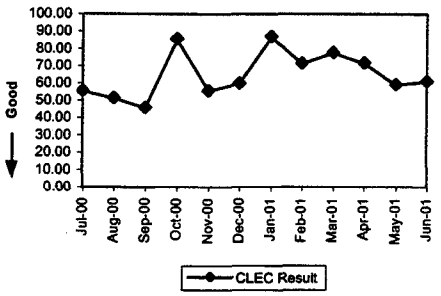
Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					72675	1145	63.47		
Aug-00					95067	1585	59.98		
Sep-00					149535	2832	52.80		
Oct-00					109538	1133	96.68		
Nov-00					9894	193	51.26		
Dec-00					11076	196	56.51		
Jan-01					94754	1363	69.52		
Feb-01					36574	693	52.78		
Mar-01					43426	814	53.35		
Apr-01					41022	789	51.99		
May-01					37653	671	56.11		
Jun-01					35853	612	58.58		



OP-15A - Interval for Pending Orders Delayed Past Due Date

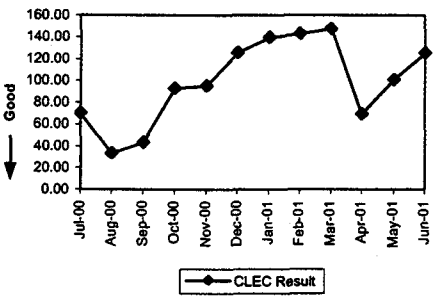
LIS Trunk

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8133	147	55.33	61.52					
Aug-00	14473	283	51.14	57.45					
Sep-00	24143	529	45.64	52.30					
Oct-00	13504	158	85.47	69.76					
Nov-00	9574	172	55.66	53.65					
Dec-00	11189	187	59.83	58.58					
Jan-01	10841	125	86.73	63.37					
Feb-01	8046	113	71.20	59.01					
Mar-01	10232	132	77.52	65.08	512	11	46.55	1.55	-0.06
Apr-01	11971	167	71.68	70.59	286	17	16.82	2.05	0.25
May-01	12301	208	59.14	75.36	269	10	26.90	0.8	-0.52
Jun-01	10908	179	60.94	84.67	218	15	14.53	2.41	0.46



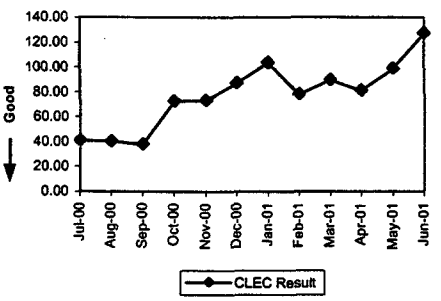
UDIT DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1749	25	69.96	50.37					
Aug-00	2686	81	33.16	45.31					
Sep-00	5126	119	43.08	44.98	10	1	10.00		
Oct-00	2038	22	92.64	62.24					
Nov-00	2661	28	95.04	70.15	54	3	18.00	1.9	0.15
Dec-00	2764	22	125.64	75.59	205	8	25.62	3.09	0.88
Jan-01	2790	20	139.50	79.22	120	4	30.00		
Feb-01	5142	36	142.83	90.52	177	3	59.00	1.3	-0.21
Mar-01	6182	42	147.19	97.13	250227	4384	57.08	2.12	0.29
Apr-01	7328	106	69.13	99.03	250401	4503	55.61	1.98	0.2
May-01	8551	85	100.60	107.88	203337	3898	52.16	2.17	0.32
Jun-01	8406	67	125.46	114.88	184113	3604	51.09	1.96	0.19



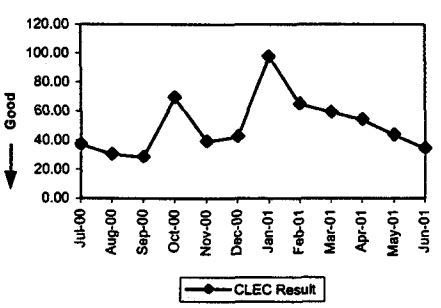
UDIT Above DS1 Level

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1472	36	40.89	34.50	70	5	14.00	1.32	-0.2
Aug-00	2654	66	40.21	33.45	188	7	26.86	0.71	-0.57
Sep-00	4332	114	38.00	37.45	347	9	38.56	-0.1	-1.06
Oct-00	1453	20	72.65	45.36	251	4	62.75	1.15	-0.3
Nov-00	1464	20	73.20	59.16	305	8	38.12	1.3	-0.21
Dec-00	1750	20	87.50	64.74	473	9	52.56	1.14	-0.31
Jan-01	1347	13	103.62	62.12	480	7	68.57	1.54	-0.06
Feb-01	2034	26	78.23	54.20	421	10	42.10	0.82	-0.5
Mar-01	3224	36	89.56	57.60	33443	595	56.21	1.54	-0.06
Apr-01	3330	41	81.22	73.45	30923	604	51.20	1.56	-0.05
May-01	4053	41	98.85	77.68	26701	499	53.51	1.42	-0.14
Jun-01	3437	27	127.30	88.71	26407	477	55.36	1.55	-0.06



Unbundled Loop Analog

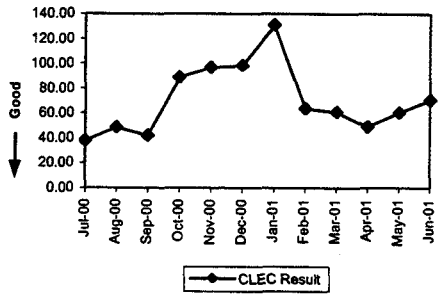
Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	39815	1080	36.87	58.17					
Aug-00	77867	2564	30.37	51.94					
Sep-00	153788	5392	28.52	43.51					
Oct-00	83096	1197	69.42	71.17					
Nov-00	71857	1831	39.24	54.12					
Dec-00	68345	1604	42.61	61.98					
Jan-01	78861	808	97.60	90.19					
Feb-01	48766	753	64.76	73.30					
Mar-01	66062	1115	59.25	73.32	236316	7263	32.54	29.09	16.69
Apr-01	57711	1067	54.09	81.76	547888	9652	56.76	-1.5	-1.91
May-01	37804	865	43.70	83.15	257655	7337	35.12	6.08	2.69
Jun-01	28533	833	34.25	79.02	301165	7451	40.42	-3.61	-3.2



OP-15A - Interval for Pending Orders Delayed Past Due Date

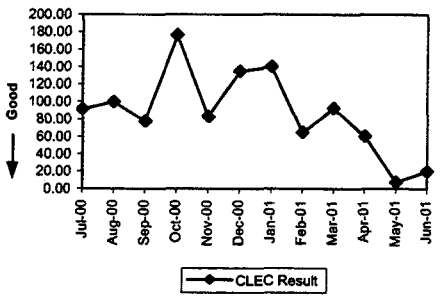
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	44372	1176	37.73	38.15					
Aug-00	95021	1947	48.80	45.91					
Sep-00	156817	3728	42.06	47.10					
Oct-00	62803	708	88.70	59.20					
Nov-00	56098	580	96.72	61.12					
Dec-00	55717	566	98.44	73.69					
Jan-01	50511	386	130.86	74.90					
Feb-01	19573	307	63.76	75.94					
Mar-01	24078	395	60.96	78.02	152490	1804	84.53	-6.14	-4.73
Apr-01	22037	448	49.19	77.48	178173	1781	100.04	-11.85	-8.2
May-01	17539	290	60.48	91.71	183896	1626	113.10	-9.54	-6.8
Jun-01	10892	154	70.73	116.76	155765	1261	123.52	-6.23	-4.79



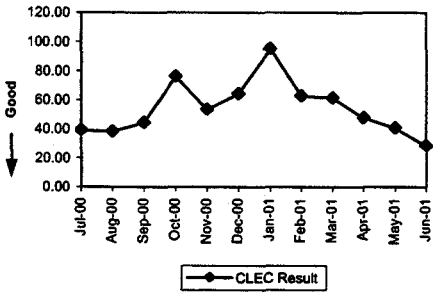
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	822	9	91.33	73.70					
Aug-00	2689	27	99.59	99.24					
Sep-00	4190	54	77.59	91.22					
Oct-00	2640	15	176.00	113.96					
Nov-00	1075	13	82.69	81.83					
Dec-00	1213	9	134.78	79.18					
Jan-01	1122	8	140.25	84.21					
Feb-01	582	9	64.67	100.03					
Mar-01	646	7	92.29	118.08	250227	4384	57.08	1.39	-0.16
Apr-01	664	11	60.36	108.49	250401	4503	55.61	0.23	-0.86
May-01	29	4	7.25	6.08	203337	3898	52.16	-1.33	-1.81
Jun-01	138	7	19.71	12.92	184113	3604	51.09	-1.15	-1.7



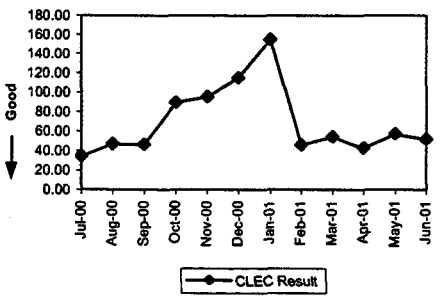
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3635	93	39.09	34.15					
Aug-00	6641	175	37.95	38.31					
Sep-00	14976	338	44.31	42.01					
Oct-00	8003	105	76.22	47.73					
Nov-00	9701	182	53.30	51.26					
Dec-00	11515	179	64.33	55.92					
Jan-01	8385	88	95.28	56.97					
Feb-01	5894	94	62.70	68.59					
Mar-01	7445	121	61.53	72.17	250227	4384	57.08	0.72	-0.56
Apr-01	5999	126	47.61	65.32	250401	4503	55.61	-1.26	-1.77
May-01	4448	110	40.44	66.88	203337	3898	52.16	-1.79	-2.09
Jun-01	3709	130	28.53	55.93	184113	3604	51.09	-3.5	-3.13



Unbundled Loop ISDN Capable

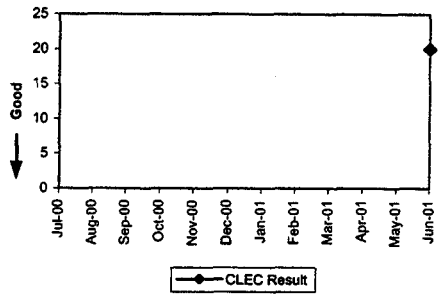
Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	36146	1055	34.26	39.72					
Aug-00	60732	1295	46.90	46.71					
Sep-00	99899	2149	46.49	47.57					
Oct-00	37071	414	89.54	58.91					
Nov-00	36431	381	95.62	62.40					
Dec-00	30035	261	115.08	75.26					
Jan-01	24186	156	155.04	77.47					
Feb-01	7744	169	45.82	68.40					
Mar-01	7932	146	54.33	79.22	152490	1804	84.53	-5.08	-4.09
Apr-01	7102	166	42.78	80.44	178173	1781	100.04	-8.69	-6.28
May-01	5545	97	57.16	100.15	183896	1626	113.10	-6.19	-4.76
Jun-01	4523	87	51.99	105.32	155765	1261	123.52	-6.5	-4.95



OP-15A - Interval for Pending Orders Delayed Past Due Date

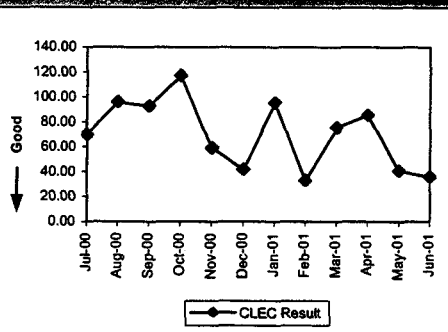
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01					33443	595	56.21		
Apr-01					30923	604	51.20		
May-01					26701	499	53.51		
Jun-01	20	1	20.00		26407	477	55.36	-0.53	-1.32



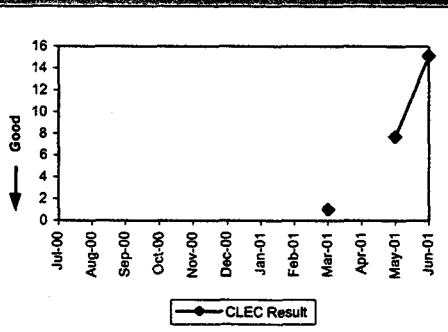
E911

Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1325	19	69.74	75.80	13862	75	184.83	-2.54	-2.55
Aug-00	1631	17	95.94	79.45	15267	87	175.48	-1.73	-2.05
Sep-00	2033	22	92.41	83.39	16572	87	190.48	-2.34	-2.42
Oct-00	2341	20	117.05	85.26	15197	80	189.96	-1.53	-1.93
Nov-00	2482	42	59.10	87.44	15878	72	220.53	-4.05	-3.46
Dec-00	1260	30	42.00	51.23	15830	72	219.86	-3.84	-3.33
Jan-01	951	10	95.10	75.49	14254	47	303.28	-2.68	-2.63
Feb-01	3655	111	32.93	40.74	23055	126	182.98	-5.05	-4.07
Mar-01	3536	47	75.23	56.00	25445	126	201.94	-3.2	-2.95
Apr-01	2560	30	85.33	75.14	26103	135	193.36	-2.32	-2.41
May-01	3424	84	40.76	65.98	28812	148	194.68	-4.94	-4
Jun-01	3004	84	35.76	59.15	28753	137	209.88	-5.39	-4.28



Enhanced Extented Links (EELs)

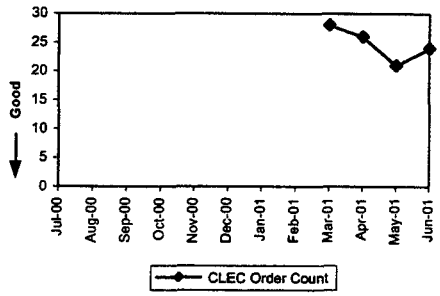
Date	CLEC Num	CLEC Denc	CLEC Resu	Standard D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	1	1	1.00						
Apr-01									
May-01	100	13	7.69	4.17					
Jun-01	544	36	15.11	8.75					



OP-15B - Count of Pending Orders Delayed for Facilities Reasons

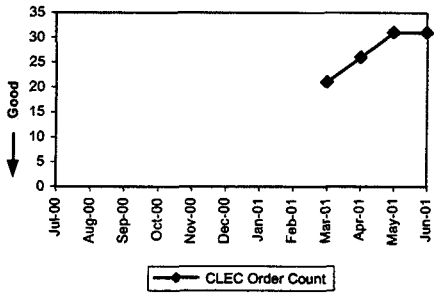
Residence

Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	28
Apr-01	26
May-01	21
Jun-01	24



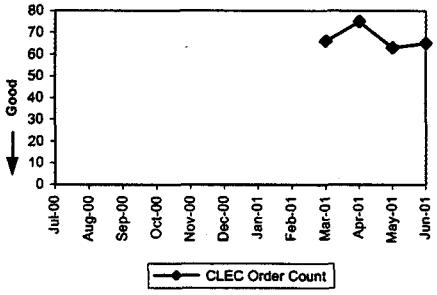
Business

Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	21
Apr-01	26
May-01	31
Jun-01	31



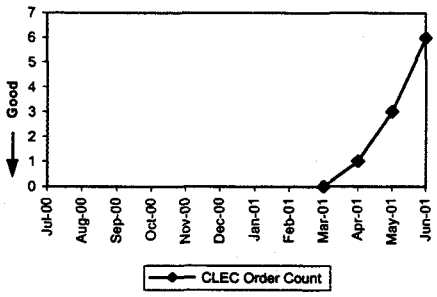
Centrex

Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	66
Apr-01	75
May-01	63
Jun-01	65



Centrex 21

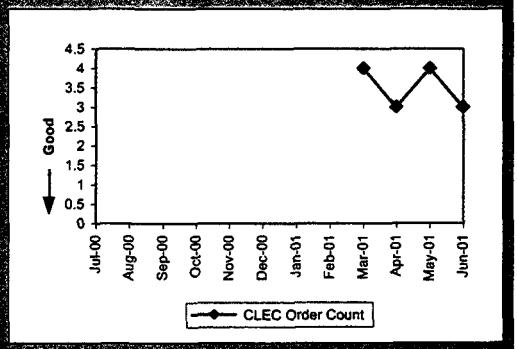
Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	0
Apr-01	1
May-01	3
Jun-01	6



OP-15B - Count of Pending Orders Delayed for Facilities Reasons

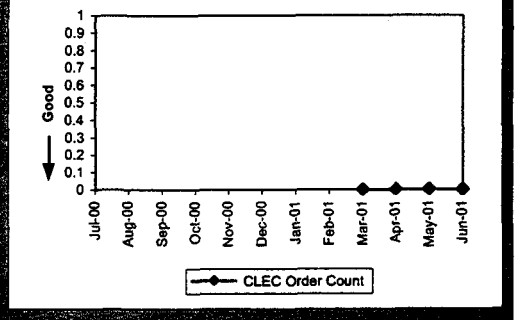
PBX

Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	4
Apr-01	3
May-01	4
Jun-01	3



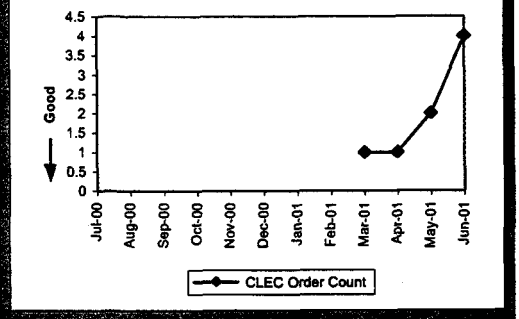
Basic Rate ISDN

Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	0
Apr-01	0
May-01	0
Jun-01	0



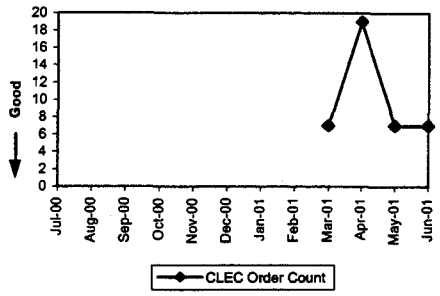
UNE - P (POTS)

Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	1
Apr-01	1
May-01	2
Jun-01	4



OP-15B - Count of Pending Orders Delayed for Facilities Reasons

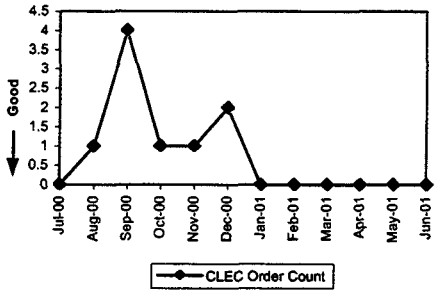
Line Sharing	
Record Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	7
Apr-01	19
May-01	7
Jun-01	7



OP-15B - Count of Pending Orders Delayed for Facilities Reasons

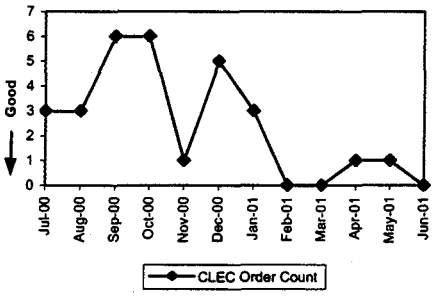
ISDN Primary

Date	CLEC Order Count
Jul-00	0
Aug-00	1
Sep-00	4
Oct-00	1
Nov-00	1
Dec-00	2
Jan-01	0
Feb-01	0
Mar-01	0
Apr-01	0
May-01	0
Jun-01	0



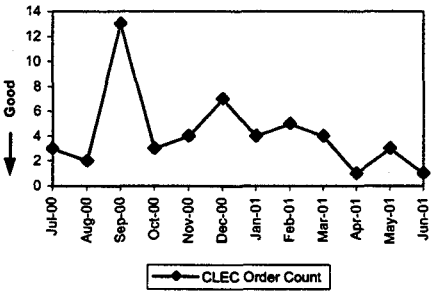
DS0

Date	CLEC Order Count
Jul-00	3
Aug-00	3
Sep-00	6
Oct-00	6
Nov-00	1
Dec-00	5
Jan-01	3
Feb-01	0
Mar-01	0
Apr-01	1
May-01	1
Jun-01	0



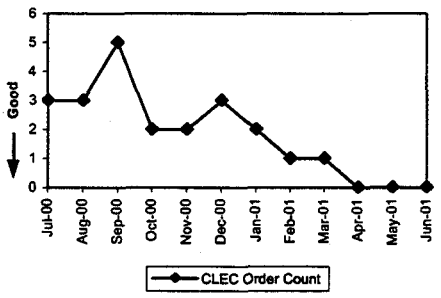
DS1

Date	CLEC Order Count
Jul-00	3
Aug-00	2
Sep-00	13
Oct-00	3
Nov-00	4
Dec-00	7
Jan-01	4
Feb-01	5
Mar-01	4
Apr-01	1
May-01	3
Jun-01	1



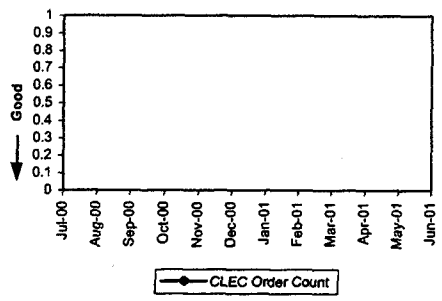
DS3

Date	CLEC Order Count
Jul-00	3
Aug-00	3
Sep-00	5
Oct-00	2
Nov-00	2
Dec-00	3
Jan-01	2
Feb-01	1
Mar-01	1
Apr-01	0
May-01	0
Jun-01	0



OP-15B - Count of Pending Orders Delayed for Facilities Reasons

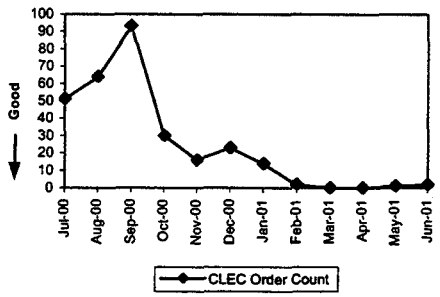
Frame Relay	
Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	



OP-15B - Count of Pending Orders Delayed for Facilities Reasons

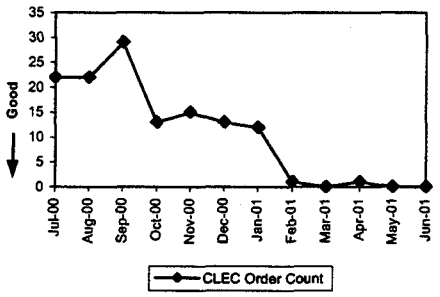
LIS Trunk

Date	CLEC Order Count
Jul-00	51
Aug-00	64
Sep-00	93
Oct-00	30
Nov-00	16
Dec-00	23
Jan-01	14
Feb-01	2
Mar-01	0
Apr-01	0
May-01	1
Jun-01	2



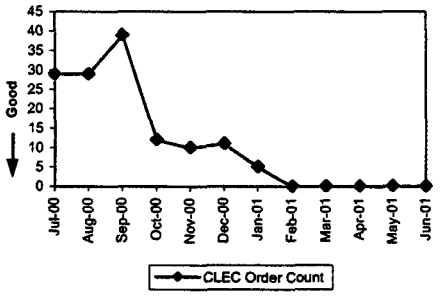
UDIT DS1

Date	CLEC Order Count
Jul-00	22
Aug-00	22
Sep-00	29
Oct-00	13
Nov-00	15
Dec-00	13
Jan-01	12
Feb-01	1
Mar-01	0
Apr-01	1
May-01	0
Jun-01	0



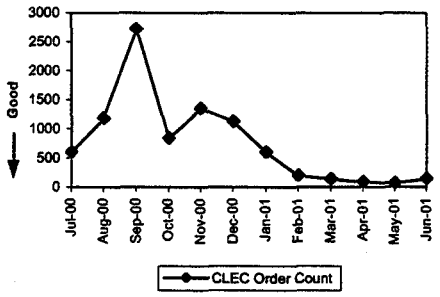
UDIT Above DS1 Level

Date	CLEC Order Count
Jul-00	29
Aug-00	29
Sep-00	39
Oct-00	12
Nov-00	10
Dec-00	11
Jan-01	5
Feb-01	0
Mar-01	0
Apr-01	0
May-01	0
Jun-01	0



Unbundled Loop Analog

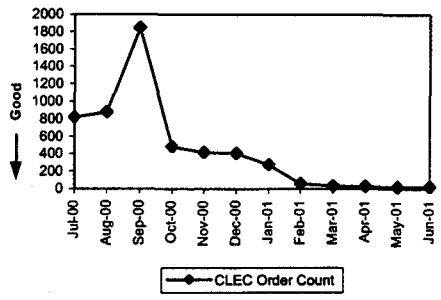
Date	CLEC Order Count
Jul-00	595
Aug-00	1177
Sep-00	2719
Oct-00	834
Nov-00	1351
Dec-00	1123
Jan-01	597
Feb-01	199
Mar-01	134
Apr-01	90
May-01	60
Jun-01	135



OP-15B - Count of Pending Orders Delayed for Facilities Reasons

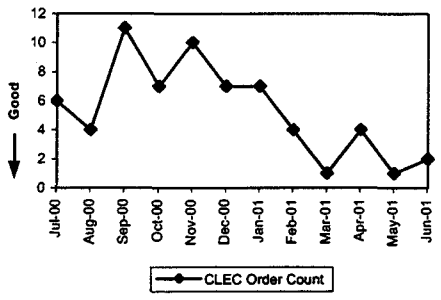
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Order Count
Jul-00	820
Aug-00	878
Sep-00	1841
Oct-00	486
Nov-00	417
Dec-00	409
Jan-01	276
Feb-01	62
Mar-01	36
Apr-01	29
May-01	20
Jun-01	21



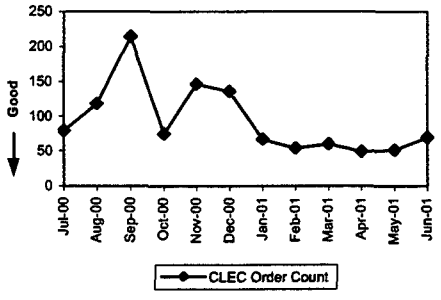
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Order Count
Jul-00	6
Aug-00	4
Sep-00	11
Oct-00	7
Nov-00	10
Dec-00	7
Jan-01	7
Feb-01	4
Mar-01	1
Apr-01	4
May-01	1
Jun-01	2



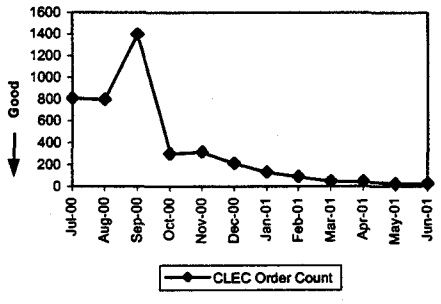
Unbundled Loop - DS1 Capable

Date	CLEC Order Count
Jul-00	79
Aug-00	118
Sep-00	214
Oct-00	75
Nov-00	146
Dec-00	136
Jan-01	67
Feb-01	54
Mar-01	60
Apr-01	49
May-01	51
Jun-01	69



Unbundled Loop ISDN Capable

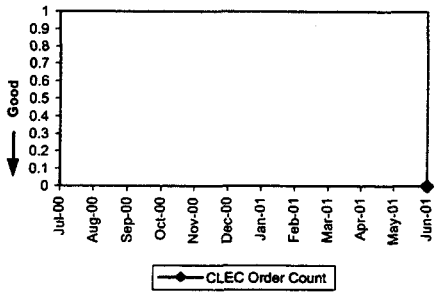
Date	CLEC Order Count
Jul-00	809
Aug-00	796
Sep-00	1398
Oct-00	299
Nov-00	316
Dec-00	212
Jan-01	130
Feb-01	88
Mar-01	46
Apr-01	44
May-01	23
Jun-01	24



OP-15B - Count of Pending Orders Delayed for Facilities Reasons

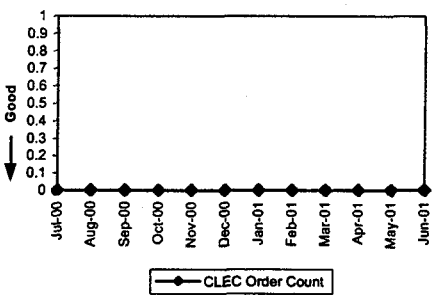
Unbundled Loop - DS3 Capable

Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	0



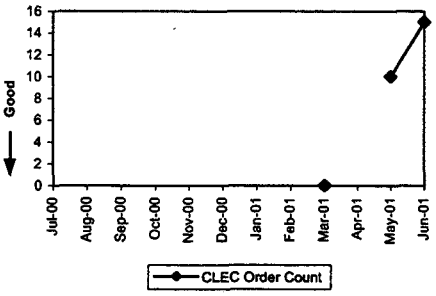
E911

Date	CLEC Order Count
Jul-00	0
Aug-00	0
Sep-00	0
Oct-00	0
Nov-00	0
Dec-00	0
Jan-01	0
Feb-01	0
Mar-01	0
Apr-01	0
May-01	0
Jun-01	0



Enhanced Extented Links (EELs)

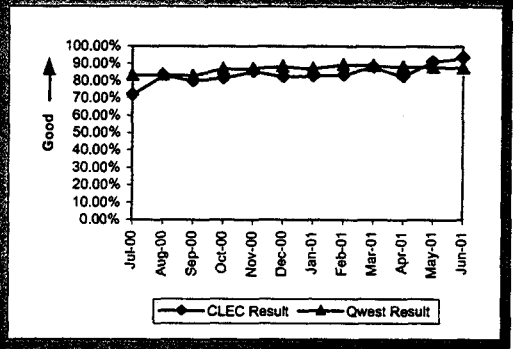
Date	CLEC Order Count
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	0
Apr-01	
May-01	10
Jun-01	15



MR-2 - Calls Answered within 20 Seconds - Interconnect Repair Center (Percent)

Calls Answered with-In 20 seconds - Interconnect Repair Center (Percent) (MR-2)

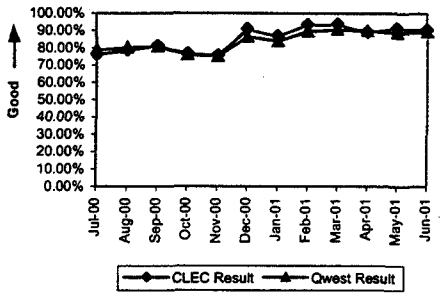
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00	15830	21986	72.00%	832752	997337	83.50%
Aug-00	20298	24367	83.30%	917443	1096260	83.69%
Sep-00	17089	21334	80.10%	787532	947228	83.14%
Oct-00	18536	22723	81.57%	891970	1025051	87.02%
Nov-00	18667	21817	85.56%	777196	893067	87.03%
Dec-00	16559	20047	82.60%	659020	744071	88.57%
Jan-01	19111	22979	83.17%	754367	866186	87.09%
Feb-01	18378	21962	83.68%	644068	719729	89.49%
Mar-01	21997	24934	88.22%	718741	806886	89.08%
Apr-01	18724	22611	82.81%	724314	820411	88.29%
May-01	22991	25211	91.19%	747817	848094	88.18%
Jun-01	25944	27731	93.56%	775975	886147	87.57%



MR-3A - Out of Service Cleared within 24 Hours (Percent) - Dispatches within MSAs

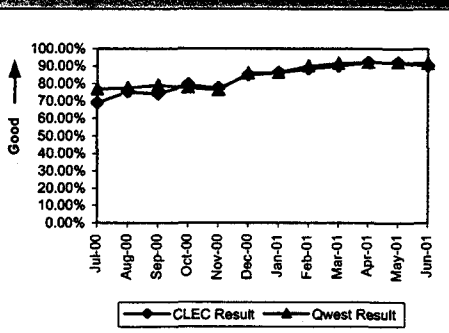
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	824	1083	76.08%	42.66%	94628	120126	78.77%	2.15	0.31
Aug-00	1018	1295	78.61%	41.01%	103468	128999	80.21%	1.44	-0.13
Sep-00	903	1115	80.99%	39.24%	87355	108375	80.60%	-0.32	-1.2
Oct-00	918	1201	76.44%	42.44%	85430	112465	75.96%	-0.38	-1.23
Nov-00	881	1169	75.36%	43.09%	80923	107806	75.06%	-0.24	-1.14
Dec-00	848	934	90.79%	28.91%	70771	81912	86.40%	-3.89	-3.37
Jan-01	803	927	86.62%	34.04%	81892	97772	83.76%	-2.35	-2.43
Feb-01	758	814	93.12%	25.31%	72221	80623	89.58%	-3.29	-3
Mar-01	1229	1313	93.60%	24.47%	86127	95007	90.65%	-3.65	-3.22
Apr-01	1316	1477	89.10%	31.16%	96513	107276	89.97%	1.1	-0.33
May-01	1392	1529	91.04%	28.56%	101543	114442	88.73%	-2.84	-2.73
Jun-01	1458	1617	90.17%	29.78%	102429	114652	89.34%	-1.07	-1.65



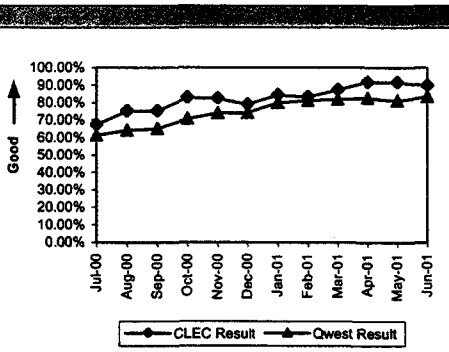
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	205	298	68.79%	46.33%	10260	13348	76.87%	3.24	0.97
Aug-00	293	388	75.52%	43.00%	11663	15047	77.51%	0.86	-0.48
Sep-00	262	354	74.01%	43.86%	10210	12901	79.14%	2.3	0.4
Oct-00	264	333	79.28%	40.53%	10641	13711	77.61%	-0.72	-1.44
Nov-00	308	399	77.19%	41.96%	10274	13459	76.34%	-0.4	-1.24
Dec-00	306	360	85.00%	35.71%	8817	10283	85.74%	0.37	-0.77
Jan-01	470	545	86.24%	34.45%	11388	13198	86.29%	0.03	-0.98
Feb-01	418	473	88.37%	32.06%	9821	10912	90.00%	1.11	-0.32
Mar-01	497	551	90.20%	29.73%	11375	12429	91.52%	1.09	-0.34
Apr-01	560	608	92.11%	26.97%	11684	12688	92.09%	-0.02	-1.01
May-01	663	720	92.08%	27.00%	12735	13802	92.27%	0.18	-0.89
Jun-01	723	801	90.26%	29.65%	11733	12830	91.45%	1.17	-0.29



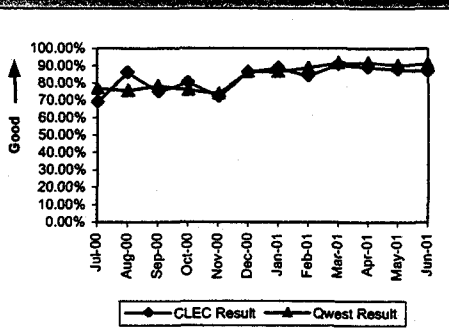
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	809	1203	67.25%	46.93%	504	824	61.17%	-2.76	-2.68
Aug-00	997	1325	75.25%	43.16%	600	935	64.17%	-5.41	-4.29
Sep-00	870	1155	75.32%	43.11%	554	849	65.25%	-4.68	-3.84
Oct-00	866	1046	82.79%	37.75%	584	826	70.70%	-5.71	-4.47
Nov-00	879	1068	82.30%	38.16%	546	737	74.08%	-3.92	-3.38
Dec-00	673	853	78.90%	40.80%	397	535	74.21%	-1.94	-2.18
Jan-01	985	1168	84.33%	36.35%	515	644	79.97%	-2.22	-2.35
Feb-01	797	957	83.28%	37.31%	463	571	81.09%	-1.06	-1.64
Mar-01	1111	1273	87.27%	33.33%	518	633	81.83%	-2.9	-2.76
Apr-01	1224	1336	91.62%	27.71%	461	559	82.47%	-4.78	-3.9
May-01	1460	1591	91.77%	27.49%	562	692	81.21%	-5.93	-4.61
Jun-01	1444	1609	89.75%	30.34%	526	631	83.36%	-3.65	-3.22



Centrex 21

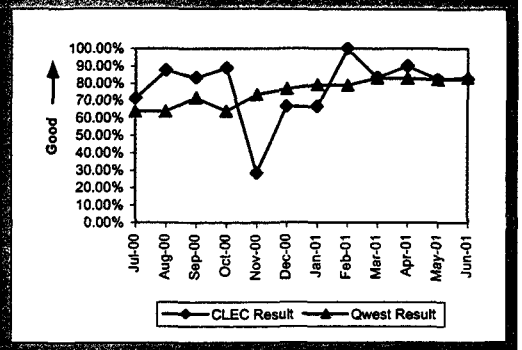
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	40	58	68.97%	46.26%	2673	3470	77.03%	1.48	-0.1
Aug-00	68	79	86.08%	34.62%	2908	3845	75.63%	-2.14	-2.3
Sep-00	54	72	75.00%	43.30%	2457	3134	78.40%	0.67	-0.6
Oct-00	53	66	80.30%	39.77%	2468	3252	75.89%	-0.83	-1.5
Nov-00	39	54	72.22%	44.79%	2349	3190	73.64%	0.22	-0.87
Dec-00	62	72	86.11%	34.58%	2152	2487	86.53%	0.07	-0.96
Jan-01	102	115	88.70%	31.66%	2720	3139	86.65%	-0.63	-1.38
Feb-01	85	101	84.16%	36.51%	2211	2488	88.87%	1.53	-0.07
Mar-01	106	117	90.60%	29.19%	2745	2991	91.78%	0.4	-0.76
Apr-01	107	120	89.17%	31.08%	2569	2797	91.85%	1.03	-0.37
May-01	123	140	87.86%	32.66%	2808	3112	90.23%	0.9	-0.45
Jun-01	125	144	86.81%	33.84%	2718	2982	91.15%	1.87	0.14



MR-3A - Out of Service Cleared within 24 Hours (Percent) - Dispatches within MSAs

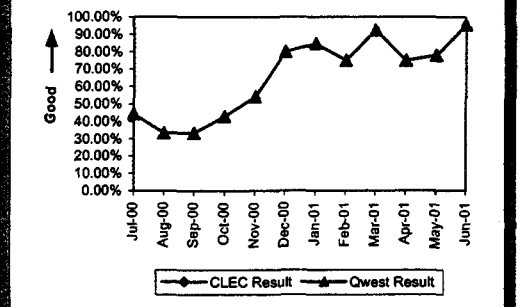
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10	14	71.43%	45.18%	207	324	63.89%	-0.58	-1.35
Aug-00	7	8	87.50%	33.07%	254	398	63.82%	-1.38	-1.84
Sep-00	5	6	83.33%	37.27%	264	368	71.74%	-0.63	-1.38
Oct-00	8	9	88.89%	31.43%	208	325	64.00%	-1.53	-1.93
Nov-00	2	7	28.57%	45.18%	270	367	73.57%	7.49	3.55
Dec-00	2	3	66.67%	47.14%	198	258	76.74%	0.13	-0.92
Jan-01	6	9	66.67%	47.14%	294	371	79.25%	1.03	-0.38
Feb-01	7	7	100.00%	0.00%	220	279	78.85%	-1.35	-1.82
Mar-01	10	12	83.33%	37.27%	253	304	83.22%	-0.01	-1.01
Apr-01	9	10	90.00%	30.00%	249	300	83.00%	-0.58	-1.35
May-01	14	17	82.35%	38.12%	285	347	82.13%	-0.02	-1.01
Jun-01	24	29	82.76%	37.77%	316	378	83.60%	0.07	-0.96



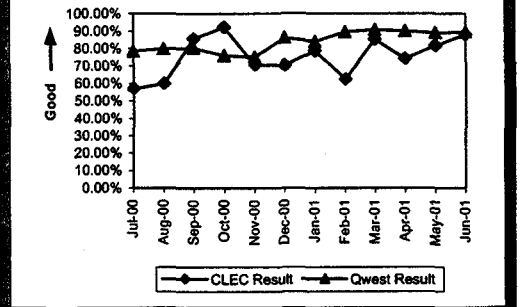
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4	9	44.44%		
Aug-00					1	3	33.33%		
Sep-00					4	12	33.33%		
Oct-00					3	7	42.86%		
Nov-00					13	24	54.17%		
Dec-00					8	10	80.00%		
Jan-01					11	13	84.62%		
Feb-01					6	8	75.00%		
Mar-01					12	13	92.31%		
Apr-01					12	16	75.00%		
May-01					7	9	77.78%		
Jun-01					21	22	95.45%		



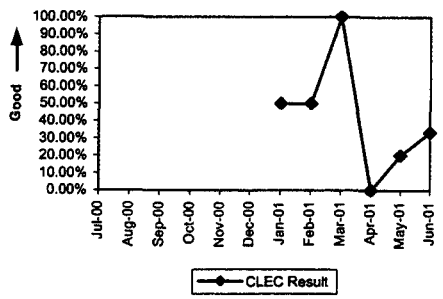
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	7	57.14%	49.49%	104888	133474	78.58%	1.35	-0.18
Aug-00	3	5	60.00%	48.99%	115131	144046	79.93%	0.9	-0.45
Sep-00	6	7	85.71%	34.99%	97565	121276	80.45%	-0.35	-1.21
Oct-00	12	13	92.31%	26.65%	96071	126176	76.14%	-1.37	-1.83
Nov-00	17	24	70.83%	45.45%	91197	121265	75.20%	0.5	-0.7
Dec-00	19	27	70.37%	45.66%	79588	92195	86.33%	4.48	1.73
Jan-01	37	47	78.72%	40.93%	93280	110970	84.06%	0.99	-0.4
Feb-01	30	48	62.50%	48.41%	82042	91535	89.63%	8.21	3.99
Mar-01	35	41	85.37%	35.34%	97502	107436	90.75%	1.27	-0.23
Apr-01	46	62	74.19%	43.76%	108197	119964	90.19%	8.08	3.91
May-01	58	71	81.69%	38.67%	114278	128244	89.11%	2.2	0.34
Jun-01	52	59	88.14%	32.34%	114162	127482	89.55%	0.29	-0.82



MR-3A - Out of Service Cleared within 24 Hours (Percent) - Dispatches within MSAs

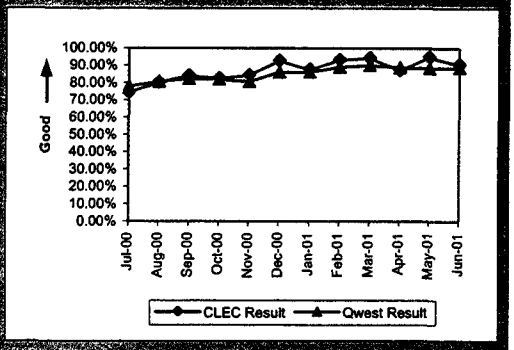
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	3	6	50.00%	50.00%
Feb-01	1	2	50.00%	50.00%
Mar-01	2	2	100.00%	0.00%
Apr-01	0	3	0.00%	0.00%
May-01	1	5	20.00%	40.00%
Jun-01	1	3	33.33%	47.14%



MR-3B - Out of Service Cleared within 24 Hours (Percent) - Dispatches outside MSAs

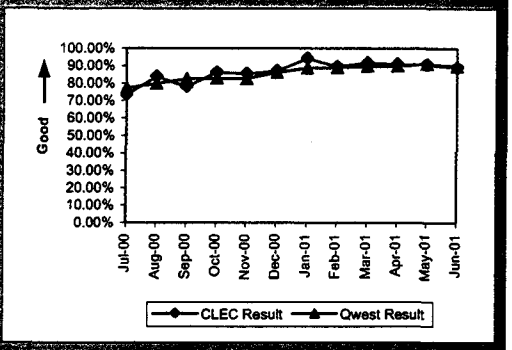
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	194	261	74.33%	43.68%	31675	40686	77.85%	1.33	-0.19
Aug-00	231	288	80.21%	39.84%	32829	40741	80.58%	0.13	-0.92
Sep-00	194	231	83.98%	36.68%	26859	32566	82.48%	-0.6	-1.37
Oct-00	187	227	82.38%	38.10%	26888	32866	81.81%	-0.22	-1.13
Nov-00	238	282	84.40%	36.29%	26213	32521	80.60%	-1.6	-1.98
Dec-00	171	185	92.43%	26.45%	19818	23048	85.99%	-2.52	-2.53
Jan-01	163	186	87.63%	32.92%	18805	21809	86.23%	-0.56	-1.34
Feb-01	173	186	93.01%	25.50%	18146	20401	88.95%	-1.76	-2.07
Mar-01	194	206	94.17%	23.42%	22087	24531	90.04%	-1.97	-2.2
Apr-01	215	247	87.04%	33.58%	23977	27004	88.79%	0.83	-0.5
May-01	239	252	94.84%	22.12%	26199	29612	88.47%	-3.15	-2.92
Jun-01	326	360	90.56%	29.24%	28136	31693	88.78%	-1.06	-1.65



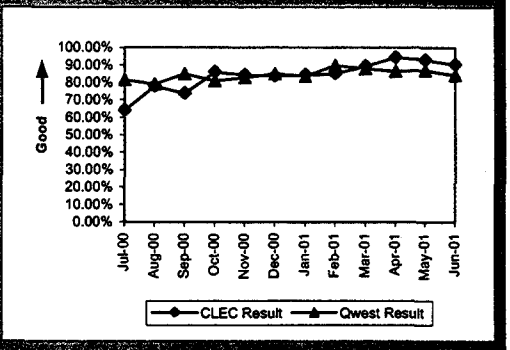
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	108	147	73.47%	44.15%	3716	4817	77.14%	1.03	-0.38
Aug-00	152	181	83.98%	36.68%	4121	5161	79.85%	-1.36	-1.83
Sep-00	97	124	78.23%	41.27%	3495	4231	82.60%	1.26	-0.23
Oct-00	118	137	86.13%	34.56%	3706	4473	82.85%	-1	-1.61
Nov-00	118	138	85.51%	35.20%	3430	4148	82.69%	-0.86	-1.52
Dec-00	87	100	87.00%	33.63%	2776	3222	86.16%	-0.24	-1.15
Jan-01	115	122	94.26%	23.26%	2968	3342	88.81%	-1.88	-2.14
Feb-01	101	113	89.38%	30.81%	2581	2905	88.85%	-0.18	-1.11
Mar-01	120	131	91.60%	27.73%	3122	3480	89.71%	-0.7	-1.43
Apr-01	138	152	90.79%	28.92%	3060	3403	89.92%	-0.35	-1.21
May-01	135	149	90.60%	29.18%	3569	3920	91.05%	0.16	-0.91
Jun-01	180	202	89.11%	31.15%	3645	4060	89.78%	0.27	-0.84



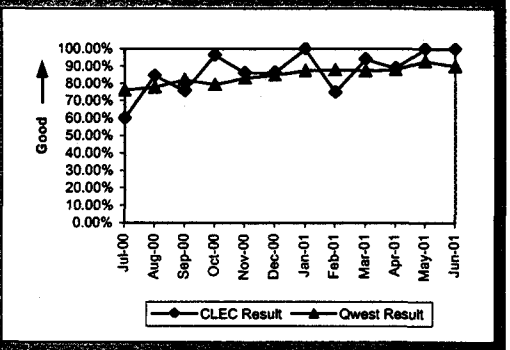
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	266	416	63.94%	48.02%	184	226	81.42%	4.55	1.77
Aug-00	330	423	78.01%	41.42%	248	314	78.98%	0.32	-0.81
Sep-00	293	397	73.80%	43.97%	230	271	84.87%	3.37	1.05
Oct-00	239	278	85.97%	34.73%	229	283	80.92%	-1.52	-1.93
Nov-00	280	332	84.34%	36.34%	178	215	82.79%	-0.47	-1.28
Dec-00	170	203	83.74%	36.90%	147	173	84.97%	0.34	-0.8
Jan-01	266	316	84.18%	36.50%	163	195	83.59%	-0.17	-1.11
Feb-01	241	283	85.16%	35.55%	166	185	89.73%	1.42	-0.14
Mar-01	342	383	89.30%	30.92%	131	149	87.92%	-0.44	-1.27
Apr-01	358	379	94.46%	22.88%	116	134	86.57%	-2.3	-2.4
May-01	457	492	92.89%	25.71%	155	178	87.08%	-1.98	-2.2
Jun-01	535	592	90.37%	29.50%	117	139	84.17%	-1.8	-2.1



Centrex 21

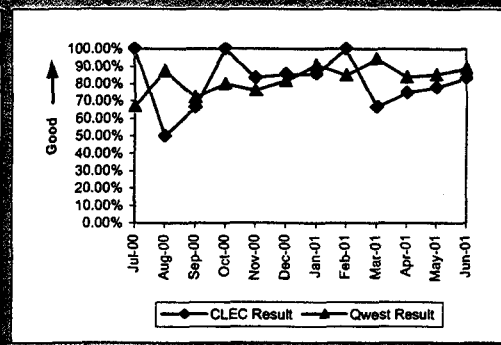
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	18	30	60.00%	48.99%	380	499	76.15%	2.12	0.29
Aug-00	22	26	84.62%	36.08%	441	566	77.92%	-0.81	-1.49
Sep-00	22	29	75.86%	42.79%	366	444	82.43%	0.88	-0.46
Oct-00	26	27	96.30%	18.89%	367	462	79.44%	-2.11	-2.28
Nov-00	25	29	86.21%	34.48%	402	483	83.23%	-0.42	-1.25
Dec-00	19	22	86.36%	34.32%	329	388	84.79%	-0.2	-1.12
Jan-01	10	10	100.00%	0.00%	330	378	87.30%	-1.19	-1.72
Feb-01	3	4	75.00%	43.30%	292	332	87.95%	0.79	-0.52
Mar-01	16	17	94.12%	23.53%	344	394	87.31%	-0.83	-1.5
Apr-01	8	9	88.89%	31.43%	293	333	87.99%	-0.08	-1.05
May-01	12	12	100.00%	0.00%	370	398	92.96%	-0.94	-1.57
Jun-01	10	10	100.00%	0.00%	405	449	90.20%	-1.03	-1.63



MR-3B - Out of Service Cleared within 24 Hours (Percent) - Dispatches outside MSAs

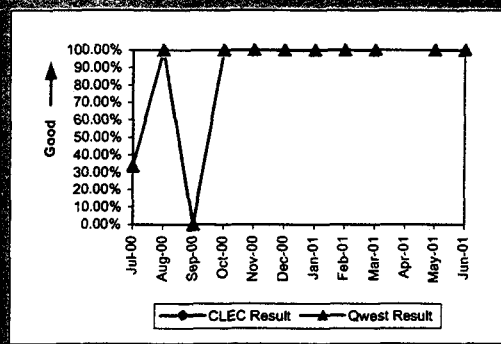
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	1	100.00%	0.00%	86	128	67.19%	-0.7	-1.42
Aug-00	4	8	50.00%	50.00%	104	119	87.40%	6.22	2.78
Sep-00	2	3	66.67%	47.14%	81	112	72.32%	0.31	-0.81
Oct-00	3	3	100.00%	0.00%	72	90	80.00%	-0.85	-1.52
Nov-00	5	6	83.33%	37.27%	83	109	76.15%	-0.4	-1.24
Dec-00	6	7	85.71%	34.99%	71	87	81.61%	-0.27	-1.16
Jan-01	6	7	85.71%	34.99%	69	76	90.79%	0.09	-0.95
Feb-01	1	1	100.00%	0.00%	51	60	85.00%	-0.42	-1.25
Mar-01	2	3	66.67%	47.14%	66	70	94.29%	5.46	2.32
Apr-01	3	4	75.00%	43.30%	68	81	83.95%	0.07	-0.96
May-01	7	9	77.78%	41.57%	64	75	85.33%	0.49	-0.7
Jun-01	5	6	83.33%	37.27%	74	83	89.16%	0.07	-0.96



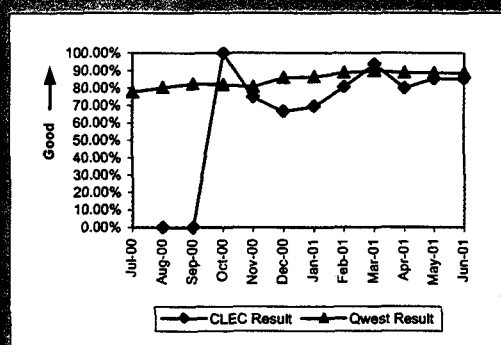
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1	3	33.33%		
Aug-00					1	1	100.00%	N/A	
Sep-00					0	2	0.00%	N/A	
Oct-00					1	1	100.00%	N/A	
Nov-00					2	2	100.00%	N/A	
Dec-00					1	1	100.00%	N/A	
Jan-01					3	3	100.00%	N/A	
Feb-01					2	2	100.00%	N/A	
Mar-01					2	2	100.00%	N/A	
Apr-01									
May-01					6	6	100.00%	N/A	
Jun-01					4	4	100.00%	N/A	



UNE - P (POTS)

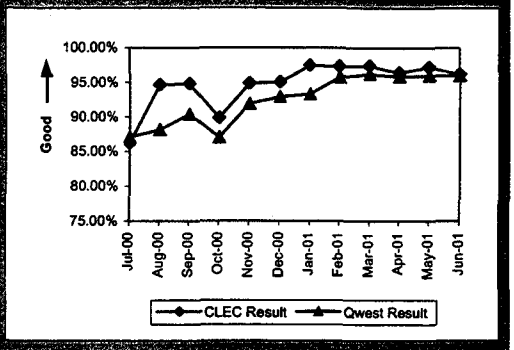
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					35391	45503	77.78%		
Aug-00	0	1	0.00%	0.00%	36950	45902	80.50%	3.72	1.26
Sep-00	0	3	0.00%	0.00%	30354	36797	82.49%	3.72	1.26
Oct-00	10	10	100.00%	0.00%	30594	37339	81.94%	-1.48	-1.9
Nov-00	18	24	75.00%	43.30%	29643	36669	80.84%	0.59	-0.64
Dec-00	16	24	66.67%	47.14%	22594	26270	86.01%	8.01	3.87
Jan-01	16	23	69.57%	46.01%	21773	25151	86.57%	6.15	2.74
Feb-01	25	31	80.65%	39.51%	20727	23306	88.93%	1.64	0
Mar-01	29	31	93.55%	24.57%	25209	28011	90.00%	-0.66	-1.4
Apr-01	36	45	80.00%	40.00%	27037	30407	88.92%	2.11	0.28
May-01	58	68	85.29%	35.42%	29768	33532	88.77%	0.87	-0.47
Jun-01	41	48	85.42%	35.29%	31781	35753	88.89%	0.76	-0.54



MR-3C - Out of Service Cleared within 24 Hours (Percent) - No dispatches

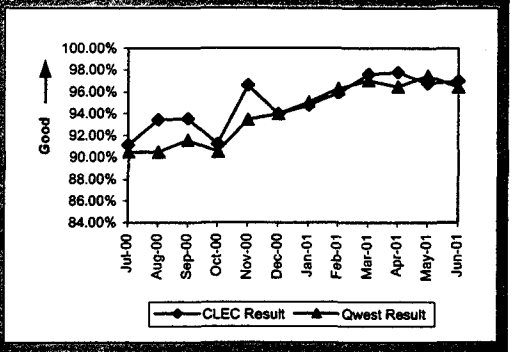
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	144	167	86.23%	34.46%	14429	16573	87.06%	0.29	-0.82
Aug-00	196	207	94.69%	22.43%	15790	17916	88.13%	-2.9	-2.76
Sep-00	201	212	94.81%	22.18%	13841	15305	90.43%	-2.15	-2.31
Oct-00	195	217	89.86%	30.18%	15484	17791	87.03%	-1.23	-1.75
Nov-00	315	332	94.88%	22.04%	29795	32418	91.91%	-1.97	-2.2
Dec-00	325	342	95.03%	21.73%	27739	29852	92.92%	-1.51	-1.92
Jan-01	305	313	97.44%	15.78%	30414	32592	93.32%	-2.91	-2.77
Feb-01	323	332	97.29%	16.24%	26364	27530	95.76%	-1.37	-1.83
Mar-01	413	424	97.41%	15.90%	28509	29632	96.21%	-1.28	-1.78
Apr-01	379	393	96.44%	18.53%	30469	31790	95.84%	-0.59	-1.36
May-01	381	392	97.19%	16.51%	32175	33513	96.01%	-1.19	-1.73
Jun-01	456	474	96.20%	19.11%	35043	36509	95.98%	-0.24	-1.15



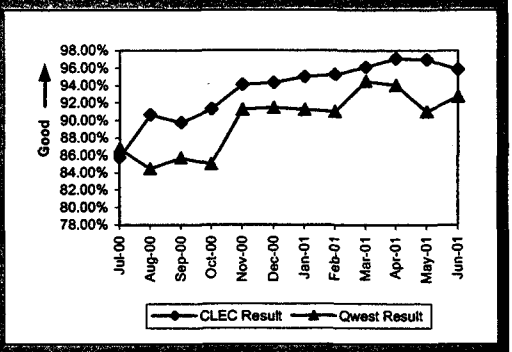
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	103	113	91.15%	28.40%	2398	2649	90.52%	-0.22	-1.14
Aug-00	114	122	93.44%	24.75%	2986	3299	90.51%	-1.08	-1.66
Sep-00	130	139	93.53%	24.61%	2619	2860	91.57%	-0.81	-1.49
Oct-00	135	148	91.22%	28.31%	2705	2988	90.53%	-0.28	-1.17
Nov-00	284	294	96.60%	18.13%	5459	5842	93.44%	-2.13	-2.3
Dec-00	310	330	93.94%	23.86%	4789	5096	93.98%	0.01	-0.99
Jan-01	381	402	94.78%	22.25%	6341	6671	95.05%	0.19	-0.89
Feb-01	278	290	95.86%	19.92%	4717	4899	96.29%	0.34	-0.79
Mar-01	330	338	97.63%	15.20%	5280	5440	97.06%	-0.61	-1.37
Apr-01	308	315	97.78%	14.74%	5125	5311	96.50%	-1.2	-1.73
May-01	331	342	96.78%	17.64%	5507	5648	97.50%	0.82	-0.5
Jun-01	417	430	96.98%	17.12%	5441	5643	96.42%	-0.6	-1.36



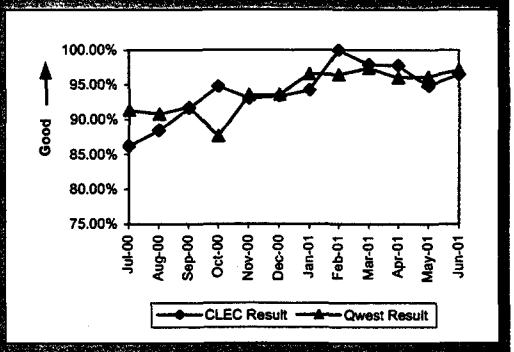
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	187	218	85.78%	34.93%	191	220	86.82%	0.31	-0.81
Aug-00	253	279	90.68%	29.07%	174	206	84.47%	-1.87	-2.14
Sep-00	193	215	89.77%	30.31%	150	175	85.71%	-1.14	-1.69
Oct-00	231	253	91.30%	28.18%	187	220	85.00%	-1.92	-2.18
Nov-00	478	508	94.09%	23.57%	292	320	91.25%	-1.41	-1.86
Dec-00	514	545	94.31%	23.16%	322	352	91.48%	-1.48	-1.9
Jan-01	513	540	95.00%	21.79%	354	388	91.24%	-2	-2.22
Feb-01	501	526	95.25%	21.28%	283	311	91.00%	-2.08	-2.26
Mar-01	493	513	96.10%	19.36%	275	291	94.50%	-0.96	-1.58
Apr-01	592	610	97.05%	16.92%	300	319	94.04%	-1.84	-2.12
May-01	703	725	96.97%	17.15%	253	278	91.01%	-2.95	-2.79
Jun-01	642	670	95.82%	20.01%	256	276	92.75%	-1.65	-2.01



Centrex 21

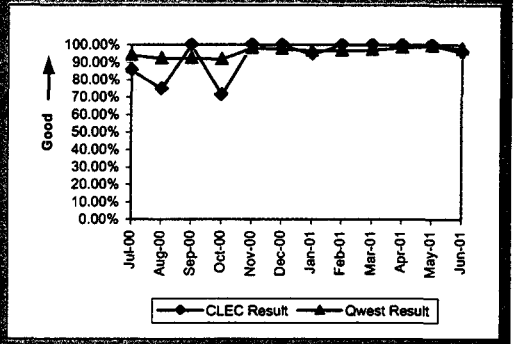
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	25	29	86.21%	34.48%	602	659	91.35%	0.91	-0.45
Aug-00	23	26	88.46%	31.95%	760	837	90.80%	0.4	-0.76
Sep-00	22	24	91.67%	27.64%	670	730	91.78%	-0.05	-1.03
Oct-00	36	38	94.74%	22.33%	609	695	87.63%	-1.3	-1.79
Nov-00	40	43	93.02%	25.48%	1095	1171	93.51%	0.04	-0.98
Dec-00	42	45	93.33%	24.94%	1119	1196	93.56%	0.01	-1
Jan-01	81	86	94.19%	23.40%	1605	1662	96.57%	1.18	-0.28
Feb-01	52	52	100.00%	0.00%	976	1012	96.44%	-1.35	-1.82
Mar-01	47	48	97.92%	14.28%	1119	1149	97.39%	-0.22	-1.14
Apr-01	44	45	97.78%	14.74%	1063	1107	96.03%	-0.59	-1.36
May-01	55	58	94.83%	22.15%	1253	1303	96.16%	0.43	-0.74
Jun-01	55	57	96.49%	18.40%	1221	1257	97.14%	0.11	-0.93



MR-3C - Out of Service Cleared within 24 Hours (Percent) - No dispatches

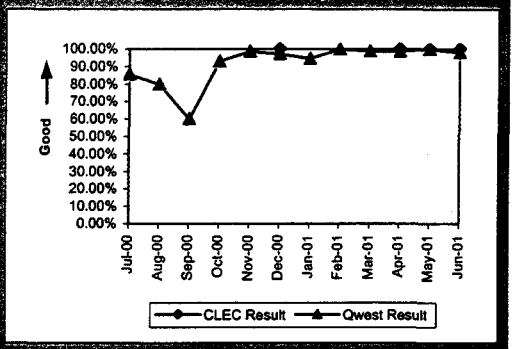
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	7	85.71%	34.99%	146	155	94.19%	1.53	-0.07
Aug-00	6	8	75.00%	43.30%	182	197	92.39%	4.33	1.63
Sep-00	7	7	100.00%	0.00%	149	161	92.55%	-0.74	-1.45
Oct-00	5	7	71.43%	45.18%	137	149	91.95%	4.45	1.71
Nov-00	23	23	100.00%	0.00%	497	506	98.22%	-0.63	-1.38
Dec-00	17	17	100.00%	0.00%	496	507	97.83%	-0.6	-1.37
Jan-01	18	19	94.74%	22.33%	710	734	96.73%	-0.05	-1.03
Feb-01	17	17	100.00%	0.00%	510	526	96.96%	-0.72	-1.44
Mar-01	30	30	100.00%	0.00%	484	498	97.19%	-0.9	-1.55
Apr-01	28	28	100.00%	0.00%	521	528	98.67%	-0.6	-1.36
May-01	34	34	100.00%	0.00%	510	514	99.22%	-0.5	-1.3
Jun-01	48	50	96.00%	19.60%	420	429	97.90%	0.8	-0.52



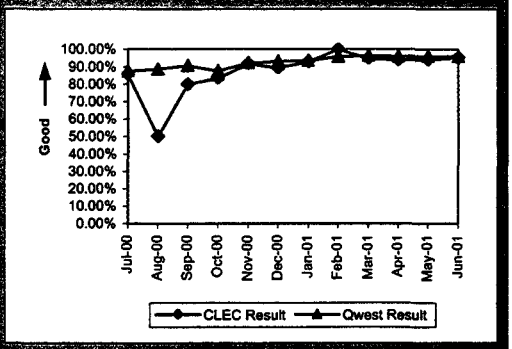
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					12	14	85.71%		
Aug-00					12	15	80.00%		
Sep-00					3	5	60.00%		
Oct-00					13	14	92.86%		
Nov-00					76	77	98.70%		
Dec-00	1	1	100.00%	0.00%	71	73	97.26%	-0.17	-1.1
Jan-01					71	75	94.67%		
Feb-01					58	58	100.00%	N/A	
Mar-01					84	85	98.82%		
Apr-01	1	1	100.00%	0.00%	72	73	98.63%	-0.12	-1.07
May-01	1	1	100.00%	0.00%	56	56	100.00%	N/A	N/A
Jun-01	2	2	100.00%	0.00%	53	54	98.15%	-0.19	-1.12



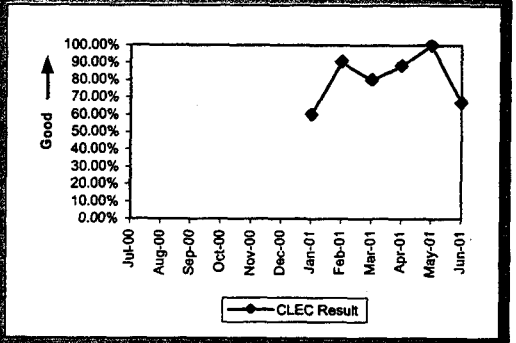
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	7	85.71%	34.99%	16827	19222	87.54%	0.27	-0.84
Aug-00	1	2	50.00%	50.00%	18776	21215	88.50%	8.13	3.94
Sep-00	8	10	80.00%	40.00%	16460	18165	90.61%	2.67	0.63
Oct-00	10	12	83.33%	37.27%	18189	20779	87.54%	0.39	-0.76
Nov-00	33	36	91.67%	27.64%	35254	38260	92.14%	0.1	-0.94
Dec-00	17	19	89.47%	30.69%	32528	34948	93.08%	0.66	-0.6
Jan-01	39	42	92.86%	25.75%	36755	39263	93.61%	0.03	-0.98
Feb-01	26	26	100.00%	0.00%	31081	32429	95.84%	-1.06	-1.65
Mar-01	36	38	94.74%	22.33%	33789	35072	96.34%	0.66	-0.6
Apr-01	31	33	93.94%	23.86%	35594	37101	95.94%	0.65	-0.6
May-01	48	51	94.12%	23.53%	37682	39161	96.22%	0.89	-0.46
Jun-01	41	43	95.35%	21.06%	40484	42152	96.04%	0.03	-0.98



MR-3C - Out of Service Cleared within 24 Hours (Percent) - No dispatches

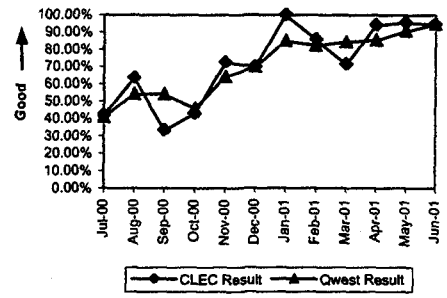
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	12	20	60.00%	48.99%
Feb-01	19	21	90.48%	29.35%
Mar-01	4	5	80.00%	40.00%
Apr-01	15	17	88.24%	32.22%
May-01	15	15	100.00%	0.00%
Jun-01	4	6	66.67%	47.14%



MR-3D - Out of Service Cleared within 24 Hours (Percent) - Interval Zone One

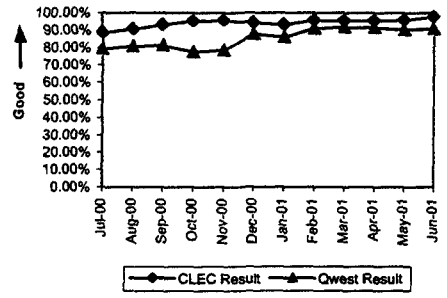
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	13	31	41.94%	49.35%	3204	7793	41.11%	-0.09	-1.06
Aug-00	14	22	63.64%	48.10%	3874	7120	54.41%	-0.87	-1.53
Sep-00	13	39	33.33%	47.14%	3839	7083	54.20%	2.65	0.61
Oct-00	15	35	42.86%	49.49%	3372	7346	45.90%	0.37	-0.77
Nov-00	8	11	72.73%	44.54%	2427	3779	64.22%	-0.59	-1.36
Dec-00	7	10	70.00%	45.83%	2115	3028	69.85%	-0.01	-1.01
Jan-01	10	10	100.00%	0.00%	3295	3872	85.10%	-1.32	-1.8
Feb-01	6	7	85.71%	34.99%	3229	3919	82.39%	-0.23	-1.14
Mar-01	10	14	71.43%	45.18%	3581	4250	84.26%	1.34	-0.19
Apr-01	49	52	94.23%	23.32%	3517	4110	85.57%	-1.77	-2.07
May-01	66	69	95.65%	20.39%	4375	4820	90.77%	-1.39	-1.85
Jun-01	55	58	94.83%	22.15%	3836	4040	94.95%	0.02	-0.99



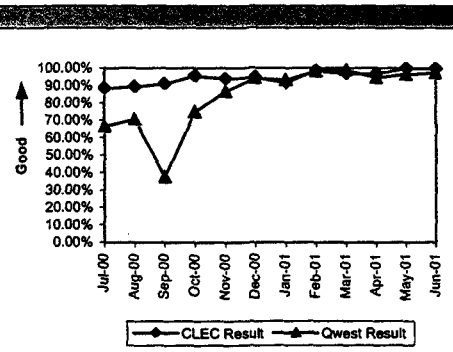
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	835	942	88.64%	31.73%	117791	148233	79.46%	-6.95	-5.23
Aug-00	1211	1336	90.64%	29.12%	130492	161394	80.85%	-9.06	-6.51
Sep-00	1228	1316	93.31%	24.98%	110263	135319	81.48%	-10.99	-7.68
Oct-00	1361	1430	95.17%	21.43%	111161	143417	77.51%	-15.92	-10.68
Nov-00	1468	1534	95.70%	20.29%	118863	151320	78.55%	-16.28	-10.9
Dec-00	1156	1225	94.37%	23.06%	104523	118891	87.92%	-6.89	-5.19
Jan-01	1257	1349	93.18%	25.21%	118414	137758	85.96%	-7.6	-5.62
Feb-01	1262	1320	95.61%	20.50%	104264	114591	90.99%	-5.83	-4.54
Mar-01	1627	1707	95.31%	21.14%	120431	131273	91.74%	-5.33	-4.24
Apr-01	1764	1851	95.30%	21.16%	130057	142111	91.52%	-5.8	-4.53
May-01	2108	2201	95.77%	20.12%	137644	152295	90.38%	-8.52	-6.18
Jun-01	2206	2255	97.83%	14.58%	147600	162292	90.95%	-11.31	-7.87



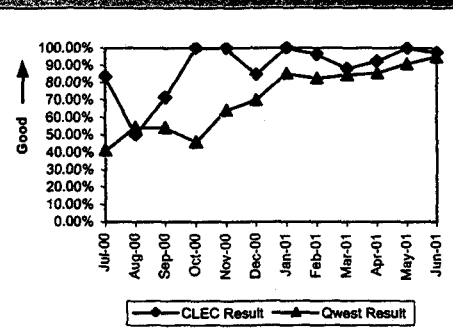
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	500	566	88.34%	32.10%	14	21	66.67%	-2.07	-2.26
Aug-00	583	653	89.28%	30.94%	12	17	70.59%	-1.67	-2.02
Sep-00	451	496	90.93%	28.72%	6	16	37.50%	-4.34	-3.64
Oct-00	455	476	95.59%	20.54%	15	20	75.00%	-2.08	-2.27
Nov-00	403	429	93.94%	23.86%	78	90	86.67%	-1.85	-2.12
Dec-00	291	307	94.79%	22.23%	66	70	94.29%	-0.16	-1.1
Jan-01	256	279	91.76%	27.50%	67	72	93.06%	0.4	-0.76
Feb-01	256	260	98.46%	12.31%	58	59	98.31%	-0.08	-1.05
Mar-01	276	285	96.84%	17.49%	90	91	98.90%	1.09	-0.34
Apr-01	247	255	96.86%	17.43%	70	74	94.59%	-0.76	-1.46
May-01	355	356	99.72%	5.29%	53	55	96.36%	-1.24	-1.75
Jun-01	253	254	99.61%	6.26%	70	72	97.22%	-1.09	-1.66



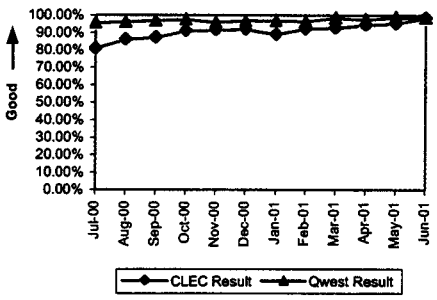
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	6	83.33%	37.27%	3204	7793	41.11%	-2.1	-2.28
Aug-00	2	4	50.00%	50.00%	3874	7120	54.41%	0.3	-0.82
Sep-00	5	7	71.43%	45.18%	3839	7083	54.20%	-0.91	-1.56
Oct-00	9	9	100.00%	0.00%	3372	7346	45.90%	-3.25	-2.98
Nov-00	10	10	100.00%	0.00%	2427	3779	64.22%	-2.36	-2.43
Dec-00	11	13	84.62%	36.08%	2115	3028	69.85%	-1.16	-1.7
Jan-01	16	16	100.00%	0.00%	3295	3872	85.10%	-1.67	-2.02
Feb-01	25	26	96.15%	19.23%	3229	3919	82.39%	-1.84	-2.12
Mar-01	22	25	88.00%	32.50%	3581	4250	84.26%	-0.51	-1.31
Apr-01	24	26	92.31%	26.65%	3517	4110	85.57%	-0.97	-1.59
May-01	21	21	100.00%	0.00%	4375	4820	90.77%	-1.46	-1.89
Jun-01	38	39	97.44%	15.81%	3836	4040	94.95%	-0.71	-1.43



MR-3D - Out of Service Cleared within 24 Hours (Percent) - Interval Zone One

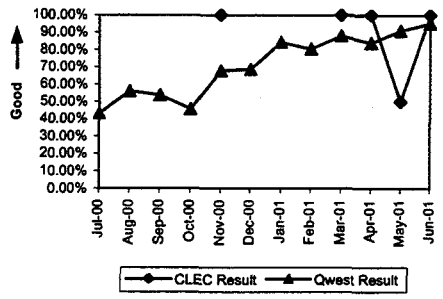
Unbundled Loop ISDN Capable									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	329	406	81.03%	39.20%	1998	2090	95.60%	8.21	3.99
Aug-00	466	541	86.14%	34.56%	2228	2315	96.24%	11.13	5.76
Sep-00	350	401	87.28%	33.32%	2011	2075	96.92%	8.21	3.99
Oct-00	372	409	90.95%	28.68%	2041	2088	97.75%	3.72	1.26
Nov-00	389	425	91.53%	27.84%	1857	1933	96.07%	4.45	1.71
Dec-00	314	341	92.08%	27.00%	1569	1618	96.97%	4.92	1.99
Jan-01	227	255	89.02%	31.26%	1820	1877	96.96%	3.72	1.26
Feb-01	205	222	92.34%	26.59%	1540	1595	96.55%	3.57	1.17
Mar-01	221	238	92.86%	25.75%	1783	1809	98.56%	8.04	3.89
Apr-01	191	202	94.55%	22.69%	1633	1671	97.73%	3.23	0.96
May-01	274	287	95.47%	20.80%	1745	1762	99.04%	6.82	3.15
Jun-01	225	228	98.68%	11.40%	1771	1793	98.77%	-0.02	-1.01



MR-3E - Out of Service Cleared within 24 Hours (Percent) - Interval Zone Two

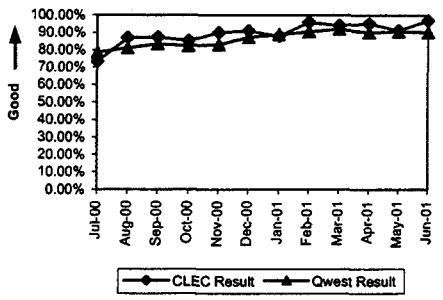
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					408	946	43.13%		
Aug-00					496	885	56.05%		
Sep-00					486	903	53.82%		
Oct-00					392	858	45.69%		
Nov-00	1	1	100.00%	0.00%	319	471	67.73%	-0.69	-1.42
Dec-00					359	523	68.64%		
Jan-01					531	630	84.29%		
Feb-01					578	718	80.50%		
Mar-01	1	1	100.00%	0.00%	622	705	88.23%	-0.37	-1.22
Apr-01	3	3	100.00%	0.00%	497	592	83.95%	-0.76	-1.46
May-01	1	2	50.00%	50.00%	689	756	91.14%	8.04	3.89
Jun-01	5	5	100.00%	0.00%	653	685	95.33%	-0.49	-1.3



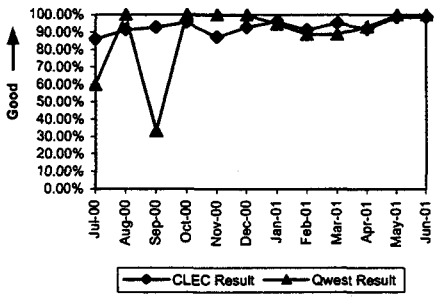
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	192	262	73.28%	44.25%	39315	49966	78.68%	2.11	0.28
Aug-00	255	293	87.03%	33.60%	40365	49769	81.10%	-2.58	-2.57
Sep-00	215	246	87.40%	33.19%	34116	40919	83.37%	-1.69	-2.03
Oct-00	226	265	85.28%	35.43%	33693	40877	82.43%	-1.22	-1.74
Nov-00	208	231	90.04%	29.94%	37231	44874	82.97%	-2.85	-2.73
Dec-00	212	233	90.99%	28.64%	30187	34522	87.44%	-1.63	-1.99
Jan-01	173	197	87.82%	32.71%	33394	37626	88.75%	0.39	-0.76
Feb-01	196	204	96.08%	19.41%	29586	32679	90.54%	-2.7	-2.64
Mar-01	231	246	93.90%	23.93%	36069	39246	91.90%	-1.15	-1.7
Apr-01	350	368	95.11%	21.57%	40771	45361	89.88%	-3.31	-3.01
May-01	407	446	91.26%	28.25%	44084	48642	90.63%	-0.45	-1.27
Jun-01	485	501	96.81%	17.58%	38827	43095	90.10%	-5	-4.04



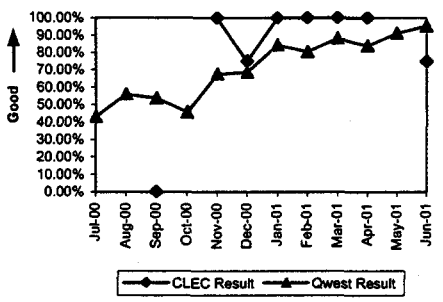
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	55	64	85.94%	34.76%	3	5	60.00%	-1.14	-1.69
Aug-00	84	92	91.30%	28.18%	2	2	100.00%	N/A	-0.4
Sep-00	77	83	92.77%	25.90%	1	3	33.33%	-2.15	-2.3
Oct-00	90	94	95.74%	20.18%	2	2	100.00%	N/A	-0.15
Nov-00	61	70	87.14%	33.47%	13	13	100.00%	N/A	-0.23
Dec-00	63	68	92.65%	26.10%	14	14	100.00%	N/A	-0.36
Jan-01	75	78	96.15%	19.23%	18	19	94.74%	-0.25	-1.15
Feb-01	53	58	91.38%	28.07%	8	9	88.89%	-0.22	-1.13
Mar-01	61	64	95.31%	21.14%	8	9	88.89%	-0.57	-1.35
Apr-01	58	63	92.06%	27.03%	14	15	93.33%	0.25	-0.85
May-01	74	75	98.67%	11.47%	16	16	100.00%	N/A	-0.4
Jun-01	68	69	98.55%	11.95%	8	8	100.00%	N/A	-0.22



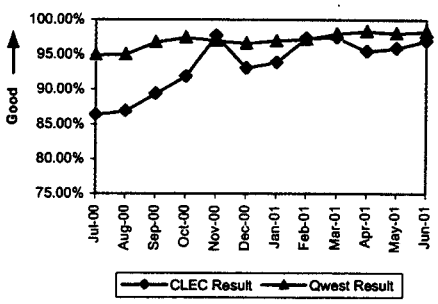
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					408	946	43.13%		
Aug-00					496	885	56.05%		
Sep-00	0	1	0.00%	0.00%	486	903	53.82%	4.72	1.87
Oct-00					392	858	45.69%		
Nov-00	3	3	100.00%	0.00%	319	471	67.73%	-1.19	-1.72
Dec-00	3	4	75.00%	43.30%	359	523	68.64%	-0.27	-1.17
Jan-01	1	1	100.00%	0.00%	531	630	84.29%	-0.43	-1.26
Feb-01	3	3	100.00%	0.00%	578	718	80.50%	-0.85	-1.52
Mar-01	1	1	100.00%	0.00%	622	705	88.23%	-0.37	-1.22
Apr-01	3	3	100.00%	0.00%	497	592	83.95%	-0.76	-1.46
May-01					689	756	91.14%		
Jun-01	3	4	75.00%	43.30%	653	685	95.33%	8.13	3.94



MR-3E - Out of Service Cleared within 24 Hours (Percent) - Interval Zone Two

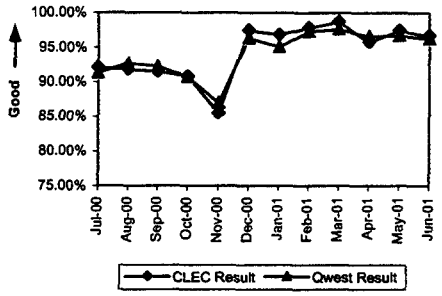
Unbundled Loop ISDN Capable									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	38	44	86.36%	34.32%	565	595	94.96%	3.58	1.17
Aug-00	53	61	86.89%	33.76%	650	684	95.03%	3.69	1.24
Sep-00	42	47	89.36%	30.83%	652	674	96.74%	4.77	1.9
Oct-00	45	49	91.84%	27.38%	607	623	97.43%	3.79	1.3
Nov-00	43	44	97.73%	14.90%	515	531	96.99%	-0.28	-1.17
Dec-00	40	43	93.02%	25.48%	432	447	96.64%	1.29	-0.21
Jan-01	46	49	93.88%	23.97%	611	630	96.98%	1.2	-0.27
Feb-01	37	38	97.37%	16.01%	564	580	97.24%	-0.05	-1.03
Mar-01	39	40	97.50%	15.61%	543	554	98.01%	0.09	-0.94
Apr-01	21	22	95.45%	20.83%	535	544	98.35%	1.98	0.2
May-01	47	49	95.92%	19.79%	516	526	98.10%	1.04	-0.37
Jun-01	32	33	96.97%	17.14%	531	540	98.33%	0.24	-0.86



MR-4A - All Troubles Cleared within 48 Hours (Percent) - Dispatches within MSAs

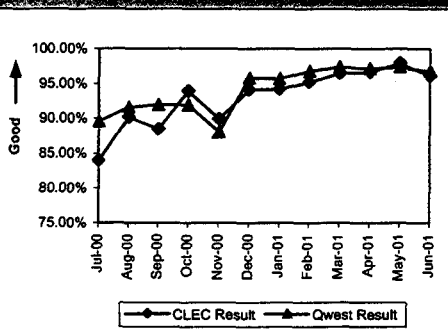
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1230	1336	92.07%	27.03%	147899	162019	91.29%	-1.01	-1.61
Aug-00	1493	1627	91.76%	27.49%	161337	174102	92.67%	1.39	-0.15
Sep-00	1261	1379	91.44%	27.97%	137683	149222	92.27%	1.14	-0.31
Oct-00	1344	1481	90.75%	28.97%	138571	152732	90.73%	-0.03	-1.02
Nov-00	1238	1449	85.44%	35.27%	123754	142340	86.94%	1.69	0.03
Dec-00	1065	1093	97.44%	15.80%	103983	107927	96.35%	-1.92	-2.16
Jan-01	1123	1160	96.81%	17.57%	124318	130740	95.09%	-2.7	-2.64
Feb-01	1037	1060	97.83%	14.57%	105512	108440	97.30%	-1.06	-1.64
Mar-01	1638	1660	98.67%	11.44%	125541	128538	97.67%	-2.7	-2.64
Apr-01	1809	1889	95.77%	20.14%	139454	144380	96.59%	1.96	0.19
May-01	1893	1943	97.43%	15.83%	148348	153365	96.73%	-1.72	-2.04
Jun-01	1953	2020	96.68%	17.91%	146144	151758	96.30%	-0.9	-1.55



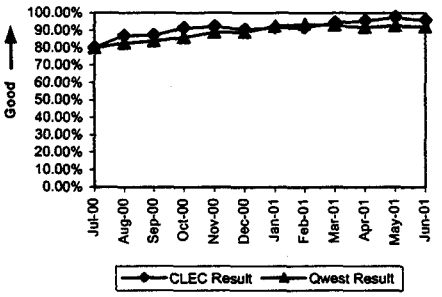
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	371	442	83.94%	36.72%	16464	18377	89.59%	3.84	1.34
Aug-00	496	550	90.18%	29.76%	19077	20824	91.61%	1.19	-0.27
Sep-00	452	511	88.45%	31.96%	16341	17773	91.94%	2.86	0.74
Oct-00	466	496	93.95%	23.84%	17419	18952	91.91%	-1.65	-2
Nov-00	490	545	89.91%	30.12%	15388	17474	88.06%	-1.31	-1.8
Dec-00	465	494	94.13%	23.51%	12677	13230	95.82%	1.74	0.06
Jan-01	680	722	94.18%	23.41%	16559	17298	95.73%	2.01	0.22
Feb-01	633	665	95.19%	21.40%	13937	14395	96.82%	2.34	0.42
Mar-01	759	787	96.44%	18.52%	16090	16519	97.40%	1.66	0.01
Apr-01	833	862	96.64%	18.03%	16174	16647	97.16%	0.9	-0.45
May-01	934	954	97.90%	14.33%	17569	18038	97.40%	-0.95	-1.58
Jun-01	995	1035	96.14%	19.28%	16156	16695	96.77%	1.12	-0.32



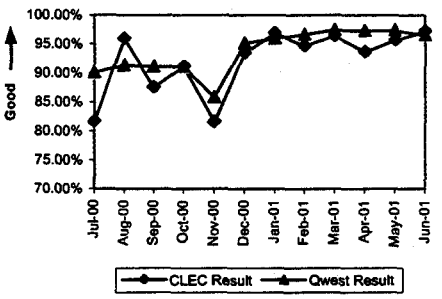
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1543	1925	80.16%	39.88%	909	1138	79.88%	-0.19	-1.11
Aug-00	1738	2000	86.90%	33.74%	1121	1355	82.73%	-3.14	-2.91
Sep-00	1513	1735	87.20%	33.40%	1007	1200	83.92%	-2.38	-2.45
Oct-00	1433	1570	91.27%	28.22%	978	1138	85.94%	-3.94	-3.4
Nov-00	1408	1527	92.21%	26.81%	875	983	89.01%	-2.5	-2.52
Dec-00	1078	1191	90.51%	29.30%	638	718	88.86%	-1.11	-1.68
Jan-01	1471	1608	91.48%	27.92%	779	843	92.41%	0.82	-0.5
Feb-01	1316	1436	91.64%	27.67%	741	792	93.56%	1.76	0.07
Mar-01	1801	1905	94.54%	22.72%	766	825	92.85%	-1.58	-1.96
Apr-01	1876	1966	95.42%	20.90%	681	741	91.90%	-2.99	-2.82
May-01	2023	2074	97.54%	15.49%	811	875	92.69%	-4.63	-3.81
Jun-01	2066	2157	95.78%	20.10%	726	788	92.13%	-3.26	-2.98



Centrex 21

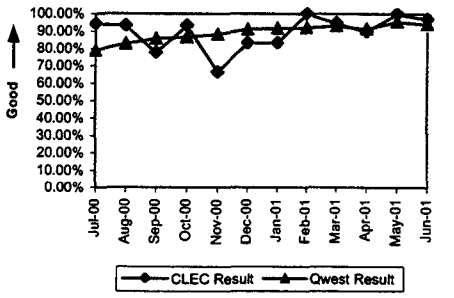
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	71	87	81.61%	38.74%	4220	4686	90.06%	2.99	0.82
Aug-00	118	123	95.94%	19.75%	4867	5328	91.35%	-1.79	-2.09
Sep-00	91	104	87.50%	33.07%	3999	4390	91.09%	1.27	-0.23
Oct-00	112	123	91.06%	28.54%	4117	4520	91.08%	-0.02	-1.01
Nov-00	62	76	81.58%	38.77%	3582	4176	85.78%	1.02	-0.38
Dec-00	85	91	93.41%	24.82%	3043	3199	95.12%	0.73	-0.55
Jan-01	156	161	96.89%	17.35%	3910	4075	95.95%	-0.6	-1.36
Feb-01	124	131	94.66%	22.49%	3186	3296	96.66%	1.33	-0.19
Mar-01	160	166	96.39%	18.67%	3797	3896	97.46%	0.8	-0.51
Apr-01	176	188	93.62%	24.44%	3575	3674	97.31%	4.02	1.44
May-01	176	184	95.65%	20.39%	3977	4084	97.38%	1.52	-0.08
Jun-01	174	179	97.21%	16.48%	3719	3853	96.52%	-0.49	-1.3



MR-4A - All Troubles Cleared within 48 Hours (Percent) - Dispatches within MSAs

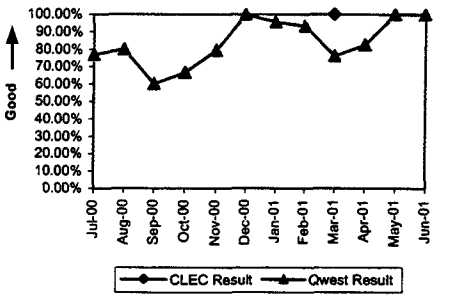
PBX

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	16	17	94.12%	23.53%	382	483	79.09%	-1.5	-1.91
Aug-00	14	15	93.33%	24.94%	478	575	83.13%	-1.04	-1.63
Sep-00	7	9	77.78%	41.57%	467	543	86.00%	0.66	-0.6
Oct-00	14	15	93.33%	24.94%	423	488	86.68%	-0.75	-1.45
Nov-00	6	9	66.67%	47.14%	421	476	88.45%	6.2	2.77
Dec-00	5	6	83.33%	37.27%	307	337	91.10%	0.16	-0.9
Jan-01	10	12	83.33%	37.27%	432	470	91.91%	1.09	-0.34
Feb-01	11	11	100.00%	0.00%	350	380	92.11%	-0.96	-1.58
Mar-01	18	19	94.74%	22.33%	378	405	93.33%	-0.24	-1.15
Apr-01	18	20	90.00%	30.00%	374	409	91.44%	0.09	-0.95
May-01	20	20	100.00%	0.00%	417	436	95.64%	-0.93	-1.57
Jun-01	35	36	97.22%	16.43%	434	460	94.35%	-0.72	-1.44



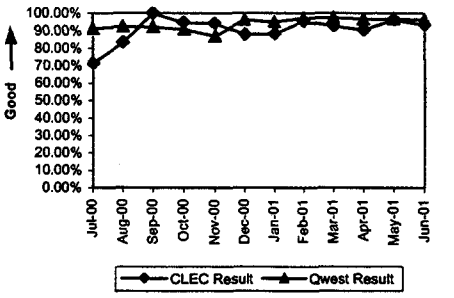
Basic Rate ISDN

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					10	13	76.92%		
Aug-00					4	5	80.00%		
Sep-00					9	15	60.00%		
Oct-00					10	15	66.67%		
Nov-00					27	34	79.41%		
Dec-00					17	17	100.00%	N/A	
Jan-01					22	23	95.65%		
Feb-01					14	15	93.33%		
Mar-01	1	1	100.00%	0.00%	16	21	76.19%	-0.55	-1.33
Apr-01					19	23	82.61%		
May-01					15	15	100.00%	N/A	
Jun-01					27	27	100.00%	N/A	



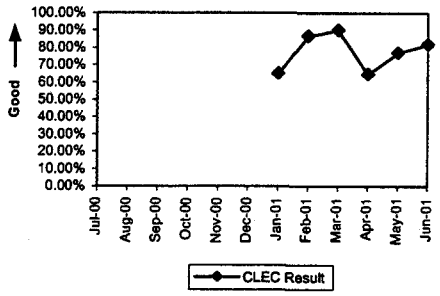
UNE - P (POTS)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	7	71.43%	45.18%	164363	180396	91.11%	8.21	3.99
Aug-00	5	6	83.33%	37.27%	180414	194926	92.56%	3.77	1.29
Sep-00	10	10	100.00%	0.00%	154024	166995	92.23%	-0.92	-1.56
Oct-00	18	19	94.74%	22.33%	155990	171684	90.86%	-0.59	-1.36
Nov-00	33	35	94.29%	23.21%	139142	159814	87.07%	-1.27	-1.77
Dec-00	36	41	87.80%	32.72%	116660	121157	96.29%	8.13	3.94
Jan-01	60	68	88.24%	32.22%	140877	148038	95.16%	5.69	2.46
Feb-01	64	67	95.52%	20.68%	119449	122835	97.24%	0.96	-0.42
Mar-01	53	57	92.98%	25.54%	141631	145057	97.64%	7.49	3.56
Apr-01	86	95	90.53%	29.29%	155628	161027	96.65%	7.99	3.86
May-01	104	108	96.30%	18.89%	165917	171403	96.80%	0.25	-0.85
Jun-01	73	78	93.59%	24.49%	162300	168453	96.35%	1.42	-0.14



MR-4A - All Troubles Cleared within 48 Hours (Percent) - Dispatches within MSAs

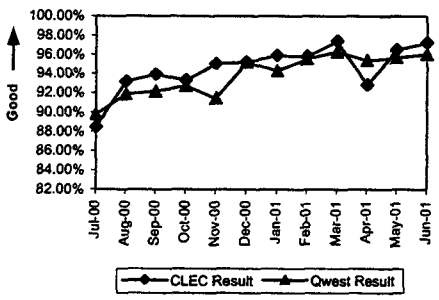
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	13	20	65.00%	47.70%
Feb-01	13	15	86.67%	33.99%
Mar-01	9	10	90.00%	30.00%
Apr-01	11	17	64.71%	47.79%
May-01	10	13	76.92%	42.13%
Jun-01	9	11	81.82%	38.57%



MR-4B - All Troubles Cleared within 48 Hours (Percent) - Dispatches outside MSAs

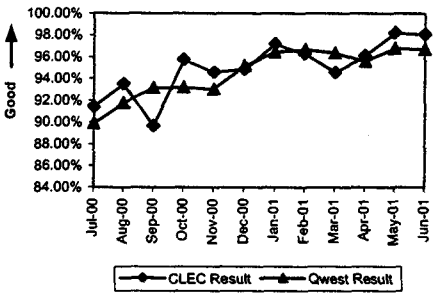
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	345	390	88.46%	31.95%	49842	55520	89.77%	0.82	-0.5
Aug-00	396	425	93.18%	25.21%	52332	56987	91.83%	-1.01	-1.61
Sep-00	339	361	93.91%	23.92%	43021	46686	92.15%	-1.24	-1.75
Oct-00	333	357	93.28%	25.04%	43231	46629	92.71%	-0.41	-1.25
Nov-00	381	401	95.01%	21.77%	40184	43950	91.43%	-2.55	-2.55
Dec-00	238	250	95.20%	21.38%	29575	31064	95.21%	0	-1
Jan-01	257	268	95.90%	19.84%	28844	30593	94.28%	-1.13	-1.69
Feb-01	251	262	95.80%	20.06%	26732	27980	95.54%	-0.2	-1.12
Mar-01	301	309	97.41%	15.88%	33053	34327	96.29%	-1.04	-1.63
Apr-01	323	348	92.82%	25.82%	34984	36680	95.38%	2.28	0.39
May-01	329	341	96.48%	18.43%	38353	40086	95.68%	-0.73	-1.44
Jun-01	460	473	97.25%	16.35%	40684	42356	96.05%	-1.33	-1.81



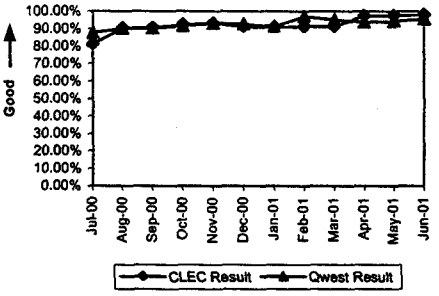
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	213	233	91.42%	28.01%	6079	6763	89.89%	-0.76	-1.46
Aug-00	273	292	93.49%	24.66%	6739	7343	91.77%	-1.05	-1.64
Sep-00	200	223	89.69%	30.41%	5666	6082	93.16%	2.07	0.26
Oct-00	224	234	95.73%	20.23%	5920	6352	93.20%	-1.51	-1.92
Nov-00	192	203	94.58%	22.64%	5169	5556	93.03%	-0.85	-1.52
Dec-00	147	155	94.84%	22.12%	4073	4279	95.19%	0.14	-0.91
Jan-01	172	177	97.18%	16.57%	4359	4521	96.42%	-0.53	-1.32
Feb-01	156	162	96.30%	18.89%	3858	3991	96.67%	0.19	-0.89
Mar-01	191	202	94.55%	22.69%	4627	4801	96.38%	1.39	-0.15
Apr-01	197	205	96.10%	19.37%	4435	4639	95.60%	-0.34	-1.21
May-01	219	223	98.21%	13.27%	5208	5381	96.79%	-1.18	-1.72
Jun-01	252	257	98.05%	13.81%	5204	5382	96.69%	-1.19	-1.73



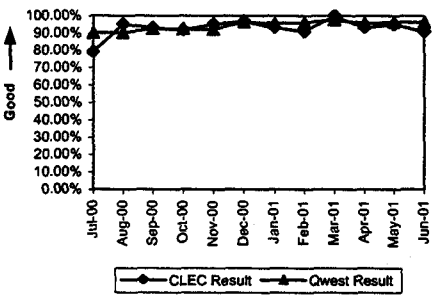
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	514	634	81.07%	39.17%	316	360	87.78%	3.1	0.89
Aug-00	596	660	90.30%	29.59%	427	474	90.08%	-0.12	-1.07
Sep-00	525	579	90.67%	29.08%	366	405	90.37%	-0.16	-1.1
Oct-00	429	464	92.46%	26.41%	367	400	91.75%	-0.38	-1.23
Nov-00	449	482	93.15%	25.25%	286	307	93.16%	0.03	-0.98
Dec-00	272	298	91.28%	28.22%	219	236	92.80%	0.66	-0.6
Jan-01	407	447	91.05%	28.54%	244	267	91.39%	0.18	-0.89
Feb-01	429	470	91.28%	28.22%	235	242	97.11%	2.84	0.73
Mar-01	554	607	91.27%	28.23%	195	205	95.12%	2.21	0.35
Apr-01	575	590	97.46%	15.74%	179	191	93.72%	-1.85	-2.13
May-01	646	662	97.58%	15.36%	214	227	94.27%	-1.85	-2.13
Jun-01	755	770	98.05%	13.82%	178	186	95.70%	-1.42	-1.86



Centrex 21

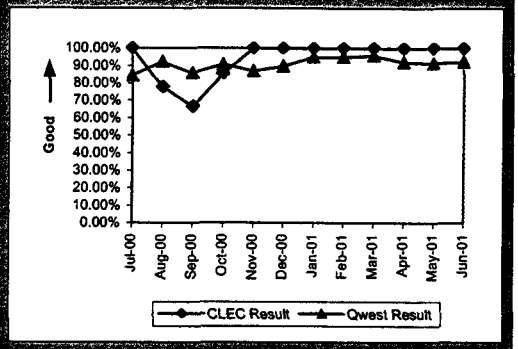
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	34	43	79.07%	40.68%	642	712	90.17%	2.76	0.67
Aug-00	40	42	95.24%	21.30%	742	823	90.16%	-1.08	-1.66
Sep-00	39	42	92.86%	25.75%	633	684	92.54%	-0.08	-1.05
Oct-00	34	37	91.89%	27.30%	615	666	92.34%	0.01	-0.99
Nov-00	39	41	95.12%	21.54%	600	651	92.17%	-0.68	-1.42
Dec-00	32	33	96.97%	17.14%	496	515	96.31%	-0.19	-1.12
Jan-01	14	15	93.33%	24.94%	499	522	95.59%	-0.01	-1
Feb-01	10	11	90.91%	28.75%	431	449	95.99%	1.23	-0.25
Mar-01	22	22	100.00%	0.00%	544	557	97.67%	-0.71	-1.43
Apr-01	14	15	93.33%	24.94%	435	455	95.60%	0	-1
May-01	19	20	95.00%	21.79%	518	538	96.28%	0.09	-0.95
Jun-01	20	22	90.91%	28.75%	576	598	96.32%	2.26	0.37



MR-4B - All Troubles Cleared within 48 Hours (Percent) - Dispatches outside MSAs

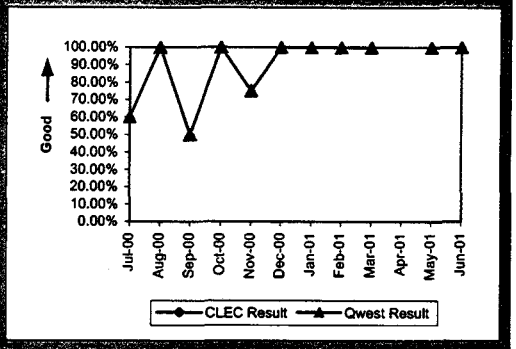
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	3	100.00%	0.00%	162	192	84.38%	-0.74	-1.45
Aug-00	7	9	77.78%	41.57%	181	196	92.35%	3.16	0.92
Sep-00	4	6	66.67%	47.14%	145	169	85.80%	2.01	0.22
Oct-00	6	7	85.71%	34.99%	138	152	90.79%	0.03	-0.98
Nov-00	9	9	100.00%	0.00%	127	146	86.99%	-1.13	-1.68
Dec-00	9	9	100.00%	0.00%	105	117	89.74%	-0.98	-1.59
Jan-01	11	11	100.00%	0.00%	100	105	95.24%	-0.71	-1.43
Feb-01	1	1	100.00%	0.00%	76	80	95.00%	-0.23	-1.14
Mar-01	6	6	100.00%	0.00%	92	96	95.83%	-0.5	-1.3
Apr-01	7	7	100.00%	0.00%	94	102	92.16%	-0.75	-1.45
May-01	12	12	100.00%	0.00%	98	107	91.59%	-1	-1.61
Jun-01	6	6	100.00%	0.00%	109	118	92.37%	-0.69	-1.42



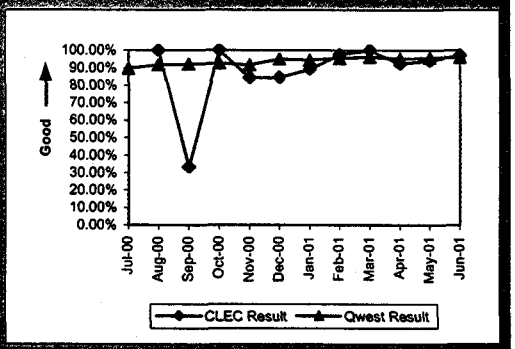
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3	5	60.00%		
Aug-00					3	3	100.00%	N/A	
Sep-00					1	2	50.00%		
Oct-00					1	1	100.00%	N/A	
Nov-00					3	4	75.00%		
Dec-00					2	2	100.00%	N/A	
Jan-01					3	3	100.00%	N/A	
Feb-01					2	2	100.00%	N/A	
Mar-01					2	2	100.00%	N/A	
Apr-01									
May-01					7	7	100.00%	N/A	
Jun-01					4	4	100.00%	N/A	



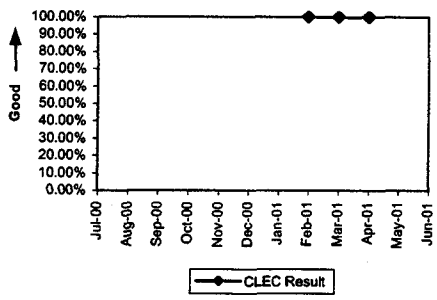
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					55921	62283	89.79%		
Aug-00	3	3	100.00%	0.00%	59071	64330	91.83%	-0.52	-1.31
Sep-00	1	3	33.33%	47.14%	48687	52768	92.27%	3.72	1.26
Oct-00	19	19	100.00%	0.00%	49151	52981	92.77%	-1.22	-1.74
Nov-00	27	32	84.38%	36.31%	45353	49506	91.61%	1.56	-0.05
Dec-00	33	39	84.62%	36.08%	33648	35343	95.20%	3.72	1.26
Jan-01	33	37	89.19%	31.05%	33203	35114	94.56%	1.45	-0.12
Feb-01	41	42	97.62%	15.25%	30590	31971	95.68%	-0.62	-1.38
Mar-01	54	54	100.00%	0.00%	37680	39128	96.30%	-1.44	-1.88
Apr-01	62	67	92.54%	26.28%	39419	41319	95.40%	1.06	-0.36
May-01	81	86	94.19%	23.40%	43561	45467	95.81%	0.69	-0.58
Jun-01	65	67	97.01%	17.02%	45888	47738	96.12%	-0.38	-1.23



MR-4B - All Troubles Cleared within 48 Hours (Percent) - Dispatches outside MSAs

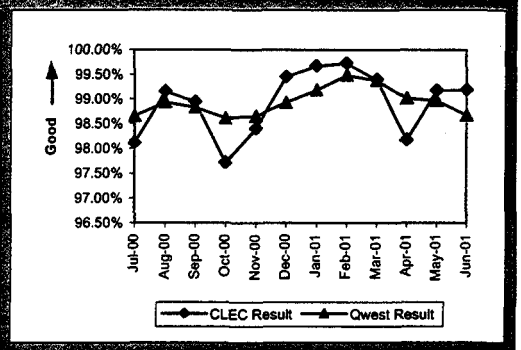
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	2	2	100.00%	0.00%
Mar-01	2	2	100.00%	0.00%
Apr-01	1	1	100.00%	0.00%
May-01				
Jun-01				



MR-4C - All Troubles Cleared within 48 Hours (Percent) - No dispatches

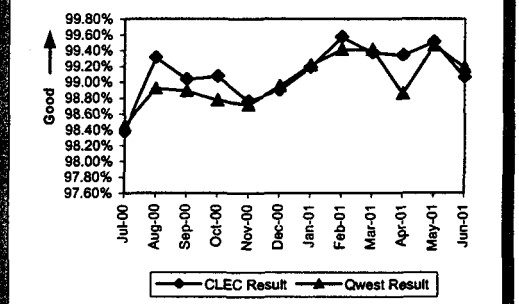
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	678	691	98.12%	13.59%	117992	119599	98.66%	1.22	-0.26
Aug-00	941	949	99.16%	9.14%	133506	134946	98.93%	-0.67	-1.41
Sep-00	845	854	98.95%	10.21%	111297	112612	98.83%	-0.31	-1.19
Oct-00	900	921	97.72%	14.93%	121418	123119	98.62%	2.33	0.41
Nov-00	925	940	98.40%	12.53%	115286	116855	98.66%	0.67	-0.59
Dec-00	906	911	99.45%	7.39%	101716	102817	98.93%	-1.52	-1.93
Jan-01	906	909	99.67%	5.74%	119221	120202	99.18%	-1.62	-1.99
Feb-01	1085	1088	99.72%	5.24%	113886	114470	99.49%	-1.08	-1.66
Mar-01	1152	1159	99.40%	7.75%	92551	93123	99.39%	-0.04	-1.03
Apr-01	807	822	98.18%	13.38%	64713	65356	99.02%	2.43	0.48
May-01	843	850	99.18%	9.04%	66596	67289	98.97%	-0.59	-1.36
Jun-01	977	985	99.19%	8.98%	69920	70859	98.67%	-1.4	-1.85



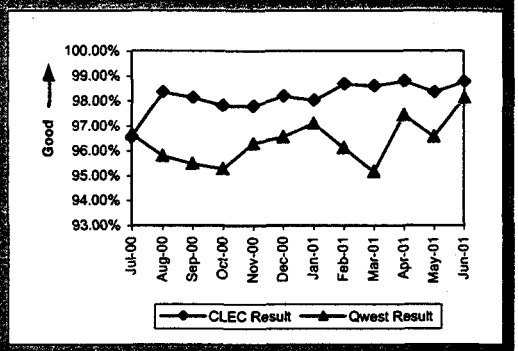
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	668	679	98.38%	12.62%	17736	18015	98.45%	0.15	-0.91
Aug-00	869	875	99.31%	8.25%	21460	21694	98.92%	-1.1	-1.67
Sep-00	924	933	99.04%	9.77%	19072	19286	98.89%	-0.41	-1.25
Oct-00	1069	1079	99.07%	9.58%	20507	20762	98.77%	-0.88	-1.53
Nov-00	1194	1209	98.76%	11.07%	18955	19202	98.71%	-0.14	-1.08
Dec-00	1345	1360	98.90%	10.44%	15926	16095	98.95%	0.18	-0.89
Jan-01	1707	1721	99.19%	8.98%	20736	20900	99.22%	0.13	-0.92
Feb-01	1394	1400	99.57%	6.53%	18254	18362	99.41%	-0.75	-1.46
Mar-01	1429	1438	99.37%	7.89%	16020	16115	99.41%	0.17	-0.9
Apr-01	1050	1057	99.34%	8.11%	11658	11793	98.86%	-1.41	-1.86
May-01	1223	1229	99.51%	6.97%	12637	12705	99.46%	-0.22	-1.13
Jun-01	1266	1278	99.06%	9.64%	12180	12280	99.19%	0.47	-0.71



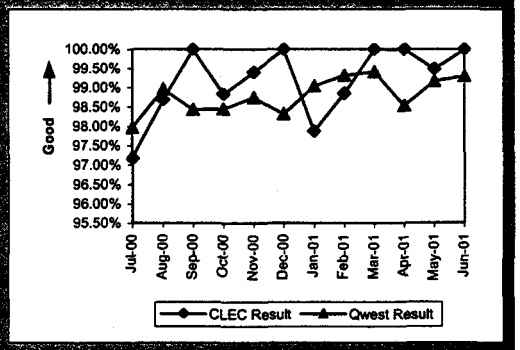
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	953	987	96.56%	18.24%	930	962	96.67%	0.15	-0.91
Aug-00	1191	1211	98.35%	12.74%	1073	1120	95.80%	-3.06	-2.86
Sep-00	995	1014	98.13%	13.56%	994	1041	95.49%	-2.88	-2.75
Oct-00	1386	1417	97.81%	14.63%	1069	1122	95.28%	-2.99	-2.82
Nov-00	1453	1486	97.78%	14.74%	855	888	96.28%	-1.86	-2.13
Dec-00	1353	1378	98.19%	13.35%	838	868	96.54%	-2.07	-2.26
Jan-01	1428	1457	98.01%	13.97%	1003	1033	97.10%	-1.34	-1.81
Feb-01	1558	1579	98.67%	11.46%	866	901	96.12%	-3.17	-2.93
Mar-01	1614	1637	98.60%	11.77%	727	764	95.16%	-3.66	-3.22
Apr-01	1381	1398	98.78%	10.96%	720	739	97.43%	-1.88	-2.14
May-01	1606	1633	98.35%	12.75%	702	727	96.56%	-2.2	-2.34
Jun-01	1365	1382	98.77%	11.02%	629	641	98.13%	-0.99	-1.6



Centrex 21

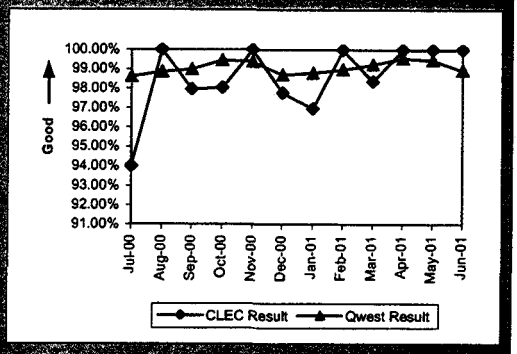
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	103	106	97.17%	16.58%	3704	3781	97.96%	0.41	-0.75
Aug-00	150	152	98.68%	11.40%	4488	4535	98.96%	0.13	-0.92
Sep-00	143	143	100.00%	0.00%	3897	3959	98.43%	-1.48	-1.9
Oct-00	169	171	98.83%	10.75%	3818	3878	98.45%	-0.39	-1.24
Nov-00	166	167	99.40%	7.72%	3614	3660	98.74%	-0.75	-1.45
Dec-00	133	133	100.00%	0.00%	3218	3273	98.32%	-1.48	-1.9
Jan-01	229	234	97.86%	14.46%	4219	4260	99.04%	2.01	0.22
Feb-01	172	174	98.85%	10.66%	3461	3485	99.31%	0.56	-0.66
Mar-01	194	194	100.00%	0.00%	3198	3217	99.41%	-1.04	-1.63
Apr-01	151	151	100.00%	0.00%	2476	2513	98.53%	-1.46	-1.89
May-01	194	195	99.49%	7.14%	2856	2880	99.17%	-0.48	-1.29
Jun-01	158	158	100.00%	0.00%	2696	2715	99.30%	-1.03	-1.62



MR-4C - All Troubles Cleared within 48 Hours (Percent) - No dispatches

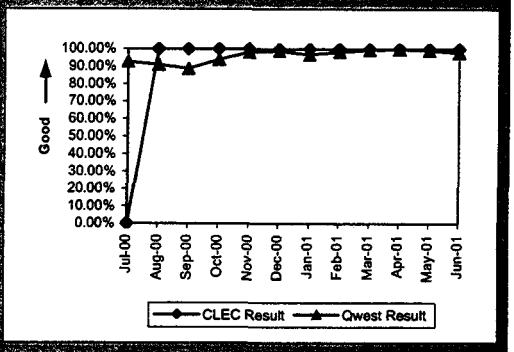
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	47	50	94.00%	23.75%	1209	1226	98.61%	7.26	3.41
Aug-00	56	56	100.00%	0.00%	1477	1494	98.86%	-0.79	-1.48
Sep-00	48	49	97.96%	14.14%	1195	1207	99.01%	0.56	-0.66
Oct-00	50	51	98.04%	13.86%	1286	1293	99.46%	3.44	1.09
Nov-00	52	52	100.00%	0.00%	1137	1144	99.39%	-0.55	-1.34
Dec-00	44	45	97.78%	14.74%	1001	1014	98.72%	0.07	-0.96
Jan-01	64	66	96.97%	17.14%	1428	1445	98.82%	2.22	0.35
Feb-01	34	34	100.00%	0.00%	1168	1180	98.98%	-0.58	-1.35
Mar-01	60	61	98.36%	12.70%	1073	1081	99.26%	0.79	-0.52
Apr-01	56	56	100.00%	0.00%	934	938	99.57%	-0.48	-1.29
May-01	59	59	100.00%	0.00%	959	964	99.48%	-0.54	-1.33
Jun-01	75	75	100.00%	0.00%	758	766	98.96%	-0.85	-1.52



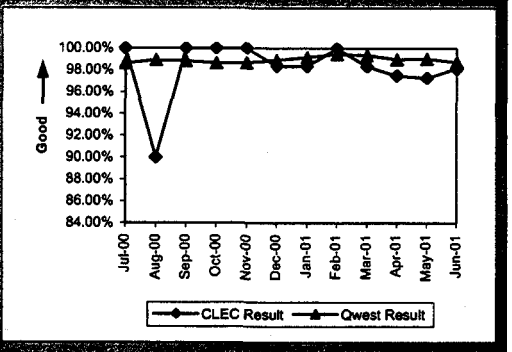
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	126	136	92.65%	8.13	3.94
Aug-00	2	2	100.00%	0.00%	201	221	90.95%	-0.44	-1.27
Sep-00	1	1	100.00%	0.00%	158	178	88.76%	-0.35	-1.22
Oct-00	2	2	100.00%	0.00%	155	165	93.94%	-0.36	-1.22
Nov-00	1	1	100.00%	0.00%	210	214	98.13%	-0.14	-1.08
Dec-00	1	1	100.00%	0.00%	188	190	98.95%	-0.1	-1.06
Jan-01	3	3	100.00%	0.00%	223	230	96.96%	-0.3	-1.19
Feb-01	4	4	100.00%	0.00%	188	191	98.43%	-0.25	-1.15
Mar-01	2	2	100.00%	0.00%	175	176	99.43%	-0.11	-1.06
Apr-01	1	1	100.00%	0.00%	135	135	100.00%	N/A	N/A
May-01	1	1	100.00%	0.00%	118	119	99.16%	-0.09	-1.06
Jun-01	3	3	100.00%	0.00%	94	96	97.92%	-0.25	-1.15



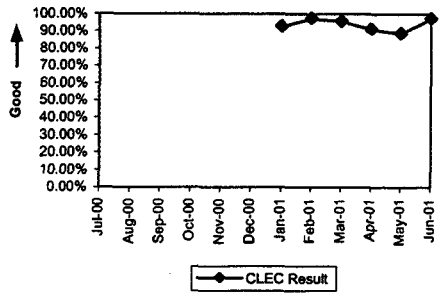
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	32	32	100.00%	0.00%	135728	137614	98.63%	-0.67	-1.41
Aug-00	9	10	90.00%	30.00%	154966	156640	98.93%	3.72	1.26
Sep-00	27	27	100.00%	0.00%	130369	131898	98.84%	-0.56	-1.34
Oct-00	40	40	100.00%	0.00%	141925	143881	98.64%	-0.74	-1.45
Nov-00	121	121	100.00%	0.00%	134241	136057	98.67%	-1.28	-1.78
Dec-00	123	125	98.40%	12.55%	117642	118912	98.93%	0.57	-0.66
Jan-01	181	184	98.37%	12.66%	139957	141102	99.19%	1.35	-0.18
Feb-01	168	168	100.00%	0.00%	132140	132832	99.48%	-0.94	-1.57
Mar-01	121	123	98.37%	12.65%	108571	109238	99.39%	3.06	0.86
Apr-01	117	120	97.50%	15.61%	76371	77149	98.99%	2.72	0.65
May-01	109	112	97.32%	16.15%	79233	79994	99.05%	4.29	1.61
Jun-01	106	108	98.15%	13.48%	82100	83139	98.75%	0.59	-0.64



MR-4C - All Troubles Cleared within 48 Hours (Percent) - No dispatches

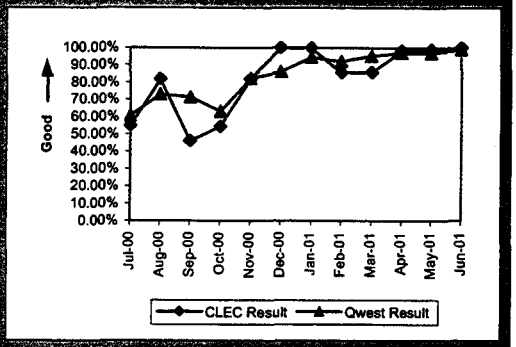
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	130	140	92.86%	25.75%
Feb-01	152	156	97.44%	15.81%
Mar-01	113	118	95.76%	20.14%
Apr-01	94	103	91.26%	28.24%
May-01	104	117	88.89%	31.43%
Jun-01	77	79	97.47%	15.71%



MR-4D - All Troubles Cleared within 48 Hours (Percent) - Interval Zone One

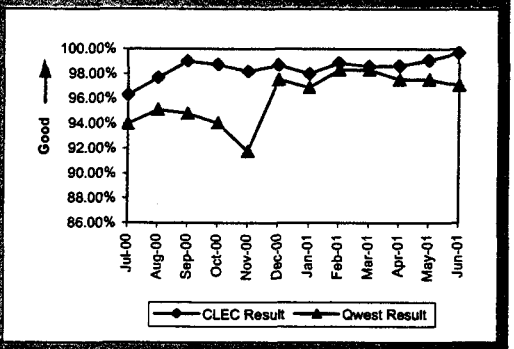
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	17	31	54.84%	49.77%	4719	7793	60.55%	0.64	-0.61
Aug-00	18	22	81.82%	38.57%	5203	7122	73.06%	-0.92	-1.56
Sep-00	18	39	46.15%	49.85%	5060	7083	71.44%	4	1.43
Oct-00	19	35	54.29%	49.82%	4629	7346	63.01%	1.07	-0.35
Nov-00	9	11	81.82%	38.57%	3109	3779	82.27%	0.19	-0.88
Dec-00	10	10	100.00%	0.00%	2605	3028	86.03%	-1.27	-1.77
Jan-01	10	10	100.00%	0.00%	3661	3872	94.55%	-0.76	-1.46
Feb-01	6	7	85.71%	34.99%	3610	3919	92.12%	-0.15	-1.09
Mar-01	12	14	85.71%	34.99%	4053	4250	95.36%	3.72	1.26
Apr-01	51	52	98.08%	13.73%	3992	4110	97.13%	-0.41	-1.25
May-01	69	70	98.57%	11.87%	4678	4820	97.05%	-0.75	-1.45
Jun-01	59	59	100.00%	0.00%	3997	4040	98.94%	-0.79	-1.48



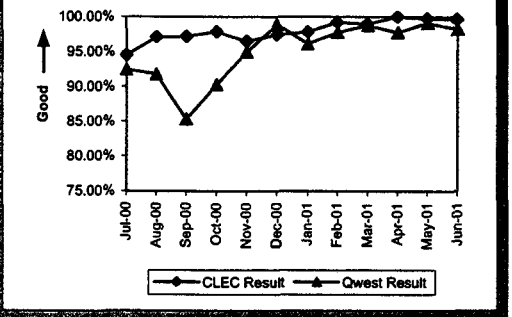
Unbundled Loop Analog

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	907	942	96.28%	18.91%	271704	289107	93.98%	-2.97	-2.8
Aug-00	1305	1336	97.68%	15.06%	304616	320301	95.10%	-4.35	-3.65
Sep-00	1303	1316	99.01%	9.89%	257858	272005	94.80%	-6.87	-5.17
Oct-00	1412	1430	98.74%	11.15%	272354	289579	94.05%	-7.48	-5.55
Nov-00	1506	1534	98.17%	13.39%	246856	268997	91.77%	-9.1	-6.53
Dec-00	1209	1225	98.69%	11.35%	210501	215828	97.53%	-2.61	-2.59
Jan-01	1322	1349	98.00%	14.01%	247088	255003	96.90%	-2.33	-2.42
Feb-01	1305	1320	98.86%	10.60%	221489	225301	98.31%	-1.56	-1.95
Mar-01	1683	1707	98.59%	11.77%	222883	226692	98.32%	-0.88	-1.53
Apr-01	1826	1851	98.65%	11.54%	206743	211999	97.52%	-3.11	-2.89
May-01	2181	2201	99.09%	9.49%	219286	224829	97.53%	-4.69	-3.85
Jun-01	2252	2259	99.69%	5.56%	230531	237492	97.07%	-7.35	-5.47



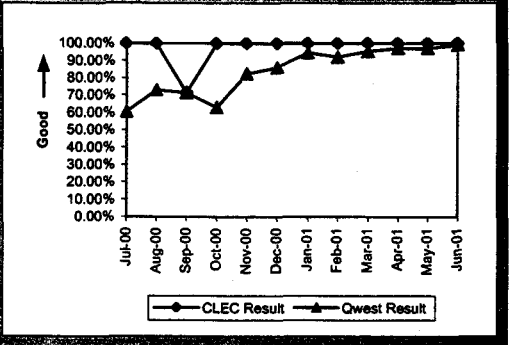
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	535	566	94.52%	22.75%	110	119	92.44%	-0.78	-1.48
Aug-00	634	653	97.09%	16.81%	179	195	91.79%	-2.36	-2.44
Sep-00	482	496	97.18%	16.56%	139	163	85.28%	-3.72	-3.26
Oct-00	466	476	97.90%	14.34%	139	154	90.26%	-2.78	-2.69
Nov-00	414	429	96.50%	18.37%	206	217	94.93%	-0.86	-1.52
Dec-00	299	307	97.39%	15.93%	174	176	98.86%	1.04	-0.37
Jan-01	273	279	97.85%	14.51%	197	205	96.10%	-0.98	-1.6
Feb-01	258	260	99.23%	8.74%	173	177	97.74%	-1.03	-1.63
Mar-01	282	285	98.95%	10.21%	165	167	98.80%	-0.14	-1.08
Apr-01	255	255	100.00%	0.00%	130	133	97.74%	-1.42	-1.86
May-01	355	356	99.72%	5.29%	109	110	99.09%	-0.61	-1.37
Jun-01	254	255	99.61%	6.25%	111	113	98.23%	-0.92	-1.56



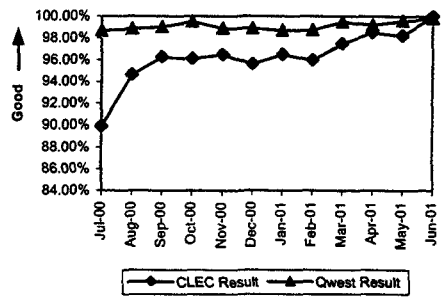
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	6	100.00%	0.00%	4719	7793	60.55%	-1.98	-2.2
Aug-00	4	4	100.00%	0.00%	5203	7122	73.06%	-1.21	-1.74
Sep-00	5	7	71.43%	45.18%	5060	7083	71.44%	-0.03	-1.02
Oct-00	9	9	100.00%	0.00%	4629	7346	63.01%	-2.3	-2.4
Nov-00	10	10	100.00%	0.00%	3109	3779	82.27%	-1.47	-1.89
Dec-00	13	13	100.00%	0.00%	2605	3028	86.03%	-1.45	-1.88
Jan-01	16	16	100.00%	0.00%	3661	3872	94.55%	-0.96	-1.58
Feb-01	26	26	100.00%	0.00%	3610	3919	92.12%	-1.49	-1.9
Mar-01	25	25	100.00%	0.00%	4053	4250	95.36%	-1.1	-1.67
Apr-01	26	26	100.00%	0.00%	3992	4110	97.13%	-0.87	-1.53
May-01	21	21	100.00%	0.00%	4678	4820	97.05%	-0.8	-1.48
Jun-01	39	39	100.00%	0.00%	3997	4040	98.94%	-0.64	-1.39



MR-4D - All Troubles Cleared within 48 Hours (Percent) - Interval Zone One

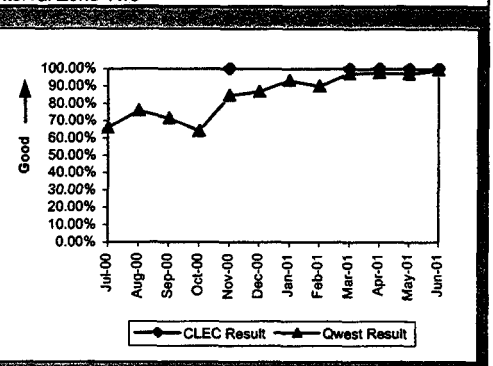
Unbundled Loop ISDN Capable									
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	365	406	89.90%	30.13%	2063	2090	98.71%	3.72	1.26
Aug-00	512	541	94.64%	22.52%	2289	2315	98.88%	8.42	4.12
Sep-00	386	401	96.26%	18.98%	2055	2075	99.04%	5.7	2.47
Oct-00	393	409	96.09%	19.39%	2078	2088	99.52%	3.72	1.26
Nov-00	410	425	96.47%	18.45%	1912	1933	98.91%	4.56	1.77
Dec-00	326	341	95.60%	20.51%	1600	1618	98.89%	5.47	2.32
Jan-01	246	255	96.47%	18.45%	1853	1877	98.72%	3.57	1.17
Feb-01	213	222	95.95%	19.72%	1575	1595	98.75%	4.47	1.72
Mar-01	232	238	97.48%	15.68%	1800	1809	99.50%	5.8	2.53
Apr-01	199	202	98.51%	12.10%	1658	1671	99.22%	1.1	-0.33
May-01	283	288	98.26%	13.06%	1755	1762	99.60%	3.99	1.43
Jun-01	231	231	100.00%	0.00%	1790	1793	99.83%	-0.59	-1.36



MR-4E - All Troubles Cleared within 48 Hours (Percent) - Interval Zone Two

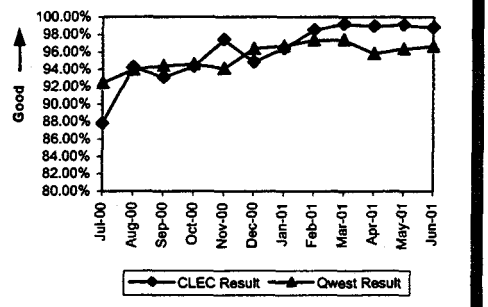
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					627	946	66.28%		
Aug-00					673	885	76.05%		
Sep-00					648	904	71.68%		
Oct-00					552	858	64.34%		
Nov-00	1	1	100.00%	0.00%	399	471	84.71%	-0.42	-1.26
Dec-00					455	523	87.00%		
Jan-01					588	630	93.33%		
Feb-01					647	718	90.11%		
Mar-01	1	1	100.00%	0.00%	686	705	97.31%	-0.17	-1.1
Apr-01	3	3	100.00%	0.00%	580	592	97.97%	-0.25	-1.15
May-01	2	2	100.00%	0.00%	735	756	97.22%	-0.24	-1.15
Jun-01	5	5	100.00%	0.00%	681	685	99.42%	-0.17	-1.1



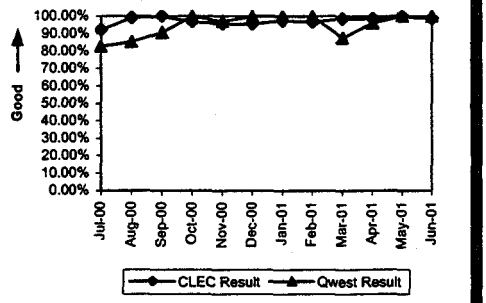
Unbundled Loop Analog

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	237	270	87.78%	32.75%	84308	91186	92.46%	3.01	0.83
Aug-00	278	295	94.24%	23.30%	89835	95595	93.97%	-0.19	-1.12
Sep-00	229	246	93.09%	25.36%	75222	79656	94.43%	0.88	-0.47
Oct-00	250	265	94.34%	23.11%	74712	78967	94.61%	0.13	-0.92
Nov-00	225	231	97.40%	15.91%	71880	76380	94.11%	-2.12	-2.29
Dec-00	221	233	94.85%	22.10%	57449	59584	96.42%	1.25	-0.24
Jan-01	190	197	96.45%	18.51%	66949	69251	96.68%	0.13	-0.92
Feb-01	201	204	98.53%	12.04%	60690	62337	97.36%	-1.04	-1.63
Mar-01	244	246	99.19%	8.98%	64999	66731	97.40%	-1.76	-2.07
Apr-01	364	368	98.91%	10.37%	64675	67496	95.82%	-2.96	-2.8
May-01	442	446	99.10%	9.43%	69425	72035	96.38%	-3.07	-2.87
Jun-01	495	501	98.80%	10.88%	59757	61838	96.63%	-2.68	-2.63



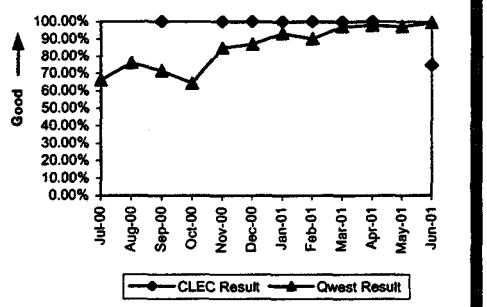
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	59	64	92.19%	26.84%	29	35	82.86%	-1.18	-1.72
Aug-00	91	92	98.91%	10.37%	29	34	85.29%	-1.92	-2.16
Sep-00	83	83	100.00%	0.00%	29	32	90.63%	-1.55	-1.94
Oct-00	91	94	96.81%	17.58%	27	27	100.00%	N/A	-0.41
Nov-00	67	70	95.71%	20.25%	34	35	97.14%	0.59	-0.64
Dec-00	65	68	95.59%	20.54%	33	33	100.00%	N/A	-0.34
Jan-01	76	78	97.44%	15.81%	51	51	100.00%	N/A	-0.33
Feb-01	56	58	96.55%	18.25%	31	31	100.00%	N/A	-0.24
Mar-01	63	64	98.44%	12.40%	28	32	87.50%	-1.53	-1.93
Apr-01	62	63	98.41%	12.50%	24	25	96.00%	-0.52	-1.32
May-01	75	75	100.00%	0.00%	31	31	100.00%	N/A	N/A
Jun-01	68	69	98.55%	11.95%	14	14	100.00%	N/A	-0.38



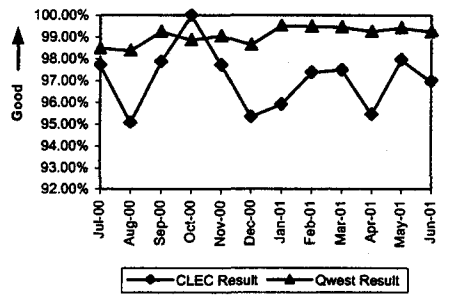
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					627	946	66.28%		
Aug-00					673	885	76.05%		
Sep-00	1	1	100.00%	0.00%	648	904	71.68%	-0.63	-1.38
Oct-00					552	858	64.34%		
Nov-00	3	3	100.00%	0.00%	399	471	84.71%	-0.73	-1.45
Dec-00	4	4	100.00%	0.00%	455	523	87.00%	-0.77	-1.47
Jan-01	1	1	100.00%	0.00%	588	630	93.33%	-0.27	-1.16
Feb-01	3	3	100.00%	0.00%	647	718	90.11%	-0.57	-1.35
Mar-01	1	1	100.00%	0.00%	686	705	97.31%	-0.17	-1.1
Apr-01	3	3	100.00%	0.00%	580	592	97.97%	-0.25	-1.15
May-01					735	756	97.22%		
Jun-01	3	4	75.00%	43.30%	681	685	99.42%	3.72	1.26



MR-4E - All Troubles Cleared within 48 Hours (Percent) - Interval Zone Two

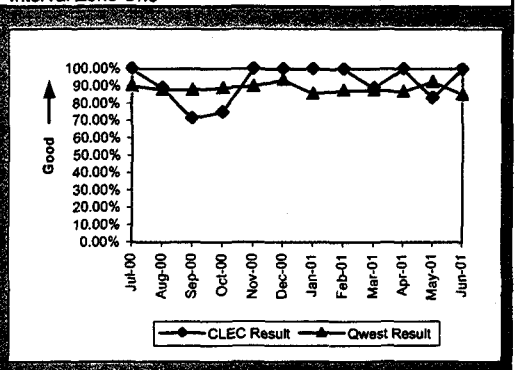
Unbundled Loop ISDN Capable									
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	43	44	97.73%	14.90%	586	595	98.49%	0.05	-0.97
Aug-00	58	61	95.08%	21.62%	673	684	98.39%	2.88	0.75
Sep-00	46	47	97.87%	14.43%	669	674	99.26%	1.75	0.07
Oct-00	49	49	100.00%	0.00%	617	624	98.88%	-0.72	-1.44
Nov-00	43	44	97.73%	14.90%	526	531	99.06%	1.16	-0.29
Dec-00	41	43	95.35%	21.06%	441	447	98.66%	2.67	0.62
Jan-01	47	49	95.92%	19.79%	627	630	99.52%	6.1	2.71
Feb-01	37	38	97.37%	16.01%	577	580	99.48%	3.7	1.25
Mar-01	39	40	97.50%	15.61%	551	554	99.46%	3.03	0.84
Apr-01	21	22	95.45%	20.83%	540	544	99.26%	5.43	2.3
May-01	48	49	97.96%	14.14%	523	526	99.43%	1.99	0.21
Jun-01	32	33	96.97%	17.14%	536	540	99.26%	3.14	0.91



MR-5A - All Troubles Cleared within 4 Hours (Percent) - Interval Zone One

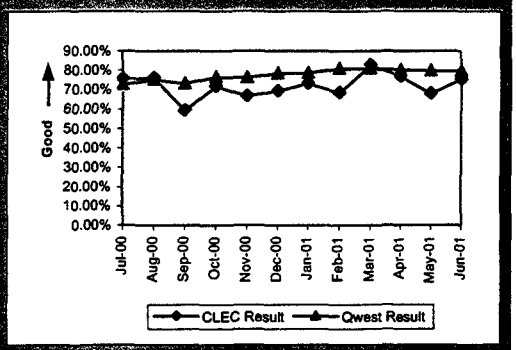
ISDN Primary

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	21	21	100.00%	0.00%	102	113	90.27%	-1.38	-1.84
Aug-00	8	9	88.89%	31.43%	147	167	88.02%	-0.08	-1.05
Sep-00	5	7	71.43%	45.18%	124	141	87.94%	1.82	0.1
Oct-00	3	4	75.00%	43.30%	163	183	89.07%	1.42	-0.14
Nov-00	2	2	100.00%	0.00%	124	138	89.86%	-0.47	-1.29
Dec-00	7	7	100.00%	0.00%	151	161	93.79%	-0.67	-1.41
Jan-01	8	8	100.00%	0.00%	173	202	85.64%	-1.14	-1.69
Feb-01	10	10	100.00%	0.00%	141	161	87.58%	-1.16	-1.7
Mar-01	8	9	88.89%	31.43%	156	178	87.64%	-0.11	-1.07
Apr-01	6	6	100.00%	0.00%	134	154	87.01%	-0.93	-1.56
May-01	10	12	83.33%	37.27%	148	160	92.50%	1.19	-0.28
Jun-01	11	11	100.00%	0.00%	129	151	85.43%	-1.32	-1.8



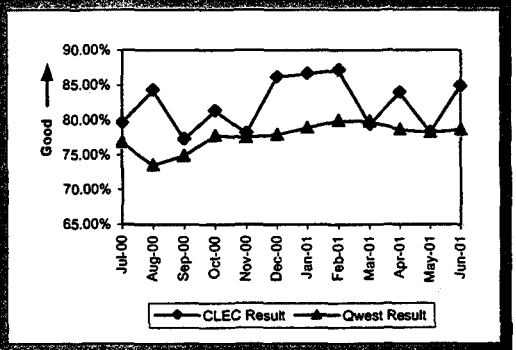
DS0

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	53	70	75.71%	42.88%	3304	4543	72.73%	-0.56	-1.34
Aug-00	51	67	76.12%	42.64%	4354	5779	75.34%	-0.15	-1.09
Sep-00	48	81	59.26%	49.14%	3374	4597	73.40%	3.01	0.83
Oct-00	56	78	71.79%	45.00%	3737	4882	76.55%	0.97	-0.41
Nov-00	34	51	66.67%	47.14%	3269	4283	76.33%	1.65	0
Dec-00	43	62	69.35%	46.10%	2930	3737	78.41%	1.77	0.08
Jan-01	44	60	73.33%	44.22%	3128	3971	78.77%	1.02	-0.38
Feb-01	37	54	68.52%	46.44%	2831	3497	80.96%	2.51	0.53
Mar-01	43	52	82.69%	37.83%	3257	4022	80.98%	-0.31	-1.19
Apr-01	30	39	76.92%	42.13%	3146	3912	80.42%	0.48	-0.71
May-01	34	50	68.00%	46.65%	3319	4157	79.84%	2.2	0.34
Jun-01	43	57	75.44%	43.05%	3436	4312	79.68%	0.77	-0.53



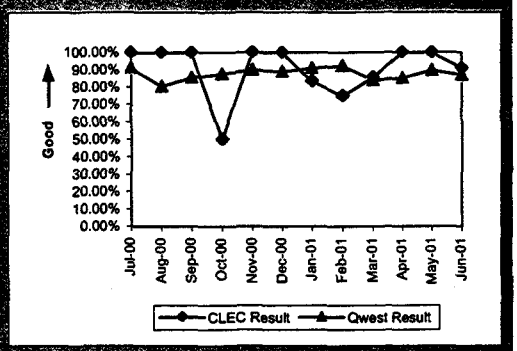
DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	113	142	79.58%	40.31%	3510	4569	76.82%	-0.77	-1.47
Aug-00	134	159	84.28%	36.40%	4446	6047	73.52%	-3.03	-2.84
Sep-00	95	123	77.24%	41.93%	3579	4780	74.87%	-0.6	-1.36
Oct-00	96	118	81.36%	38.95%	3958	5089	77.78%	-0.92	-1.56
Nov-00	100	128	78.13%	41.34%	3478	4491	77.44%	-0.18	-1.11
Dec-00	112	130	86.15%	34.54%	3327	4271	77.90%	-2.23	-2.36
Jan-01	123	142	86.62%	34.04%	3597	4560	78.88%	-2.22	-2.35
Feb-01	102	117	87.18%	33.43%	3400	4254	79.92%	-1.93	-2.17
Mar-01	150	189	79.37%	40.47%	4101	5138	79.82%	0.13	-0.92
Apr-01	162	193	83.94%	36.72%	3853	4900	78.63%	-1.76	-2.07
May-01	119	152	78.29%	41.23%	4156	5312	78.24%	-0.02	-1.01
Jun-01	152	179	84.92%	35.79%	4211	5355	78.64%	-2.02	-2.23



DS3

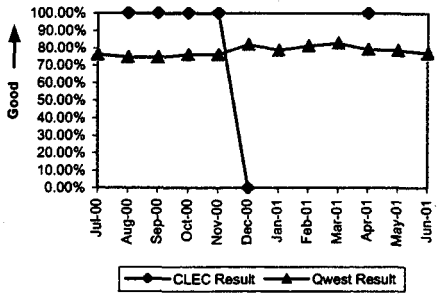
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	2	100.00%	0.00%	72	79	91.14%	-0.44	-1.26
Aug-00	3	3	100.00%	0.00%	99	123	80.49%	-0.84	-1.51
Sep-00	2	2	100.00%	0.00%	130	152	85.53%	-0.58	-1.35
Oct-00	4	8	50.00%	50.00%	127	145	87.59%	7.09	3.31
Nov-00	5	5	100.00%	0.00%	123	137	89.78%	-0.74	-1.45
Dec-00	4	4	100.00%	0.00%	97	109	88.99%	-0.69	-1.42
Jan-01	5	6	83.33%	37.27%	101	111	90.99%	0.25	-0.85
Feb-01	3	4	75.00%	43.30%	97	105	92.38%	3.21	0.95
Mar-01	6	7	85.71%	34.99%	110	131	83.97%	-0.12	-1.07
Apr-01	2	2	100.00%	0.00%	80	94	85.11%	-0.59	-1.36
May-01	3	3	100.00%	0.00%	113	126	89.68%	-0.58	-1.35
Jun-01	10	11	90.91%	28.75%	106	122	86.89%	-0.38	-1.23



MR-5A - All Troubles Cleared within 4 Hours (Percent) - Interval Zone One

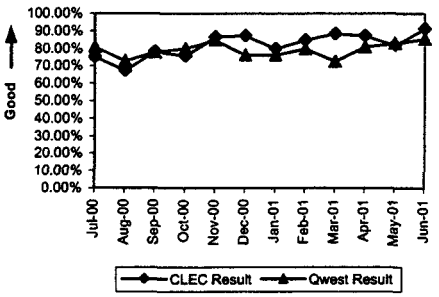
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1012	1326	76.32%		
Aug-00	3	3	100.00%	0.00%	1105	1474	74.97%	-1	-1.61
Sep-00	1	1	100.00%	0.00%	910	1217	74.77%	-0.58	-1.35
Oct-00	1	1	100.00%	0.00%	967	1266	76.38%	-0.56	-1.34
Nov-00	3	3	100.00%	0.00%	857	1124	76.25%	-0.97	-1.59
Dec-00	0	1	0.00%	0.00%	829	1009	82.16%	8.08	3.91
Jan-01					859	1088	78.95%		
Feb-01					815	1003	81.26%		
Mar-01					1000	1205	82.99%		
Apr-01	1	1	100.00%	0.00%	874	1100	79.45%	-0.51	-1.31
May-01					945	1198	78.88%		
Jun-01					946	1224	77.29%		



LIS Trunk

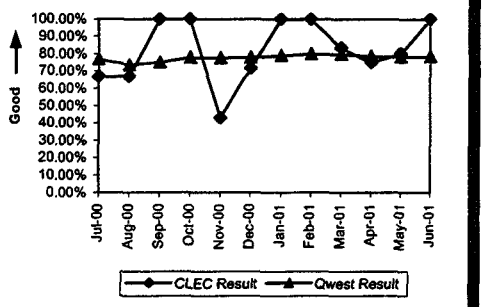
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	121	161	75.16%	43.21%	113	140	80.71%	1.15	-0.3
Aug-00	128	190	67.37%	46.89%	99	136	72.79%	1.06	-0.36
Sep-00	108	138	78.26%	41.25%	67	86	77.91%	-0.06	-1.04
Oct-00	96	127	75.59%	42.95%	88	110	80.00%	0.82	-0.5
Nov-00	122	141	86.52%	34.15%	84	99	84.85%	-0.36	-1.22
Dec-00	95	109	87.16%	33.46%	67	88	76.14%	-1.8	-2.1
Jan-01	161	202	79.70%	40.22%	124	163	76.07%	-0.81	-1.49
Feb-01	122	144	84.72%	35.98%	79	99	79.80%	-0.94	-1.57
Mar-01	138	156	88.46%	31.95%	84	116	72.41%	-2.93	-2.78
Apr-01	122	140	87.14%	33.47%	84	104	80.77%	-1.25	-1.76
May-01	121	148	81.76%	38.62%	107	129	82.95%	0.26	-0.84
Jun-01	148	162	91.36%	28.10%	100	117	85.47%	-1.38	-1.84



MR-5A - All Troubles Cleared within 4 Hours (Percent) - Interval Zone One

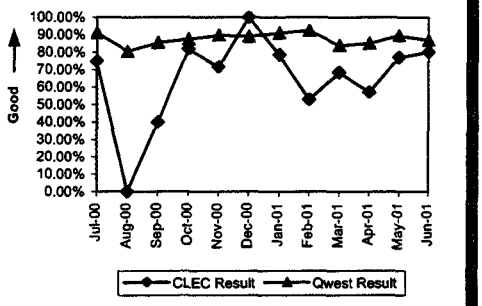
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	6	66.67%	47.14%	3510	4569	76.82%	0.82	-0.5
Aug-00	2	3	66.67%	47.14%	4446	6047	73.52%	0.26	-0.84
Sep-00	1	1	100.00%	0.00%	3579	4780	74.87%	-0.58	-1.35
Oct-00	2	2	100.00%	0.00%	3958	5089	77.78%	-0.76	-1.46
Nov-00	3	7	42.86%	49.49%	3478	4491	77.44%	8.08	3.91
Dec-00	5	7	71.43%	45.18%	3327	4271	77.90%	-0.02	-1.01
Jan-01	4	4	100.00%	0.00%	3597	4560	78.88%	-1.03	-1.63
Feb-01	5	5	100.00%	0.00%	3400	4254	79.92%	-1.12	-1.68
Mar-01	10	12	83.33%	37.27%	4101	5138	79.82%	-0.3	-1.18
Apr-01	12	16	75.00%	43.30%	3853	4900	78.63%	0.45	-0.72
May-01	8	10	80.00%	40.00%	4156	5312	78.24%	-0.13	-1.08
Jun-01	5	5	100.00%	0.00%	4211	5355	78.64%	-1.16	-1.71



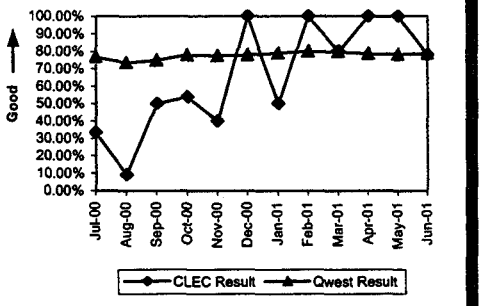
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	4	75.00%	43.30%	72	79	91.14%	1.95	0.18
Aug-00	0	1	0.00%	0.00%	99	123	80.49%	8.08	3.91
Sep-00	2	5	40.00%	48.99%	130	152	85.53%	8.21	3.99
Oct-00	9	11	81.82%	38.57%	127	145	87.59%	0.52	-0.69
Nov-00	10	14	71.43%	45.18%	123	137	89.78%	2.9	0.76
Dec-00	5	5	100.00%	0.00%	97	109	88.99%	-0.77	-1.47
Jan-01	11	14	78.57%	41.03%	101	111	90.99%	1.58	-0.04
Feb-01	9	17	52.94%	49.91%	97	105	92.38%	7.11	3.32
Mar-01	13	19	68.42%	46.48%	110	131	83.97%	1.79	0.09
Apr-01	4	7	57.14%	49.49%	80	94	85.11%	3.16	0.92
May-01	10	13	76.92%	42.13%	113	126	89.68%	1.57	-0.04
Jun-01	12	15	80.00%	40.00%	106	122	86.89%	0.67	-0.59



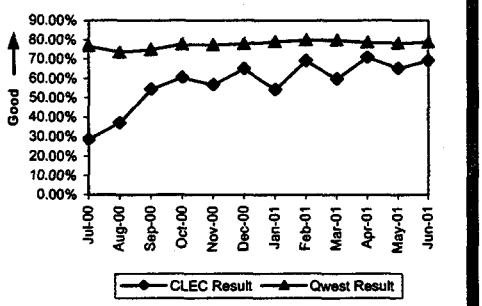
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	6	33.33%	47.14%	3510	4569	76.82%	3.72	1.26
Aug-00	1	11	9.09%	28.75%	4446	6047	73.52%	8.04	3.89
Sep-00	3	6	50.00%	50.00%	3579	4780	74.87%	1.2	-0.27
Oct-00	7	13	53.85%	49.85%	3958	5089	77.78%	3.26	0.98
Nov-00	4	10	40.00%	48.99%	3478	4491	77.44%	3.72	1.26
Dec-00	7	7	100.00%	0.00%	3327	4271	77.90%	-1.41	-1.86
Jan-01	3	6	50.00%	50.00%	3597	4560	78.88%	3.72	1.26
Feb-01	2	2	100.00%	0.00%	3400	4254	79.92%	-0.71	-1.43
Mar-01	4	5	80.00%	40.00%	4101	5138	79.82%	-0.01	-1.01
Apr-01	2	2	100.00%	0.00%	3853	4900	78.63%	-0.74	-1.45
May-01	2	2	100.00%	0.00%	4156	5312	78.24%	-0.75	-1.45
Jun-01	7	9	77.78%	41.57%	4211	5355	78.64%	0.25	-0.85



Unbundled Loop - DS1 Capable

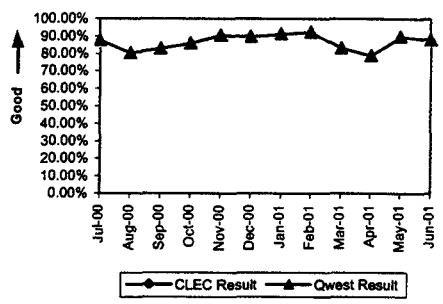
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8	28	28.57%	45.18%	3510	4569	76.82%	3.72	1.26
Aug-00	10	27	37.04%	48.29%	4446	6047	73.52%	8.01	3.87
Sep-00	19	35	54.29%	49.82%	3579	4780	74.87%	3.17	0.93
Oct-00	26	43	60.47%	48.89%	3958	5089	77.78%	3.03	0.84
Nov-00	17	30	56.67%	49.55%	3478	4491	77.44%	3.25	0.98
Dec-00	26	40	65.00%	47.70%	3327	4271	77.90%	2.09	0.27
Jan-01	32	59	54.24%	49.82%	3597	4560	78.88%	6.74	3.1
Feb-01	38	55	69.09%	46.21%	3400	4254	79.92%	2.1	0.28
Mar-01	59	99	59.60%	49.07%	4101	5138	79.82%	5.98	2.63
Apr-01	56	79	70.89%	45.43%	3853	4900	78.63%	1.71	0.04
May-01	67	103	65.05%	47.68%	4156	5312	78.24%	3.43	1.08
Jun-01	92	133	69.17%	46.18%	4211	5355	78.64%	2.72	0.65



MR-5A - All Troubles Cleared within 4 Hours (Percent) - Interval Zone One

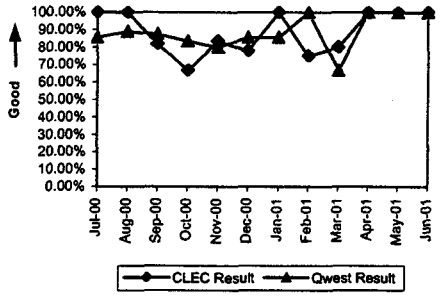
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					93	106	87.74%		
Aug-00					111	138	80.43%		
Sep-00					152	183	83.06%		
Oct-00					141	164	85.98%		
Nov-00					153	169	90.53%		
Dec-00					131	146	89.73%		
Jan-01					126	138	91.30%		
Feb-01					132	143	92.31%		
Mar-01					146	175	83.43%		
Apr-01					101	128	78.91%		
May-01					142	158	89.87%		
Jun-01					141	160	88.13%		



E911

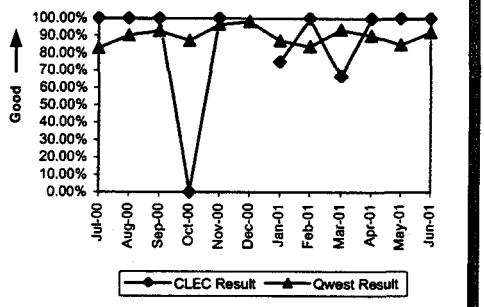
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	3	100.00%	0.00%	12	14	85.71%	-0.64	-1.39
Aug-00	3	3	100.00%	0.00%	8	9	88.89%	-0.53	-1.32
Sep-00	9	11	81.82%	38.57%	14	16	87.50%	0.36	-0.78
Oct-00	2	3	66.67%	47.14%	5	6	83.33%	0.21	-0.87
Nov-00	10	12	83.33%	37.27%	16	20	80.00%	-0.23	-1.14
Dec-00	7	9	77.78%	41.57%	6	7	85.71%	0.52	-0.69
Jan-01	5	5	100.00%	0.00%	12	14	85.71%	-0.78	-1.48
Feb-01	6	8	75.00%	43.30%	12	12	100.00%	N/A	0
Mar-01	4	5	80.00%	40.00%	10	15	66.67%	-0.55	-1.33
Apr-01	6	6	100.00%	0.00%	10	10	100.00%	N/A	N/A
May-01	6	6	100.00%	0.00%	11	11	100.00%	N/A	N/A
Jun-01	13	13	100.00%	0.00%	8	8	100.00%	N/A	N/A



MR-5B - All Troubles Cleared within 4 Hours (Percent) - Interval Zone Two

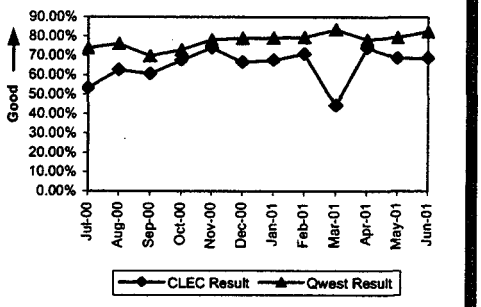
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	3	100.00%	0.00%	58	70	82.86%	-0.77	-1.47
Aug-00	2	2	100.00%	0.00%	65	72	90.28%	-0.46	-1.28
Sep-00	5	5	100.00%	0.00%	52	56	92.86%	-0.59	-1.36
Oct-00	0	1	0.00%	0.00%	62	71	87.32%	3.72	1.26
Nov-00	3	3	100.00%	0.00%	54	56	96.43%	-0.32	-1.2
Dec-00					58	59	98.31%		
Jan-01	3	4	75.00%	43.30%	83	95	87.37%	0.4	-0.75
Feb-01	3	3	100.00%	0.00%	62	74	83.78%	-0.75	-1.45
Mar-01	4	6	66.67%	47.14%	86	92	93.48%	5.39	2.28
Apr-01	2	2	100.00%	0.00%	83	92	90.22%	-0.46	-1.28
May-01	9	9	100.00%	0.00%	57	67	85.07%	-1.18	-1.72
Jun-01	8	8	100.00%	0.00%	82	89	92.13%	-0.79	-1.48



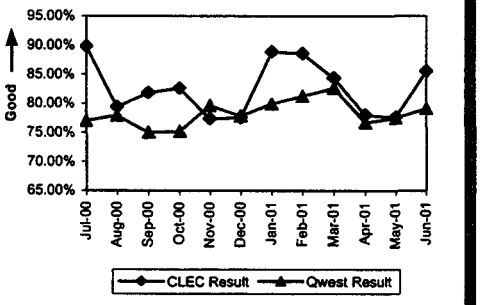
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	25	47	53.19%	49.90%	2561	3466	73.89%	3.57	1.17
Aug-00	27	43	62.79%	48.34%	2981	3910	76.24%	2.19	0.33
Sep-00	17	28	60.71%	48.84%	2647	3787	69.90%	1.07	-0.35
Oct-00	21	31	67.74%	46.75%	2506	3423	73.21%	0.69	-0.58
Nov-00	20	27	74.07%	43.82%	2288	2923	78.28%	0.56	-0.66
Dec-00	16	24	66.67%	47.14%	1981	2502	79.18%	1.53	-0.07
Jan-01	21	31	67.74%	46.75%	2209	2788	79.23%	1.64	0
Feb-01	22	31	70.97%	45.39%	2010	2525	79.60%	1.25	-0.24
Mar-01	8	18	44.44%	49.69%	2322	2779	83.56%	8.04	3.89
Apr-01	20	27	74.07%	43.82%	2469	3145	78.51%	0.57	-0.65
May-01	22	32	68.75%	46.35%	2436	3064	79.50%	1.5	-0.09
Jun-01	31	45	68.89%	46.29%	2770	3355	82.56%	2.69	0.64



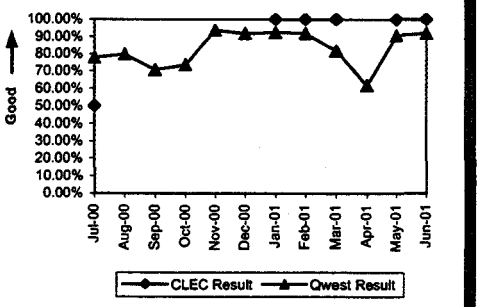
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	53	59	89.83%	30.22%	1524	1980	76.97%	-2.31	-2.41
Aug-00	50	63	79.37%	40.47%	1988	2551	77.93%	-0.27	-1.16
Sep-00	36	44	81.82%	38.57%	1633	2177	75.01%	-1.03	-1.63
Oct-00	38	46	82.61%	37.90%	1628	2165	75.20%	-1.15	-1.7
Nov-00	41	53	77.36%	41.85%	1523	1912	79.65%	0.37	-0.78
Dec-00	38	49	77.55%	41.72%	1441	1852	77.81%	0.01	-0.99
Jan-01	56	63	88.89%	31.43%	1580	1977	79.92%	-1.75	-2.06
Feb-01	62	70	88.57%	31.82%	1597	1966	81.23%	-1.55	-1.94
Mar-01	65	77	84.42%	36.27%	1909	2310	82.64%	-0.4	-1.25
Apr-01	46	59	77.97%	41.45%	1909	2488	76.73%	-0.22	-1.14
May-01	59	76	77.63%	41.67%	1873	2416	77.52%	-0.02	-1.01
Jun-01	71	83	85.54%	35.17%	2036	2574	79.10%	-1.42	-1.86



DS3

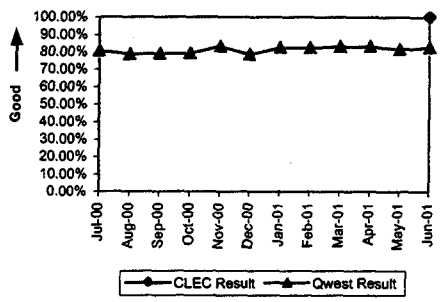
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	2	50.00%	50.00%	21	27	77.78%	0.9	-0.45
Aug-00					12	15	80.00%		
Sep-00					22	31	70.97%		
Oct-00					14	19	73.68%		
Nov-00					30	32	93.75%		
Dec-00					34	37	91.89%		
Jan-01	2	2	100.00%	0.00%	25	27	92.59%	-0.39	-1.23
Feb-01	1	1	100.00%	0.00%	35	38	92.11%	-0.29	-1.18
Mar-01	1	1	100.00%	0.00%	36	44	81.82%	-0.47	-1.28
Apr-01					21	34	61.76%		
May-01	1	1	100.00%	0.00%	29	32	90.63%	-0.32	-1.19
Jun-01	1	1	100.00%	0.00%	35	38	92.11%	-0.29	-1.18



MR-5B - All Troubles Cleared within 4 Hours (Percent) - Interval Zone Two

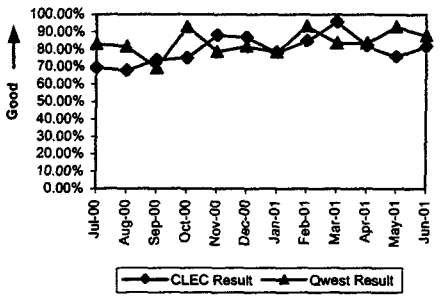
Frame Relay

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					863	1069	80.73%		
Aug-00					993	1262	78.68%		
Sep-00					776	981	79.10%		
Oct-00					832	1051	79.16%		
Nov-00					764	919	83.13%		
Dec-00					701	893	78.50%		
Jan-01					744	901	82.57%		
Feb-01					652	790	82.53%		
Mar-01					854	1026	83.24%		
Apr-01					787	943	83.46%		
May-01					815	997	81.75%		
Jun-01	1	1	100.00%	0.00%	849	1026	82.75%	-0.46	-1.28



LIS Trunk

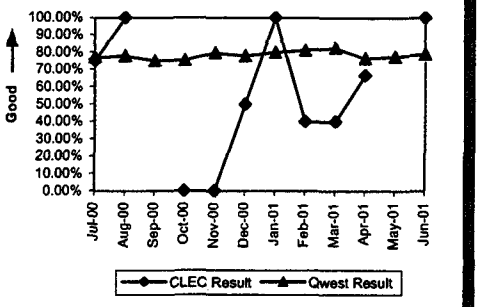
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	34	49	69.39%	46.09%	64	77	83.12%	1.85	0.13
Aug-00	38	56	67.86%	46.70%	67	82	81.71%	1.88	0.15
Sep-00	31	42	73.81%	43.97%	54	78	69.23%	-0.52	-1.32
Oct-00	36	48	75.00%	43.30%	52	56	92.86%	2.52	0.53
Nov-00	37	42	88.10%	32.38%	44	56	78.57%	-1.14	-1.69
Dec-00	26	30	86.67%	33.99%	40	49	81.63%	-0.56	-1.34
Jan-01	39	50	78.00%	41.42%	69	88	78.41%	0.04	-0.98
Feb-01	50	59	84.75%	35.95%	42	45	93.33%	1.33	-0.19
Mar-01	45	47	95.74%	20.18%	51	61	83.61%	-1.69	-2.03
Apr-01	32	39	82.05%	38.38%	66	79	83.54%	0.21	-0.87
May-01	53	70	75.71%	42.88%	66	71	92.96%	2.86	0.74
Jun-01	31	38	81.58%	38.77%	58	66	87.88%	0.89	-0.46



MR-5B - All Troubles Cleared within 4 Hours (Percent) - Interval Zone Two

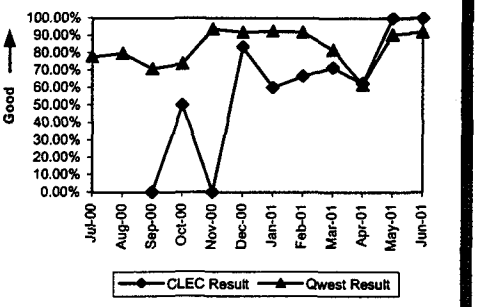
UDIT DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	4	75.00%	43.30%	1524	1980	76.97%	0.38	-0.77
Aug-00	3	3	100.00%	0.00%	1988	2551	77.93%	-0.92	-1.56
Sep-00					1633	2177	75.01%		
Oct-00	0	1	0.00%	0.00%	1628	2165	75.20%	3.72	1.26
Nov-00	0	4	0.00%	0.00%	1523	1912	79.65%	8.21	3.99
Dec-00	2	4	50.00%	50.00%	1441	1852	77.81%	5.8	2.53
Jan-01	1	1	100.00%	0.00%	1580	1977	79.92%	-0.5	-1.3
Feb-01	2	5	40.00%	48.99%	1597	1966	81.23%	3.72	1.26
Mar-01	2	5	40.00%	48.99%	1909	2310	82.64%	3.72	1.26
Apr-01	4	6	66.67%	47.14%	1909	2488	76.73%	0.83	-0.5
May-01					1873	2416	77.52%		
Jun-01	6	6	100.00%	0.00%	2036	2574	79.10%	-1.26	-1.76



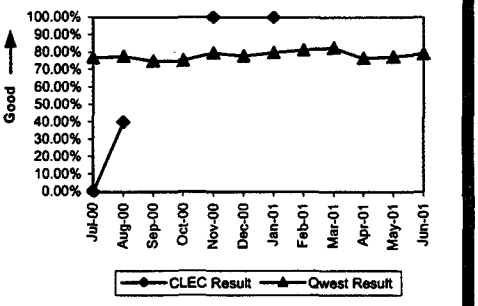
UDIT Above DS1 Level

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					21	27	77.78%		
Aug-00					12	15	80.00%		
Sep-00	0	1	0.00%	0.00%	22	31	70.97%	4.44	1.7
Oct-00	1	2	50.00%	50.00%	14	19	73.68%	0.41	-0.75
Nov-00	0	1	0.00%	0.00%	30	32	93.75%	3.72	1.26
Dec-00	5	6	83.33%	37.27%	34	37	91.89%	0.66	-0.6
Jan-01	3	5	60.00%	48.99%	25	27	92.59%	2.86	0.74
Feb-01	4	6	66.67%	47.14%	35	38	92.11%	2.65	0.61
Mar-01	5	7	71.43%	45.18%	36	44	81.82%	0.55	-0.67
Apr-01	5	8	62.50%	48.41%	21	34	61.76%	-0.04	-1.02
May-01	3	3	100.00%	0.00%	29	32	90.63%	-0.53	-1.32
Jun-01	1	1	100.00%	0.00%	35	38	92.11%	-0.29	-1.18



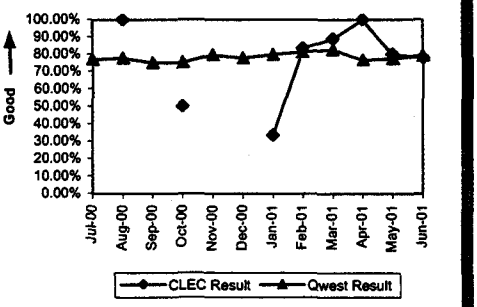
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	1524	1980	76.97%	3.72	1.26
Aug-00	2	5	40.00%	48.99%	1988	2551	77.93%	3.72	1.26
Sep-00					1633	2177	75.01%		
Oct-00					1628	2165	75.20%		
Nov-00	1	1	100.00%	0.00%	1523	1912	79.65%	-0.51	-1.31
Dec-00					1441	1852	77.81%		
Jan-01	1	1	100.00%	0.00%	1580	1977	79.92%	-0.5	-1.3
Feb-01					1597	1966	81.23%		
Mar-01					1909	2310	82.64%		
Apr-01					1909	2488	76.73%		
May-01					1873	2416	77.52%		
Jun-01					2036	2574	79.10%		



Unbundled Loop - DS1 Capable

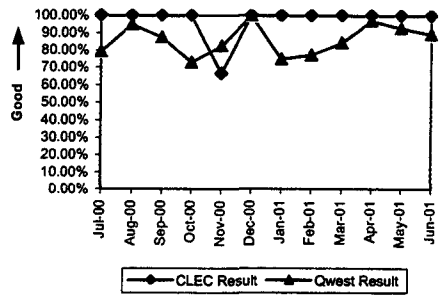
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1524	1980	76.97%		
Aug-00	1	1	100.00%	0.00%	1988	2551	77.93%	-0.53	-1.32
Sep-00					1633	2177	75.01%		
Oct-00	1	2	50.00%	50.00%	1628	2165	75.20%	0.82	-0.5
Nov-00					1523	1912	79.65%		
Dec-00					1441	1852	77.81%		
Jan-01	1	3	33.33%	47.14%	1580	1977	79.92%	8.01	3.87
Feb-01	5	6	83.33%	37.27%	1597	1966	81.23%	-0.13	-1.08
Mar-01	8	9	88.89%	31.43%	1909	2310	82.64%	-0.49	-1.3
Apr-01	3	3	100.00%	0.00%	1909	2488	76.73%	-0.95	-1.58
May-01	4	5	80.00%	40.00%	1873	2416	77.52%	-0.13	-1.08
Jun-01	7	9	77.78%	41.57%	2036	2574	79.10%	0.23	-0.86



MR-5B - All Troubles Cleared within 4 Hours (Percent) - Interval Zone Two

E911

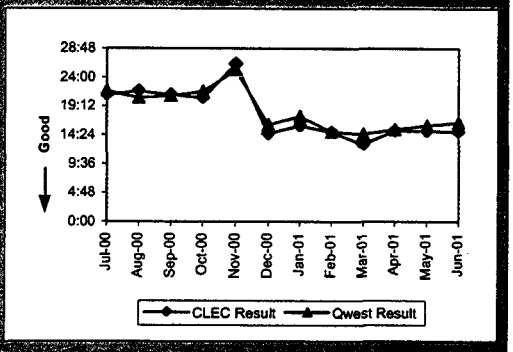
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	2	100.00%	0.00%	23	29	79.31%	-0.7	-1.42
Aug-00	1	1	100.00%	0.00%	38	40	95.00%	-0.23	-1.14
Sep-00	1	1	100.00%	0.00%	28	32	87.50%	-0.37	-1.23
Oct-00	7	7	100.00%	0.00%	19	26	73.08%	-1.43	-1.87
Nov-00	2	3	66.67%	47.14%	33	40	82.50%	0.41	-0.75
Dec-00	9	9	100.00%	0.00%	16	16	100.00%	N/A	N/A
Jan-01	3	3	100.00%	0.00%	18	24	75.00%	-0.94	-1.57
Feb-01	1	1	100.00%	0.00%	17	22	77.27%	-0.53	-1.32
Mar-01	1	1	100.00%	0.00%	16	19	84.21%	-0.42	-1.26
Apr-01	3	3	100.00%	0.00%	34	35	97.14%	-0.29	-1.17
May-01	3	3	100.00%	0.00%	26	28	92.86%	-0.46	-1.28
Jun-01	1	1	100.00%	0.00%	17	19	89.47%	-0.33	-1.2



MR-6A - Mean Time to Restore (Hours:Minutes) - Dispatches within MSAs

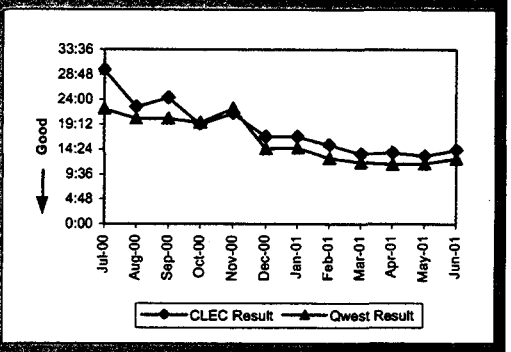
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	28117:50	1336	21:03	24:40	3531981:03	162019	21:48	-1.03	-1.63
Aug-00	35289:44	1627	21:41	25:28	3581310:23	174102	20:34	1.85	0.12
Sep-00	29065:49	1379	21:05	25:37	3115918:45	149222	20:53	0.28	-0.83
Oct-00	30436:20	1481	20:33	19:34	3304345:09	152732	21:38	-1.87	-2.13
Nov-00	37942:42	1449	26:11	31:39	3586573:44	142340	25:12	1.15	-0.3
Dec-00	15944:16	1093	14:35	15:17	1739718:46	107927	16:07	-2.89	-2.76
Jan-01	18477:32	1160	15:56	17:04	2287023:58	130740	17:30	-2.69	-2.64
Feb-01	15740:30	1060	14:51	54:55	1615607:25	108440	14:54	-0.1	-1.06
Mar-01	21305:40	1660	12:50	12:41	1867603:20	128538	14:32	-3.05	-2.85
Apr-01	28549:52	1889	15:07	16:29	2210084:48	144380	15:18	-0.41	-1.25
May-01	29310:48	1943	15:05	16:49	2454440:11	153365	16:00	-2.29	-2.39
Jun-01	30238:48	2020	14:58	13:48	2499566:19	151758	16:28	-2.08	-2.26



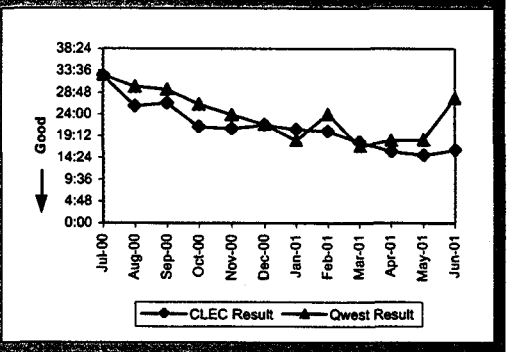
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	13098:19	442	29:38	34:04	408189:45	18377	22:13	1.91	0.16
Aug-00	12419:04	550	22:35	26:20	424231:09	20824	20:22	1.93	0.17
Sep-00	12451:24	511	24:22	27:03	361845:45	17773	20:22	1.98	0.2
Oct-00	9556:57	496	19:16	18:06	371372:12	18952	19:36	-0.3	-1.18
Nov-00	11628:09	545	21:20	24:47	388748:34	17474	22:15	-0.66	-1.4
Dec-00	8328:49	494	16:52	18:35	193414:41	13230	14:37	1.75	0.06
Jan-01	12187:06	722	16:53	18:26	253964:22	17298	14:41	3.03	0.84
Feb-01	10163:44	665	15:17	15:12	183074:04	14395	12:43	3.91	1.38
Mar-01	10660:24	787	13:33	14:19	196974:07	16519	11:55	3	0.82
Apr-01	11855:48	862	13:45	20:59	192709:18	16647	11:35	3.85	1.34
May-01	12507:22	954	13:07	13:41	210659:02	18038	11:41	2.85	0.73
Jun-01	14800:25	1035	14:18	28:59	211695:11	16695	12:41	1.72	0.05



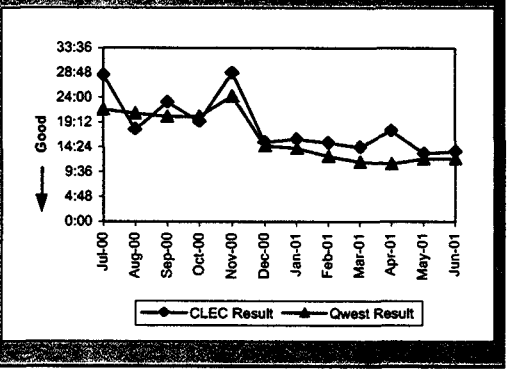
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	62487:16	1925	32:28	33:53	37191:38	1138	32:41	-0.14	-1.09
Aug-00	51597:41	2000	25:48	27:09	40747:59	1355	30:04	-2.82	-2.71
Sep-00	45823:54	1735	26:25	32:15	35370:14	1200	29:29	-1.49	-1.91
Oct-00	33289:25	1570	21:12	19:30	29885:59	1138	26:16	-2.67	-2.62
Nov-00	31741:05	1527	20:47	21:01	23529:27	983	23:56	-1.49	-1.91
Dec-00	25808:38	1191	21:40	21:20	15648:35	718	21:48	-0.08	-1.05
Jan-01	33084:15	1608	20:34	21:31	15358:10	843	18:13	2.34	0.42
Feb-01	28979:38	1436	20:11	19:05	19053:48	792	24:03	-0.55	-1.34
Mar-01	33946:59	1905	17:49	16:49	13991:31	825	16:58	0.92	-0.44
Apr-01	30762:44	1966	15:39	16:15	13512:53	741	18:14	-2.43	-2.48
May-01	31046:57	2074	14:58	17:57	16062:01	875	18:21	-3.61	-3.2
Jun-01	34648:50	2157	16:04	15:37	21708:17	788	27:33	-1.91	-2.16



Centrex 21

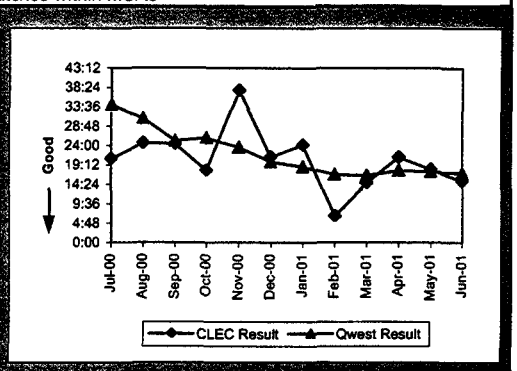
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2464:06	87	28:19	31:54	101336:39	4686	21:38	2.01	0.22
Aug-00	2191:47	123	17:49	19:59	111436:06	5328	20:55	-1.27	-1.77
Sep-00	2396:41	104	23:03	28:49	89006:31	4390	20:16	0.98	-0.4
Oct-00	2379:56	123	19:21	20:39	91628:32	4520	20:16	-0.46	-1.28
Nov-00	2189:19	76	28:48	30:41	101332:43	4176	24:16	1.22	-0.26
Dec-00	1398:21	91	15:22	16:41	46848:21	3199	14:39	0.31	-0.81
Jan-01	2566:48	161	15:57	14:40	57713:50	4075	14:10	1.23	-0.25
Feb-01	1992:30	131	15:13	16:01	41586:07	3296	12:37	1.73	0.05
Mar-01	2385:02	166	14:22	14:55	44957:26	3896	11:32	1.64	0
Apr-01	3303:07	188	17:34	18:54	41013:40	3674	11:10	1.7	0.03
May-01	2422:21	184	13:10	15:43	49568:10	4084	12:08	0.89	-0.46
Jun-01	2420:02	179	13:31	13:19	47113:22	3853	12:14	0.95	-0.42



MR-6A - Mean Time to Restore (Hours:Minutes) - Dispatches within MSAs

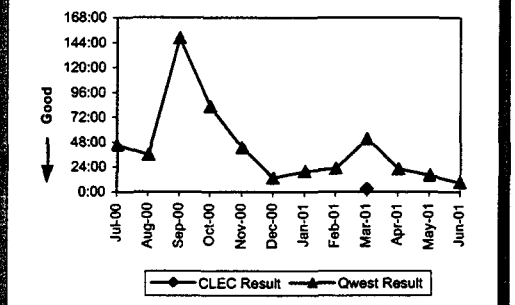
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	352:54	17	20:46	33:38	16493:18	483	34:09	-1.23	-1.75
Aug-00	369:54	15	24:40	19:09	17649:22	575	30:42	-0.62	-1.37
Sep-00	220:51	9	24:32	24:58	13674:13	543	25:11	-0.07	-1.04
Oct-00	267:42	15	17:51	18:42	12651:54	488	25:56	-1.22	-1.74
Nov-00	338:41	9	37:38	28:34	11238:21	476	23:37	1.63	-0.01
Dec-00	126:53	6	21:09	23:30	6737:28	337	20:00	0.13	-0.92
Jan-01	290:15	12	24:11	24:36	8820:21	470	18:46	0.92	-0.44
Feb-01	72:26	11	6:35	4:34	6418:31	380	16:53	-1.78	-2.08
Mar-01	280:41	19	14:46	15:27	6735:12	405	16:38	-0.46	-1.28
Apr-01	422:40	20	21:08	23:16	7299:09	409	17:51	0.69	-0.58
May-01	362:36	20	18:08	8:10	7677:05	436	17:36	0.1	-0.94
Jun-01	547:41	36	15:13	12:54	7920:38	460	17:13	-0.54	-1.33



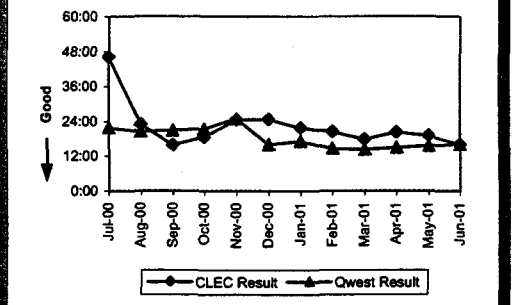
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					589:38	13	45:21		
Aug-00					178:11	5	35:38		
Sep-00					2224:43	15	148:19		
Oct-00					1240:12	15	82:41		
Nov-00					1455:05	34	42:48		
Dec-00					229:35	17	13:30		
Jan-01					454:07	23	19:45		
Feb-01					338:42	15	22:35		
Mar-01	2:30	1	2:30		1073:07	21	51:06	-0.49	-1.3
Apr-01					508:21	23	22:06		
May-01					241:06	15	16:04		
Jun-01					246:15	27	9:07		



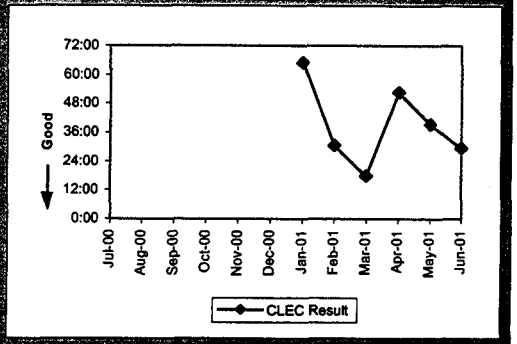
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	323:27	7	46:12	49:19	3940170:48	180396	21:51	3.72	1.26
Aug-00	137:43	6	22:57	19:23	4005541:32	194926	20:33	0.24	-0.85
Sep-00	157:27	10	15:45	16:42	3477764:30	166995	20:50	-0.61	-1.37
Oct-00	352:01	19	18:32	13:22	3675717:21	171684	21:25	-0.56	-1.34
Nov-00	856:23	35	24:28	28:27	3975322:18	159814	24:52	-0.07	-1.04
Dec-00	1013:38	41	24:43	27:47	1933133:27	121157	15:57	3.72	1.26
Jan-01	1484:36	68	21:50	22:46	2540988:20	148038	17:10	3.09	0.88
Feb-01	1369:03	67	20:26	16:12	1798681:29	122835	14:39	3.09	0.88
Mar-01	1012:06	57	17:45	17:53	2064577:27	145057	14:14	1.22	-0.26
Apr-01	1923:11	95	20:15	18:38	2402794:06	161027	14:55	3.72	1.26
May-01	2066:37	108	19:08	14:20	2665099:13	171403	15:33	3.09	0.88
Jun-01	1247:20	78	15:59	17:30	2711261:30	168453	16:06	-0.03	-1.02



MR-6A - Mean Time to Restore (Hours:Minutes) - Dispatches within MSAs

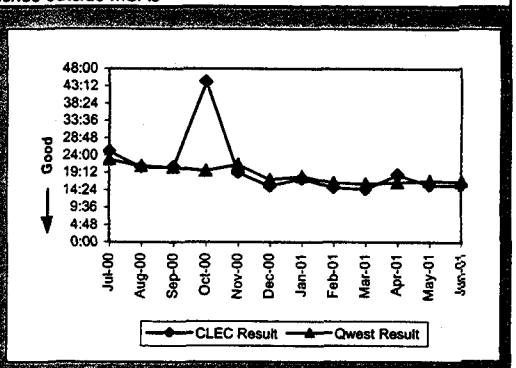
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	1296:03	20	64:48	91:44
Feb-01	458:05	15	30:32	46:22
Mar-01	178:32	10	17:51	28:43
Apr-01	894:33	17	52:37	53:30
May-01	509:39	13	39:12	27:41
Jun-01	324:49	11	29:32	23:25



MR-6B - Mean Time to Restore (Hours:Minutes) - Dispatches outside MSAs

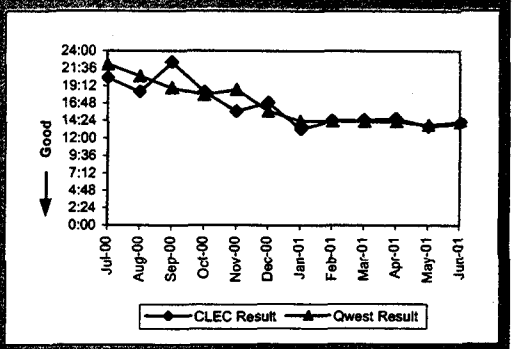
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	9787:51	390	25:06	33:51	1268690:04	55520	22:51	1.53	-0.07
Aug-00	8828:39	425	20:46	21:39	1198902:28	56987	21:02	-0.22	-1.13
Sep-00	7495:25	361	20:46	21:29	965555:48	46686	20:41	0.06	-0.96
Oct-00	15809:15	357	44:17	489:40	918988:20	46629	19:43	2.75	0.67
Nov-00	7715:41	401	19:14	22:34	941309:24	43950	21:25	-1.55	-1.94
Dec-00	3877:06	250	15:31	17:39	537322:11	31064	17:18	-1.4	-1.85
Jan-01	4707:26	268	17:34	17:25	554365:13	30593	18:07	-0.45	-1.27
Feb-01	3969:57	262	15:09	14:33	460495:21	27980	16:27	-1.18	-1.72
Mar-01	4527:30	309	14:39	12:29	553302:53	34327	16:07	-1.28	-1.78
Apr-01	6449:50	348	18:32	22:31	604093:13	36680	16:28	2.37	0.44
May-01	5374:40	341	15:46	16:09	678754:23	40086	16:56	-0.96	-1.58
Jun-01	7441:52	473	15:44	12:59	708851:19	42356	16:44	-1.21	-1.73



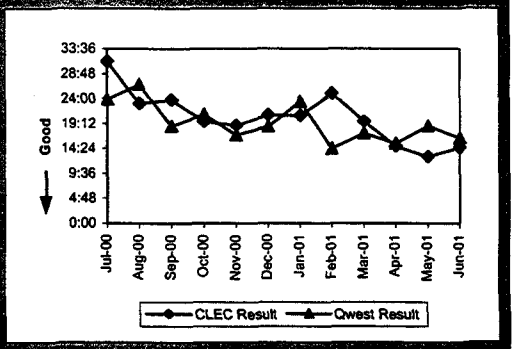
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4732:18	233	20:19	18:10	149931:15	6763	22:10	-0.99	-1.6
Aug-00	5371:09	292	18:24	18:14	150956:10	7343	20:33	-1.37	-1.83
Sep-00	5009:47	223	22:28	26:03	115250:32	6082	18:57	1.83	0.11
Oct-00	4299:03	234	18:22	25:40	113928:00	6352	17:56	0.29	-0.82
Nov-00	3181:35	203	15:40	16:15	103728:23	5556	18:40	-1.5	-1.91
Dec-00	2621:35	155	16:55	30:55	67302:33	4279	15:44	0.73	-0.56
Jan-01	2345:38	177	13:15	13:47	65031:33	4521	14:23	-0.92	-1.56
Feb-01	2340:15	162	14:27	15:50	57298:02	3991	14:21	0.04	-0.98
Mar-01	2935:12	202	14:32	18:08	68851:58	4801	14:20	0.15	-0.91
Apr-01	3015:10	205	14:42	15:15	66176:50	4639	14:16	0.34	-0.8
May-01	3038:24	223	13:38	12:32	74479:36	5381	13:50	-0.16	-1.1
Jun-01	3612:11	257	14:03	17:16	76396:25	5382	14:12	-0.11	-1.07



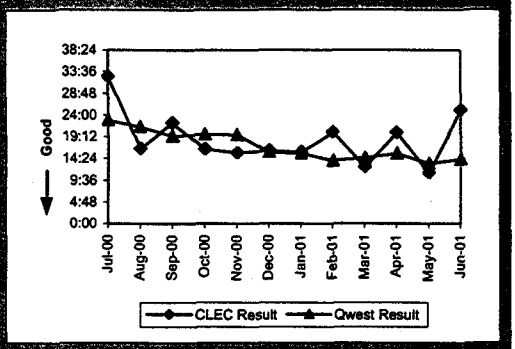
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	19734:54	634	31:08	29:43	8583:50	360	23:51	3.68	1.24
Aug-00	15237:57	660	23:05	21:34	12661:13	474	26:43	-0.71	-1.43
Sep-00	13763:20	579	23:46	23:10	7554:46	405	18:39	0.8	-0.52
Oct-00	9085:44	464	19:35	17:05	8395:16	400	20:59	-0.68	-1.42
Nov-00	9074:44	482	18:50	16:44	5204:12	307	16:57	1.4	-0.15
Dec-00	6219:23	298	20:52	20:06	4386:48	236	18:35	0.68	-0.59
Jan-01	9261:12	447	20:43	20:20	6261:42	267	23:27	-0.77	-1.47
Feb-01	11748:14	470	25:00	71:04	3475:41	242	14:22	0.7	-0.58
Mar-01	11872:54	607	19:34	19:42	3556:51	205	17:21	1.41	-0.14
Apr-01	8762:45	590	14:51	13:27	2930:49	191	15:21	-0.33	-1.2
May-01	8454:06	662	12:46	13:27	4244:49	227	18:42	-2.57	-2.56
Jun-01	11189:54	770	14:32	12:05	3048:54	186	16:24	-1.36	-1.82



Centrex 21

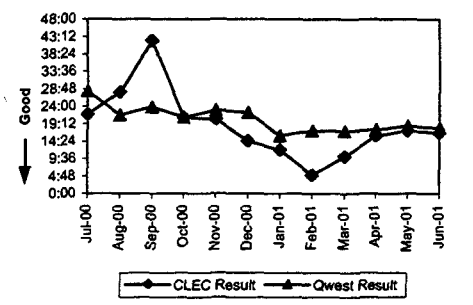
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1396:58	43	32:29	53:32	16286:39	712	22:52	1.6	-0.03
Aug-00	696:08	42	16:34	16:00	17615:20	823	21:24	-1.26	-1.77
Sep-00	934:17	42	22:15	27:23	13260:33	684	19:23	0.77	-0.53
Oct-00	610:25	37	16:30	20:05	13121:35	666	19:42	-0.87	-1.53
Nov-00	640:01	41	15:37	13:36	12736:56	651	19:34	-0.84	-1.51
Dec-00	533:17	33	16:10	13:28	8148:31	515	15:49	0.1	-0.94
Jan-01	237:12	15	15:49	15:57	8101:16	522	15:31	0.07	-0.96
Feb-01	221:06	11	20:06	16:52	6274:55	449	13:59	1.37	-0.17
Mar-01	276:37	22	12:34	9:57	8089:21	557	14:31	-0.67	-1.41
Apr-01	300:52	15	20:03	16:53	7037:26	455	15:28	0.85	-0.48
May-01	225:04	20	11:15	15:58	7167:01	538	13:19	-0.62	-1.37
Jun-01	550:25	22	25:01	40:55	8494:16	598	14:12	1.72	0.04



MR-6B - Mean Time to Restore (Hours:Minutes) - Dispatches outside MSAs

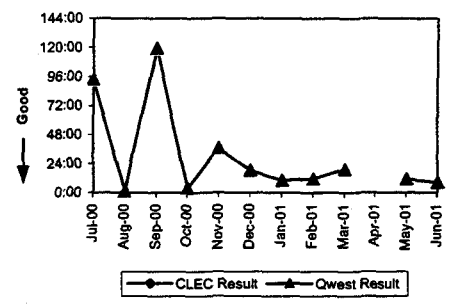
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	65:36	3	21:52	2:04	5427:25	192	28:16	-0.22	-1.13
Aug-00	250:45	9	27:52	20:19	4241:10	196	21:38	0.44	-0.73
Sep-00	252:19	6	42:03	21:45	4028:02	169	23:50	1.93	0.17
Oct-00	147:09	7	21:01	22:25	3207:09	152	21:06	-0.01	-1.01
Nov-00	184:53	9	20:33	15:10	3357:30	146	23:00	-0.29	-1.17
Dec-00	130:38	9	14:31	9:39	2612:46	117	22:20	-0.94	-1.57
Jan-01	132:39	11	12:04	13:05	1672:19	105	15:56	-0.8	-1.48
Feb-01	5:08	1	5:08		1390:54	80	17:23	-0.49	-1.3
Mar-01	61:16	6	10:13	9:12	1652:47	96	17:13	-0.75	-1.46
Apr-01	111:20	7	15:54	10:38	1798:13	102	17:38	-0.23	-1.14
May-01	208:25	12	17:22	11:18	1997:40	107	18:40	-0.17	-1.11
Jun-01	100:01	6	16:40	9:52	2126:53	118	18:01	-0.18	-1.11



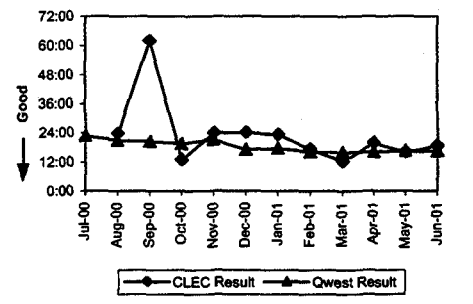
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					468:52	5	93:46		
Aug-00					4:32	3	1:31		
Sep-00					238:43	2	119:22		
Oct-00					3:42	1	3:42		
Nov-00					147:50	4	36:58		
Dec-00					36:51	2	18:26		
Jan-01					30:50	3	10:17		
Feb-01					23:02	2	11:31		
Mar-01					38:31	2	19:15		
Apr-01									
May-01					78:07	7	11:10		
Jun-01					33:51	4	8:28		



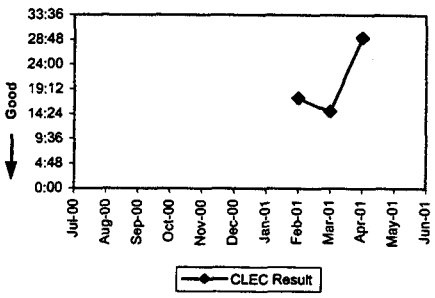
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1418621:19	62283	22:47		
Aug-00	70:56	3	23:39	1:00	1349858:38	64330	20:59	0.18	-0.89
Sep-00	186:08	3	62:03	27:10	1080806:20	52768	20:29	2.86	0.74
Oct-00	243:18	19	12:48	9:32	1032916:20	52981	19:30	-1.29	-1.78
Nov-00	770:41	32	24:05	25:22	1045037:47	49506	21:07	0.6	-0.63
Dec-00	943:30	39	24:12	23:53	604624:44	35343	17:06	3.72	1.26
Jan-01	861:54	37	23:18	21:51	619396:46	35114	17:38	2.88	0.75
Feb-01	729:21	42	17:22	13:29	517793:23	31971	16:12	0.38	-0.77
Mar-01	658:26	54	12:12	9:13	622154:51	39128	15:54	-1.38	-1.84
Apr-01	1330:29	67	19:51	22:13	670270:03	41319	16:13	1.55	-0.06
May-01	1380:47	86	16:03	14:04	753233:59	45467	16:34	-0.21	-1.13
Jun-01	1247:32	67	18:37	15:18	785247:44	47738	16:27	0.98	-0.4



MR-6B - Mean Time to Restore (Hours:Minutes) - Dispatches outside MSAs

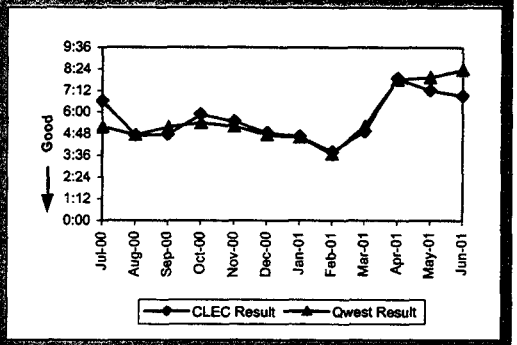
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	34:51	2	17:26	13:55
Mar-01	29:54	2	14:57	11:33
Apr-01	29:09	1	29:09	
May-01				
Jun-01				



MR-6C - Mean Time to Restore (Hours:Minutes) - No dispatches

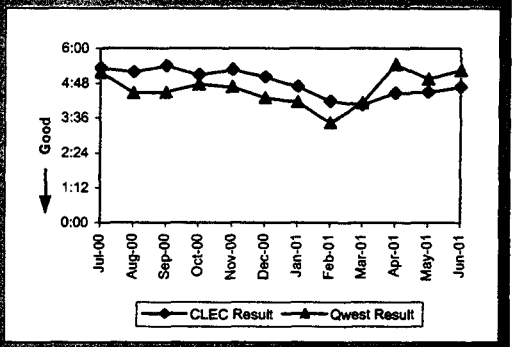
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4566:07	691	6:36	17:04	618198:49	119599	5:10	2.14	0.3
Aug-00	4459:15	949	4:42	9:29	639569:23	134946	4:44	-0.1	-1.06
Sep-00	4075:33	854	4:46	11:21	581167:21	112612	5:10	-0.84	-1.51
Oct-00	5399:06	921	5:52	13:15	665738:03	123119	5:24	0.93	-0.43
Nov-00	5136:00	940	5:28	13:19	607595:06	116855	5:12	0.55	-0.66
Dec-00	4416:13	911	4:51	9:11	486755:11	102817	4:44	0.27	-0.84
Jan-01	4205:00	909	4:38	9:52	552519:41	120202	4:36	0.08	-0.95
Feb-01	4136:04	1088	3:48	7:24	420976:56	114470	3:41	0.38	-0.77
Mar-01	5702:22	1159	4:55	8:55	486011:17	93123	5:13	-0.37	-1.23
Apr-01	6477:29	822	7:53	12:56	511237:47	65356	7:49	0.05	-0.97
May-01	6127:59	850	7:13	10:07	535462:59	67289	7:57	-1.72	-2.04
Jun-01	6796:00	985	6:54	11:43	592934:51	70859	8:22	-1.06	-1.64



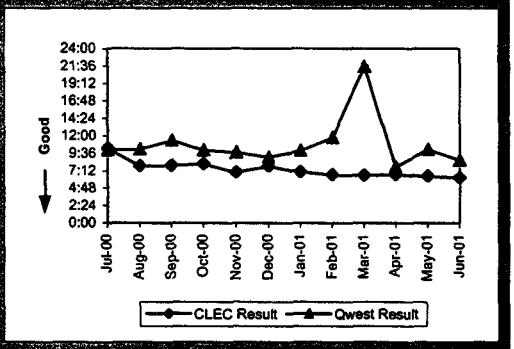
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3614:06	679	5:19	11:06	93133:18	18015	5:10	0.23	-0.86
Aug-00	4530:58	875	5:11	9:04	96909:17	21694	4:28	1.44	-0.12
Sep-00	5039:50	933	5:24	10:34	86571:45	19286	4:29	2.35	0.43
Oct-00	5481:16	1079	5:05	10:24	99065:16	20762	4:46	0.85	-0.49
Nov-00	6367:06	1209	5:16	11:17	89556:39	19202	4:40	1.55	-0.06
Dec-00	6813:29	1360	5:01	9:47	69239:42	16095	4:18	2.25	0.37
Jan-01	8067:28	1721	4:41	10:25	86769:24	20900	4:09	0.9	-0.45
Feb-01	5855:35	1400	4:11	7:54	62902:35	18362	3:26	2.38	0.45
Mar-01	5834:19	1438	4:03	9:25	66406:37	16115	4:07	-0.08	-1.05
Apr-01	4695:08	1057	4:27	8:56	64174:41	11793	5:27	-2.59	-2.57
May-01	5527:05	1229	4:30	8:43	62891:41	12705	4:57	-1.51	-1.92
Jun-01	5960:44	1278	4:40	9:53	64422:45	12280	5:15	-1.39	-1.85



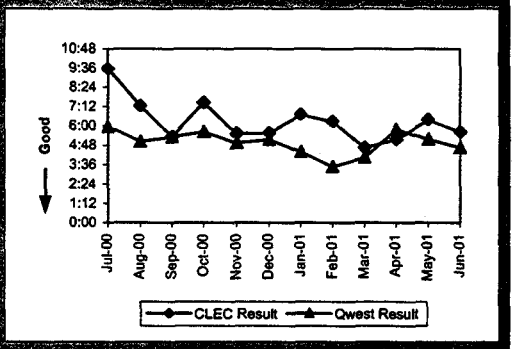
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10129:38	987	10:16	17:07	9681:52	962	10:04	0.14	-0.91
Aug-00	9495:17	1211	7:50	12:00	11406:50	1120	10:11	-1.79	-2.09
Sep-00	8057:20	1014	7:57	16:31	11857:45	1041	11:23	-2.23	-2.35
Oct-00	11528:55	1417	8:08	13:13	11266:25	1122	10:02	-2.04	-2.24
Nov-00	10371:32	1486	6:59	12:49	8625:06	888	9:43	-1.95	-2.18
Dec-00	10774:22	1378	7:49	13:35	7858:37	868	9:03	-1.15	-1.7
Jan-01	10222:20	1457	7:01	12:37	10298:05	1033	9:58	-1.85	-2.12
Feb-01	10462:41	1579	6:38	11:03	10589:40	901	11:45	-2.54	-2.54
Mar-01	10743:29	1637	6:34	11:39	16432:28	764	21:31	-2.42	-2.47
Apr-01	9345:50	1398	6:41	12:15	5708:08	739	7:43	-1.19	-1.72
May-01	10467:55	1633	6:25	11:27	7357:25	727	10:07	-2.68	-2.63
Jun-01	8600:08	1382	6:13	10:34	5554:39	641	8:40	-1.25	-1.76



Centrex 21

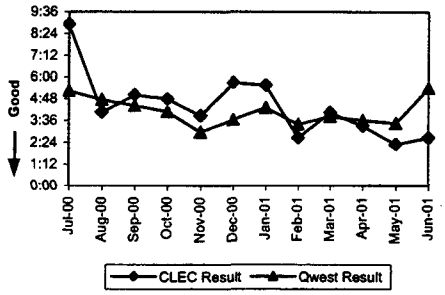
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1011:53	106	9:33	21:05	22467:13	3781	5:57	1.9	0.15
Aug-00	1099:07	152	7:14	12:15	22819:01	4535	5:02	1.67	0.02
Sep-00	759:51	143	5:19	9:17	20972:11	3959	5:18	0.01	-0.99
Oct-00	1271:30	171	7:26	12:28	21784:52	3878	5:37	1.47	-0.11
Nov-00	921:36	167	5:31	13:03	18040:12	3660	4:56	0.62	-0.63
Dec-00	737:20	133	5:33	7:46	16847:14	3273	5:09	0.33	-0.8
Jan-01	1564:38	234	6:41	12:19	18716:41	4260	4:24	1.66	0.01
Feb-01	1089:15	174	6:16	11:46	12141:02	3485	3:29	1.54	-0.06
Mar-01	900:21	194	4:38	7:11	12957:07	3217	4:02	0.94	-0.43
Apr-01	777:47	151	5:09	8:44	14477:56	2513	5:46	-0.52	-1.32
May-01	1243:02	195	6:22	9:55	14864:24	2880	5:10	1.53	-0.07
Jun-01	885:31	158	5:36	8:22	12627:42	2715	4:39	1.39	-0.15



MR-6C - Mean Time to Restore (Hours:Minutes) - No dispatches

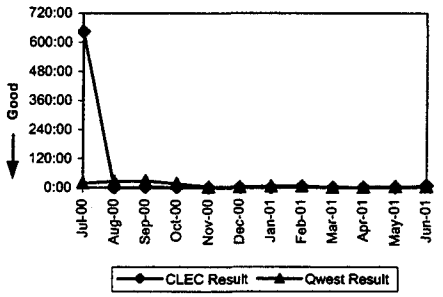
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	444:39	50	8:54	23:35	6444:13	1226	5:15	1.27	-0.23
Aug-00	227:55	56	4:04	7:24	7100:29	1494	4:45	-0.27	-1.16
Sep-00	245:55	49	5:01	9:07	5357:33	1207	4:26	0.33	-0.8
Oct-00	244:35	51	4:48	9:02	5309:11	1293	4:06	0.28	-0.83
Nov-00	200:58	52	3:52	8:32	3388:47	1144	2:58	0.8	-0.52
Dec-00	256:31	45	5:42	11:17	3699:26	1014	3:39	1.38	-0.16
Jan-01	366:12	66	5:33	17:38	6247:07	1445	4:19	0.94	-0.43
Feb-01	89:54	34	2:39	5:52	4009:25	1180	3:24	-0.47	-1.29
Mar-01	246:36	61	4:03	12:07	4152:38	1081	3:50	0.12	-0.93
Apr-01	185:22	56	3:19	5:33	3392:09	938	3:37	-0.3	-1.18
May-01	136:45	59	2:19	4:32	3341:15	964	3:28	-0.9	-1.55
Jun-01	200:00	75	2:40	5:02	4146:28	766	5:25	-0.84	-1.51



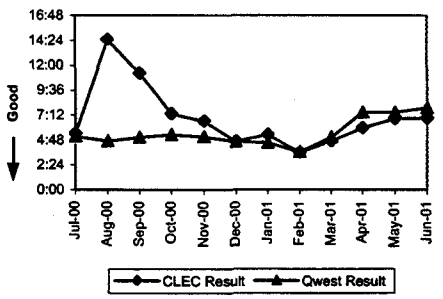
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	642:26	1	642:26		2473:57	136	18:11	8.29	4.04
Aug-00	0:06	2	0:03	0:03	5645:19	221	25:33	-0.45	-1.27
Sep-00	1:58	1	1:58		5169:41	178	29:03	-0.28	-1.17
Oct-00	4:32	2	2:16	1:19	2828:12	165	17:08	-0.24	-1.15
Nov-00	0:04	1	0:04		803:15	214	3:45	-0.24	-1.15
Dec-00	0:23	1	0:23		559:51	190	2:57	-0.3	-1.18
Jan-01	1:42	3	0:34	0:49	1494:10	230	6:30	-0.39	-1.24
Feb-01	19:54	4	4:58	8:38	1165:52	191	6:06	-0.05	-1.03
Mar-01	0:31	2	0:16	0:05	318:33	176	1:49	-0.35	-1.21
Apr-01	0:22	1	0:22		418:06	135	3:06	-0.4	-1.24
May-01	1:28	1	1:28		524:53	119	4:25	-0.23	-1.14
Jun-01	21:45	3	7:15	11:35	419:56	96	4:22	0.42	-0.75



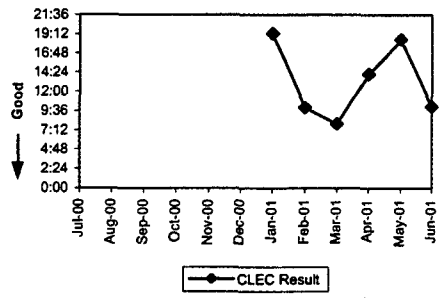
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	174:04	32	5:26	8:44	711332:07	137614	5:10	0.09	-0.95
Aug-00	145:12	10	14:31	23:27	736478:40	156640	4:42	3.72	1.26
Sep-00	303:47	27	11:15	11:56	667739:06	131898	5:04	3.72	1.26
Oct-00	293:23	40	7:20	10:43	764803:19	143881	5:19	0.89	-0.46
Nov-00	800:50	121	6:37	8:33	697151:45	136057	5:07	1.14	-0.31
Dec-00	582:41	125	4:40	9:15	555994:53	118912	4:41	-0.01	-1.01
Jan-01	980:39	184	5:20	10:27	639289:05	141102	4:32	0.8	-0.51
Feb-01	608:42	168	3:37	5:57	483879:31	132832	3:39	-0.02	-1.01
Mar-01	578:24	123	4:42	8:40	552417:54	109238	5:03	-0.14	-1.09
Apr-01	716:25	120	5:58	12:07	575412:28	77149	7:28	-0.52	-1.32
May-01	768:49	112	6:52	12:18	598354:40	79994	7:29	-0.53	-1.32
Jun-01	746:58	108	6:55	11:35	657357:36	83139	7:54	-0.26	-1.16



MR-6C - Mean Time to Restore (Hours:Minutes) - No dispatches

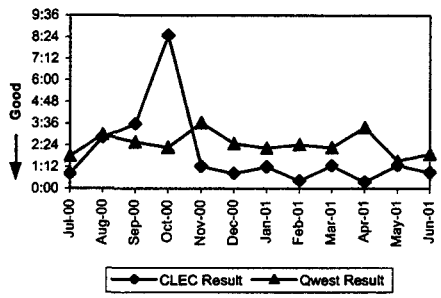
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	2690:17	140	19:13	37:12
Feb-01	1563:24	156	10:01	29:20
Mar-01	941:12	118	7:59	15:18
Apr-01	1462:55	103	14:12	21:29
May-01	2164:04	117	18:30	37:29
Jun-01	802:40	79	10:10	25:47



MR-6D - Mean Time to Restore (Hours:Minutes) - Interval Zone One

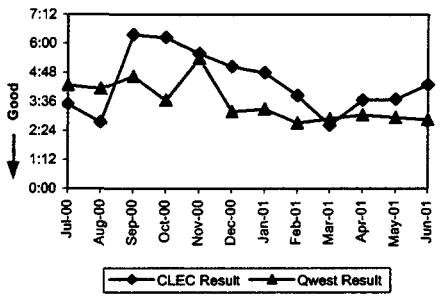
ISDN Primary

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	17:13	21	0:49	0:52	200:46	113	1:47	-0.76	-1.46
Aug-00	25:39	9	2:51	6:27	499:43	167	3:00	-0.05	-1.03
Sep-00	25:04	7	3:35	5:21	364:04	141	2:35	0.3	-0.82
Oct-00	33:57	4	8:29	15:10	416:18	183	2:16	1.18	-0.28
Nov-00	2:26	2	1:13	1:42	502:43	138	3:39	-0.19	-1.12
Dec-00	5:48	7	0:50	1:26	403:10	161	2:30	-0.42	-1.26
Jan-01	9:31	8	1:11	1:11	450:20	202	2:14	-0.74	-1.45
Feb-01	4:23	10	0:26	0:34	392:43	161	2:26	-0.77	-1.47
Mar-01	11:17	9	1:15	1:50	399:13	178	2:15	-0.6	-1.36
Apr-01	2:07	6	0:21	0:39	520:11	154	3:23	-0.74	-1.45
May-01	15:26	12	1:17	2:25	243:31	160	1:31	-0.25	-1.15
Jun-01	9:44	11	0:53	0:37	286:20	151	1:54	-0.73	-1.44



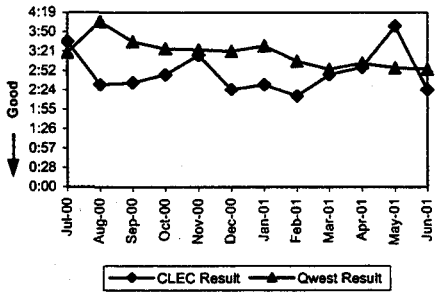
DS0

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	245:12	70	3:30	5:08	19402:45	4543	4:16	-0.65	-1.39
Aug-00	183:51	67	2:45	3:37	23918:32	5779	4:08	-1.07	-1.65
Sep-00	515:26	81	6:22	10:18	21351:16	4597	4:39	0.9	-0.45
Oct-00	487:48	78	6:15	13:42	17836:07	4882	3:39	1.94	0.18
Nov-00	284:48	51	5:35	13:32	23041:51	4283	5:23	0.09	-0.94
Dec-00	313:32	62	5:03	12:39	11911:29	3737	3:11	2.05	0.25
Jan-01	288:05	60	4:48	12:49	13073:13	3971	3:18	1.49	-0.09
Feb-01	208:10	54	3:51	5:15	9536:49	3497	2:44	1.62	-0.01
Mar-01	137:18	52	2:38	4:43	11681:08	4022	2:54	-0.28	-1.17
Apr-01	143:07	39	3:40	6:15	11903:47	3912	3:03	0.61	-0.63
May-01	184:53	50	3:42	4:10	12260:59	4157	2:57	0.82	-0.5
Jun-01	244:42	57	4:18	8:36	12325:43	4312	2:52	1.8	0.09



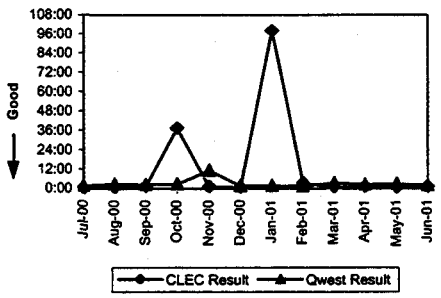
DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	511:44	142	3:36	7:27	15202:38	4569	3:20	0.47	-0.71
Aug-00	403:36	159	2:32	4:48	24842:44	6047	4:06	-1.8	-2.09
Sep-00	316:44	123	2:35	3:39	17172:45	4780	3:36	-0.96	-1.59
Oct-00	327:28	118	2:47	5:26	17435:12	5089	3:26	-0.79	-1.48
Nov-00	417:36	128	3:16	5:34	15245:53	4491	3:24	-0.16	-1.09
Dec-00	314:22	130	2:25	4:20	14353:41	4271	3:22	-1.62	-1.99
Jan-01	360:45	142	2:32	6:32	15970:21	4560	3:30	-1.21	-1.73
Feb-01	262:55	117	2:15	3:52	13261:40	4254	3:07	-1.2	-1.73
Mar-01	525:34	189	2:47	3:53	14983:35	5138	2:55	-0.32	-1.2
Apr-01	571:07	193	2:58	5:36	15016:10	4900	3:04	-0.25	-1.15
May-01	604:46	152	3:59	8:50	15662:19	5312	2:57	1.88	0.14
Jun-01	428:08	179	2:24	4:57	15616:40	5355	2:55	-1.37	-1.83



DS3

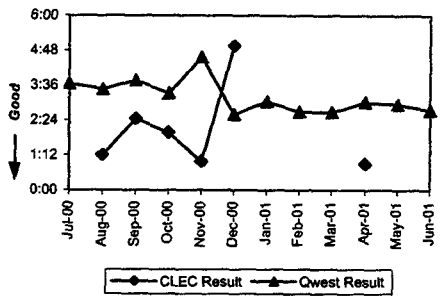
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0:28	2	0:14	0:18	149:55	79	1:54	-0.64	-1.39
Aug-00	2:11	3	0:44	0:46	343:29	123	2:48	-0.59	-1.36
Sep-00	2:26	2	1:13	0:51	369:30	152	2:26	-0.34	-1.21
Oct-00	299:46	8	37:28	49:37	414:23	145	2:51	2.88	0.75
Nov-00	5:23	5	1:05	1:28	1533:21	137	11:12	-0.21	-1.13
Dec-00	2:58	4	0:45	0:40	190:38	109	1:45	-0.82	-1.5
Jan-01	588:41	6	98:07	237:38	195:07	111	1:45	2.88	0.75
Feb-01	13:07	4	3:17	6:09	162:24	105	1:33	1.39	-0.15
Mar-01	6:48	7	0:58	2:01	469:36	131	3:35	-0.84	-1.51
Apr-01	2:06	2	1:03	0:27	226:47	94	2:25	-0.4	-1.24
May-01	2:30	3	0:50	0:04	371:24	126	2:57	-0.24	-1.15
Jun-01	12:32	11	1:08	1:46	217:15	122	1:47	-0.97	-1.59



MR-6D - Mean Time to Restore (Hours:Minutes) - Interval Zone One

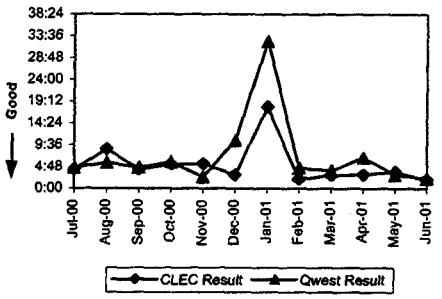
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					4869:00	1326	3:40		
Aug-00	3:40	3	1:13	1:31	5098:59	1474	3:28	-0.61	-1.37
Sep-00	2:27	1	2:27		4605:17	1217	3:47	-0.16	-1.1
Oct-00	1:59	1	1:59		4196:43	1266	3:19	-0.16	-1.1
Nov-00	2:58	3	0:59	1:14	5135:01	1124	4:34	-0.51	-1.31
Dec-00	4:57	1	4:57		2630:05	1009	2:36	0.48	-0.71
Jan-01					3321:39	1088	3:03		
Feb-01					2705:06	1003	2:42		
Mar-01					3228:01	1205	2:41		
Apr-01	0:54	1	0:54		3323:26	1100	3:01	-0.37	-1.23
May-01					3533:54	1198	2:57		
Jun-01					3367:19	1224	2:45		



LIS Trunk

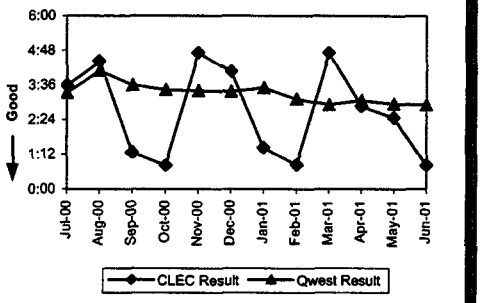
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	689:32	161	4:17	8:28	640:05	140	4:34	-0.14	-1.08
Aug-00	1638:38	190	8:37	28:01	774:17	136	5:42	1.22	-0.26
Sep-00	582:08	138	4:13	9:41	399:31	86	4:39	-0.2	-1.12
Oct-00	683:40	127	5:23	18:15	643:54	110	5:51	-0.17	-1.1
Nov-00	763:26	141	5:25	20:23	250:46	99	2:32	2.1	0.27
Dec-00	329:40	109	3:01	8:59	931:02	88	10:35	-0.91	-1.56
Jan-01	3643:08	202	18:02	118:37	5285:29	163	32:26	-0.82	-1.5
Feb-01	296:19	144	2:03	2:50	455:20	99	4:36	-1.39	-1.84
Mar-01	456:07	156	2:55	8:26	456:35	116	3:56	-0.91	-1.55
Apr-01	430:35	140	3:05	6:14	714:06	104	6:52	-1.23	-1.75
May-01	543:49	148	3:40	10:12	386:04	129	3:00	1.08	-0.34
Jun-01	310:54	162	1:55	2:42	261:31	117	2:14	-0.96	-1.59



MR-6D - Mean Time to Restore (Hours:Minutes) - Interval Zone One

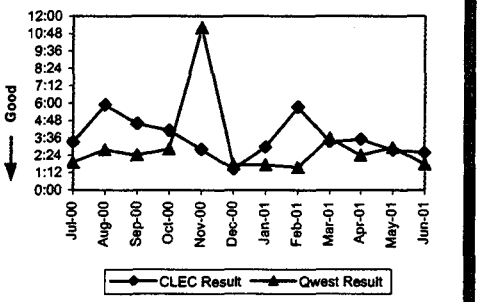
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	21:32	6	3:35	3:11	15202:38	4569	3:20	0.09	-0.94
Aug-00	13:16	3	4:25	5:43	24842:44	6047	4:06	0.05	-0.97
Sep-00	1:16	1	1:16		17172:45	4780	3:36	-0.2	-1.12
Oct-00	1:38	2	0:49	0:31	17435:12	5089	3:26	-0.41	-1.25
Nov-00	32:57	7	4:42	4:32	15245:53	4491	3:24	0.37	-0.78
Dec-00	28:26	7	4:04	4:32	14353:41	4271	3:22	0.28	-0.83
Jan-01	5:39	4	1:25	1:04	15970:21	4560	3:30	-0.45	-1.27
Feb-01	4:11	5	0:50	0:21	13261:40	4254	3:07	-0.66	-1.4
Mar-01	56:25	12	4:42	6:26	14983:35	5138	2:55	1.08	-0.34
Apr-01	45:54	16	2:52	1:34	15016:10	4900	3:04	-0.14	-1.08
May-01	24:36	10	2:28	2:12	15662:19	5312	2:57	-0.33	-1.2
Jun-01	4:05	5	0:49	0:43	15616:40	5355	2:55	-0.93	-1.57



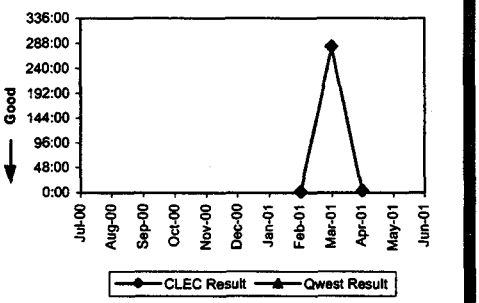
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	13:17	4	3:19	2:16	149:55	79	1:54	0.77	-0.53
Aug-00	5:54	1	5:54		343:29	123	2:48	0.52	-0.68
Sep-00	22:54	5	4:35	3:25	369:30	152	2:26	0.94	-0.43
Oct-00	45:30	11	4:08	5:37	414:23	145	2:51	0.4	-0.76
Nov-00	39:43	14	2:50	2:50	1533:21	137	11:12	-0.28	-1.17
Dec-00	7:12	5	1:26	1:05	190:38	109	1:45	-0.28	-1.17
Jan-01	41:32	14	2:58	2:33	195:07	111	1:45	1.29	-0.22
Feb-01	97:27	17	5:44	7:30	162:24	105	1:33	2.07	0.26
Mar-01	63:42	19	3:21	2:28	469:36	131	3:35	-0.12	-1.07
Apr-01	24:27	7	3:30	2:12	226:47	94	2:25	0.57	-0.65
May-01	36:07	13	2:47	1:51	371:24	126	2:57	-0.04	-1.02
Jun-01	38:26	15	2:34	2:41	217:15	122	1:47	1.35	-0.18



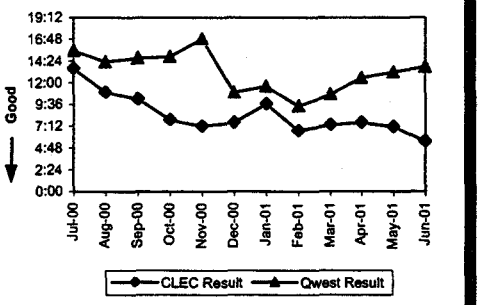
Dark Fiber - IOF

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01	1:28	1	1:28						
Mar-01	2249:28	8	281:11	498:18					
Apr-01	6:52	2	3:26	1:18					
May-01									
Jun-01									



Unbundled Loop Analog

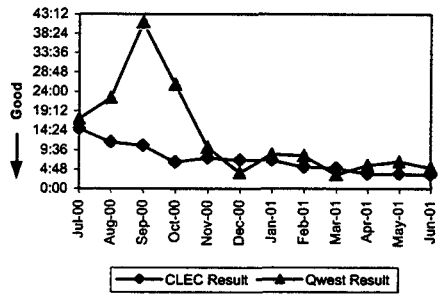
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	12792:29	942	13:35	26:50	4488572:19	289107	15:32	-2.4	-2.46
Aug-00	14659:12	1336	10:58	11:59	4592185:02	320301	14:20	-5.6	-4.41
Sep-00	13473:43	1316	10:14	10:26	4008819:42	272005	14:44	-6.96	-5.23
Oct-00	11312:20	1430	7:55	12:19	4306246:03	289579	14:52	-12.42	-8.55
Nov-00	11037:34	1534	7:12	13:38	4531129:34	268997	16:51	-13.24	-9.05
Dec-00	9313:37	1225	7:36	11:22	2358685:30	215828	10:56	-7.04	-5.28
Jan-01	13050:36	1349	9:40	18:21	2956617:23	255003	11:36	-4.15	-3.52
Feb-01	8807:34	1320	6:40	11:40	2120017:17	225301	9:25	-6.64	-5.03
Mar-01	12504:31	1707	7:20	10:38	2425668:36	226692	10:42	-6.08	-4.7
Apr-01	14044:40	1851	7:35	10:17	2651859:27	211999	12:31	-11.47	-7.97
May-01	15629:11	2201	7:06	10:27	2959779:34	224829	13:10	-18.56	-12.28
Jun-01	12385:27	2259	5:29	8:01	3261241:34	237492	13:44	-10.85	-7.6



MR-6D - Mean Time to Restore (Hours:Minutes) - Interval Zone One

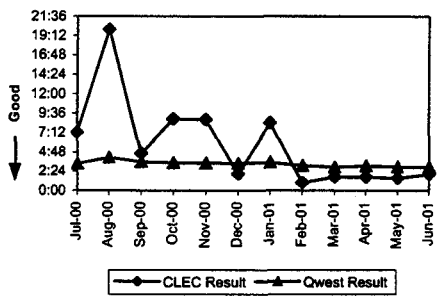
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8363:22	566	14:47	49:12	2054:07	119	17:16	-0.42	-1.25
Aug-00	7520:00	653	11:31	18:18	4369:54	195	22:25	-1.86	-2.13
Sep-00	5287:11	496	10:40	19:20	6699:26	163	41:06	-2.76	-2.68
Oct-00	3143:23	476	6:36	13:09	3962:56	154	25:44	-2.08	-2.26
Nov-00	3263:02	429	7:36	22:20	2222:49	217	10:15	-0.81	-1.49
Dec-00	2147:49	307	7:00	19:18	695:39	176	3:57	1.63	-0.01
Jan-01	1962:40	279	7:02	11:47	1754:18	205	8:33	-0.59	-1.36
Feb-01	1399:37	260	5:23	23:58	1436:17	177	8:07	-0.57	-1.35
Mar-01	1454:57	285	5:06	17:44	574:39	167	3:26	1.43	-0.13
Apr-01	944:34	255	3:42	6:02	762:49	133	5:44	-1.55	-1.94
May-01	1311:21	356	3:41	9:04	736:38	110	6:42	-2.01	-2.22
Jun-01	891:51	255	3:30	5:28	590:27	113	5:14	-1.42	-1.86



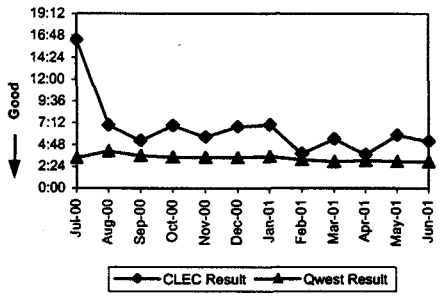
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	43:16	6	7:13	6:56	15202:38	4569	3:20	1.38	-0.16
Aug-00	219:22	11	19:57	16:51	24842:44	6047	4:06	3.09	0.88
Sep-00	27:36	6	4:36	2:34	17172:45	4780	3:36	0.21	-0.87
Oct-00	115:37	13	8:54	11:44	17435:12	5089	3:26	2.75	0.67
Nov-00	88:16	10	8:50	9:01	15245:53	4491	3:24	2.58	0.57
Dec-00	14:31	7	2:04	0:41	14353:41	4271	3:22	-0.52	-1.32
Jan-01	50:29	6	8:25	7:47	15970:21	4560	3:30	1.28	-0.22
Feb-01	1:58	2	0:59	1:19	13261:40	4254	3:07	-0.39	-1.24
Mar-01	8:23	5	1:41	1:46	14983:35	5138	2:55	-0.49	-1.3
Apr-01	3:20	2	1:40	0:35	15016:10	4900	3:04	-0.34	-1.21
May-01	3:00	2	1:30	0:04	15662:19	5312	2:57	-0.43	-1.26
Jun-01	18:17	9	2:02	1:42	15616:40	5355	2:55	-0.53	-1.32



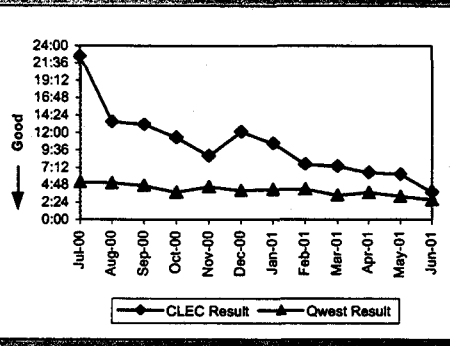
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	456:56	28	16:19	28:34	15202:38	4569	3:20	2.51	0.53
Aug-00	187:47	27	6:57	7:35	24842:44	6047	4:06	1.36	-0.17
Sep-00	183:27	35	5:14	6:42	17172:45	4780	3:36	0.84	-0.49
Oct-00	297:22	43	6:55	8:19	17435:12	5089	3:26	2.03	0.24
Nov-00	169:07	30	5:38	6:28	15245:53	4491	3:24	1.29	-0.22
Dec-00	271:14	40	6:47	12:31	14353:41	4271	3:22	1.9	0.15
Jan-01	411:35	59	6:59	15:01	15970:21	4560	3:30	1.77	0.08
Feb-01	209:11	55	3:48	4:50	13261:40	4254	3:07	0.65	-0.6
Mar-01	536:51	99	5:25	7:15	14983:35	5138	2:55	2.14	0.3
Apr-01	290:35	79	3:41	4:46	15016:10	4900	3:04	0.94	-0.43
May-01	601:10	103	5:50	14:04	15662:19	5312	2:57	2.17	0.32
Jun-01	687:10	133	5:10	10:21	15616:40	5355	2:55	1.9	0.15



Unbundled Loop ISDN Capable

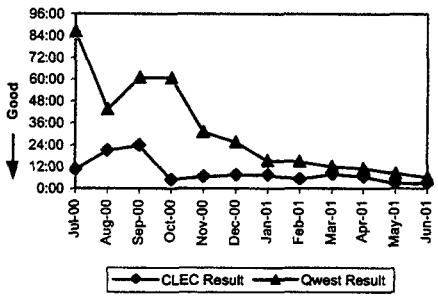
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	9151:12	406	22:32	91:39	10882:27	2090	5:12	3.72	1.26
Aug-00	7293:00	541	13:29	20:34	11693:05	2315	5:03	2.51	0.53
Sep-00	5269:37	401	13:08	25:19	9811:42	2075	4:44	2.14	0.3
Oct-00	4638:45	409	11:21	36:18	7887:52	2088	3:47	2.88	0.75
Nov-00	3749:34	425	8:49	23:27	8766:14	1933	4:32	1.56	-0.05
Dec-00	4139:08	341	12:08	57:23	6507:31	1618	4:01	2.88	0.75
Jan-01	2683:56	255	10:32	22:49	7839:30	1877	4:11	2.29	0.39
Feb-01	1699:31	222	7:39	15:14	6740:38	1595	4:14	1.12	-0.32
Mar-01	1748:28	238	7:21	13:59	6066:26	1809	3:21	2.88	0.75
Apr-01	1310:58	202	6:29	12:08	6221:43	1671	3:43	1.29	-0.21
May-01	1808:55	288	6:17	12:07	5630:25	1762	3:12	1.08	-0.35
Jun-01	873:56	231	3:47	4:50	5027:46	1793	2:48	1.2	-0.27



MR-6D - Mean Time to Restore (Hours:Minutes) - Interval Zone One

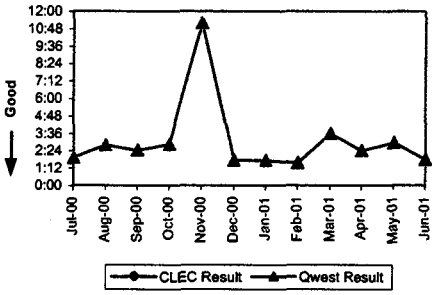
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	62:43	6	10:27	7:29	672827:30	7793	86:20	-1.28	-1.78
Aug-00	83:43	4	20:56	6:57	310222:24	7122	43:33	-0.7	-1.43
Sep-00	165:47	7	23:41	33:17	432668:54	7083	61:05	-0.9	-1.55
Oct-00	42:47	9	4:45	2:57	446886:56	7346	60:50	-2	-2.22
Nov-00	67:10	10	6:43	6:29	117357:30	3779	31:03	-1.44	-1.88
Dec-00	97:13	13	7:29	9:32	77335:23	3028	25:32	-1.55	-1.94
Jan-01	120:01	16	7:30	7:05	59947:22	3872	15:29	-0.22	-1.14
Feb-01	133:27	26	5:08	7:13	58706:42	3919	14:59	-1.71	-2.04
Mar-01	198:20	25	7:56	9:17	51239:42	4250	12:03	-0.96	-1.58
Apr-01	172:35	26	6:38	9:48	45789:19	4110	11:08	-1.32	-1.8
May-01	67:30	21	3:13	4:29	40647:09	4820	8:26	-1.34	-1.82
Jun-01	118:25	39	3:02	4:21	25543:30	4040	6:19	-1.68	-2.02



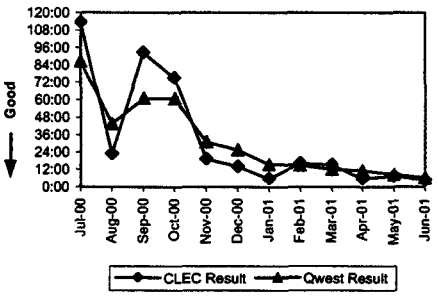
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					149:55	79	1:54		
Aug-00					343:29	123	2:48		
Sep-00					369:30	152	2:26		
Oct-00					414:23	145	2:51		
Nov-00					1533:21	137	11:12		
Dec-00					190:38	109	1:45		
Jan-01					195:07	111	1:45		
Feb-01					162:24	105	1:33		
Mar-01					469:36	131	3:35		
Apr-01					226:47	94	2:25		
May-01					371:24	126	2:57		
Jun-01					217:15	122	1:47		



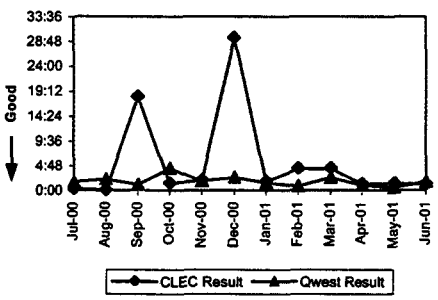
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3512:56	31	113:19	207:42	672827:30	7793	86:20	1.03	-0.37
Aug-00	503:47	22	22:54	23:12	310222:24	7122	43:33	-1.5	-1.91
Sep-00	3610:56	39	92:35	127:11	432668:54	7083	61:05	2.12	0.29
Oct-00	2631:28	35	75:11	84:42	446886:56	7346	60:50	1.01	-0.39
Nov-00	212:31	11	19:19	25:27	117357:30	3779	31:03	-0.73	-1.44
Dec-00	140:47	10	14:05	16:46	77335:23	3028	25:32	-0.86	-1.52
Jan-01	58:09	10	5:49	6:20	59947:22	3872	15:29	-0.21	-1.13
Feb-01	114:16	7	16:19	35:26	58706:42	3919	14:59	0.12	-0.93
Mar-01	213:21	14	15:14	27:02	51239:42	4250	12:03	0.55	-0.66
Apr-01	291:37	52	5:36	12:00	45789:19	4110	11:08	-2.29	-2.39
May-01	519:04	70	7:25	16:49	40647:09	4820	8:26	-0.48	-1.29
Jun-01	265:52	59	4:30	6:36	25543:30	4040	6:19	-1.14	-1.69



E911

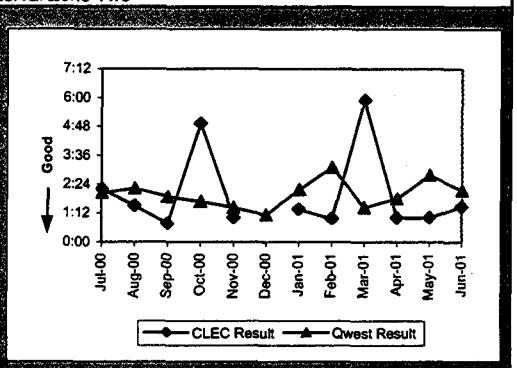
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1:14	3	0:25	0:08	23:43	14	1:42	-0.6	-1.36
Aug-00	0:06	3	0:02	0:00	19:37	9	2:11	-1.36	-1.82
Sep-00	199:41	11	18:09	38:47	18:38	16	1:10	1.88	0.14
Oct-00	4:10	3	1:23	2:21	26:14	6	4:22	-0.7	-1.42
Nov-00	22:51	12	1:54	2:36	35:48	20	1:47	0.11	-0.93
Dec-00	265:17	9	29:29	57:14	17:58	7	2:34	0.4	-0.76
Jan-01	8:22	5	1:40	0:51	21:12	14	1:31	0.18	-0.89
Feb-01	34:07	8	4:16	10:15	9:54	12	0:50	1.5	-0.09
Mar-01	21:30	5	4:18	8:21	37:14	15	2:29	1.3	-0.21
Apr-01	7:20	6	1:13	0:44	9:56	10	1:00	0.43	-0.74
May-01	7:59	6	1:20	1:13	5:42	11	0:31	1.94	0.18
Jun-01	15:22	13	1:11	1:23	13:10	8	1:39	-0.8	-1.48



MR-6E - Mean Time to Restore (Hours:Minutes) - Interval Zone Two

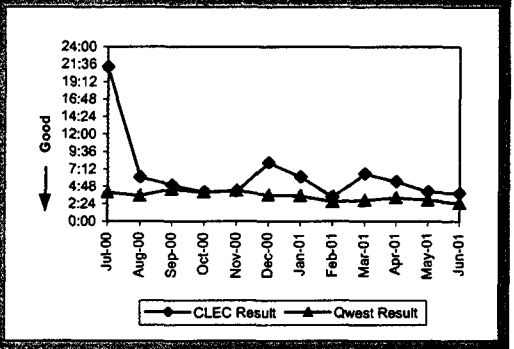
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6:36	3	2:12	1:28	142:19	70	2:02	0.1	-0.94
Aug-00	2:59	2	1:30	2:05	159:24	72	2:13	-0.25	-1.15
Sep-00	3:48	5	0:46	0:59	105:41	56	1:53	-0.69	-1.42
Oct-00	4:55	1	4:55		118:56	71	1:41	1.08	-0.34
Nov-00	3:01	3	1:00	0:17	80:39	56	1:26	-0.23	-1.14
Dec-00					65:36	59	1:07		
Jan-01	5:25	4	1:21	2:21	205:52	95	2:10	-0.49	-1.3
Feb-01	2:55	3	0:58	0:46	229:38	74	3:06	-0.54	-1.33
Mar-01	35:20	6	5:53	9:19	131:36	92	1:26	1.57	-0.04
Apr-01	2:00	2	1:00	1:11	165:22	92	1:48	-0.39	-1.24
May-01	9:13	9	1:01	0:54	186:37	67	2:47	-0.87	-1.53
Jun-01	11:41	8	1:28	0:53	191:09	89	2:09	-0.28	-1.17



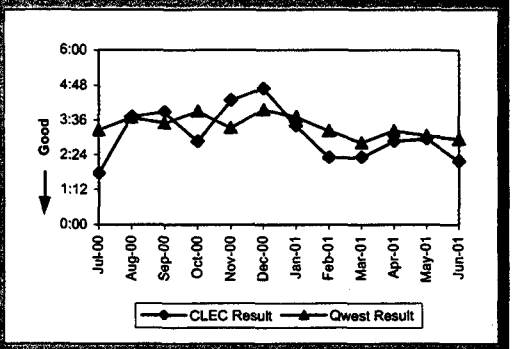
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	998:18	47	21:14	57:00	13912:50	3466	4:01	3.72	1.26
Aug-00	261:48	43	6:05	11:15	13881:50	3910	3:33	1.6	-0.03
Sep-00	139:29	28	4:59	6:13	16604:05	3787	4:23	0.29	-0.82
Oct-00	124:48	31	4:02	5:14	13818:15	3423	4:02	0	-1
Nov-00	111:53	27	4:09	6:37	12307:52	2923	4:13	-0.03	-1.02
Dec-00	194:07	24	8:05	22:12	9065:53	2502	3:37	1.66	0.01
Jan-01	190:37	31	6:09	17:26	9909:18	2788	3:33	1.72	0.04
Feb-01	103:51	31	3:21	4:13	6856:01	2525	2:43	0.79	-0.52
Mar-01	118:09	18	6:34	7:07	8067:43	2779	2:54	2.03	0.24
Apr-01	147:29	27	5:28	8:50	10166:21	3145	3:14	0.89	-0.46
May-01	130:54	32	4:05	6:24	9060:49	3064	2:57	1.22	-0.26
Jun-01	171:52	45	3:49	5:22	8406:27	3355	2:30	1.52	-0.07



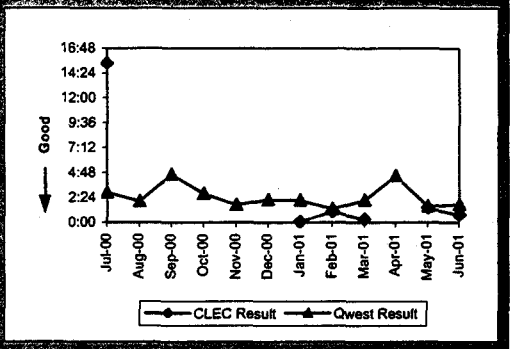
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	104:22	59	1:46	3:17	6450:25	1980	3:15	-2.14	-2.3
Aug-00	234:03	63	3:43	8:53	9396:52	2551	3:41	0.02	-0.99
Sep-00	170:33	44	3:53	7:41	7591:20	2177	3:29	0.41	-0.75
Oct-00	131:59	46	2:52	4:59	8435:13	2165	3:54	-0.31	-1.19
Nov-00	226:53	53	4:17	7:28	6368:03	1912	3:20	0.83	-0.5
Dec-00	229:27	49	4:41	11:47	7309:10	1852	3:57	0.54	-0.67
Jan-01	214:23	63	3:24	12:25	7355:39	1977	3:43	-0.2	-1.12
Feb-01	161:05	70	2:18	3:01	6357:50	1966	3:14	-0.9	-1.55
Mar-01	178:33	77	2:19	3:23	6507:17	2310	2:49	-0.72	-1.44
Apr-01	168:49	59	2:52	4:09	8036:37	2488	3:14	-0.55	-1.33
May-01	224:49	76	2:57	5:03	7406:09	2416	3:04	-0.18	-1.11
Jun-01	181:02	83	2:11	2:46	7548:39	2574	2:56	-1.36	-1.83



DS3

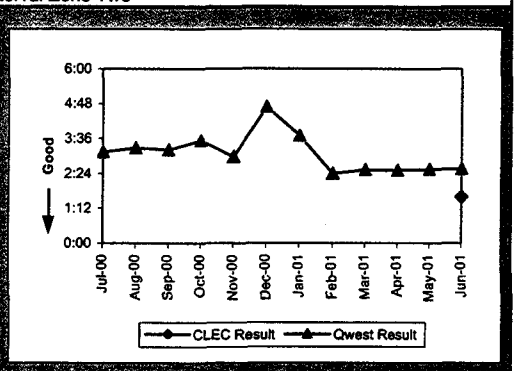
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	30:40	2	15:20	20:43	78:05	27	2:54	4.35	1.64
Aug-00					31:05	15	2:04		
Sep-00					143:55	31	4:39		
Oct-00					52:48	19	2:47		
Nov-00					54:51	32	1:43		
Dec-00					82:06	37	2:13		
Jan-01	0:08	2	0:04	0:04	57:52	27	2:09	-0.57	-1.35
Feb-01	1:02	1	1:02		50:03	38	1:19	-0.2	-1.12
Mar-01	0:18	1	0:18		94:32	44	2:09	-0.86	-1.52
Apr-01					151:37	34	4:28		
May-01	1:24	1	1:24		50:50	32	1:35	-0.11	-1.07
Jun-01	0:43	1	0:43		66:23	38	1:45	-0.53	-1.32



MR-6E - Mean Time to Restore (Hours:Minutes) - Interval Zone Two

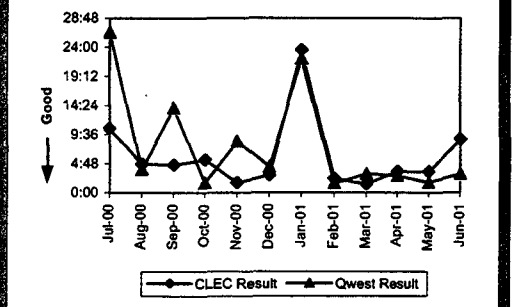
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3355:19	1069	3:08		
Aug-00					4146:10	1262	3:17		
Sep-00					3153:22	981	3:13		
Oct-00					3715:01	1051	3:32		
Nov-00					2730:08	919	2:58		
Dec-00					4185:36	893	4:41		
Jan-01					3340:22	901	3:42		
Feb-01					1898:28	790	2:24		
Mar-01					2596:49	1026	2:32		
Apr-01					2371:10	943	2:31		
May-01					2548:10	997	2:33		
Jun-01	1:35	1	1:35		2640:01	1026	2:34	-0.21	-1.13



LIS Trunk

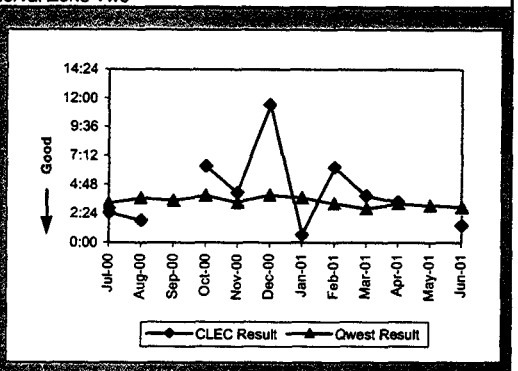
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	521:19	49	10:38	48:48	2036:25	77	26:27	-0.42	-1.25
Aug-00	266:07	56	4:45	7:22	312:32	82	3:49	0.6	-0.64
Sep-00	193:12	42	4:36	6:11	1096:33	78	14:04	-0.8	-1.49
Oct-00	260:15	48	5:25	9:28	90:18	56	1:37	3.72	1.26
Nov-00	69:14	42	1:39	2:11	477:32	56	8:32	-1.25	-1.76
Dec-00	85:42	30	2:51	6:14	209:27	49	4:16	-0.53	-1.32
Jan-01	1176:37	50	23:32	101:45	1944:13	88	22:06	0.09	-0.95
Feb-01	135:33	59	2:18	2:28	68:42	45	1:32	1.32	-0.2
Mar-01	66:30	47	1:25	1:20	186:55	61	3:04	-1.13	-1.69
Apr-01	135:10	39	3:28	5:32	219:52	79	2:47	0.6	-0.64
May-01	239:15	70	3:25	5:08	119:20	71	1:41	2.46	0.49
Jun-01	333:30	38	8:47	34:24	199:49	66	3:02	1.32	-0.2



MR-6E - Mean Time to Restore (Hours:Minutes) - Interval Zone Two

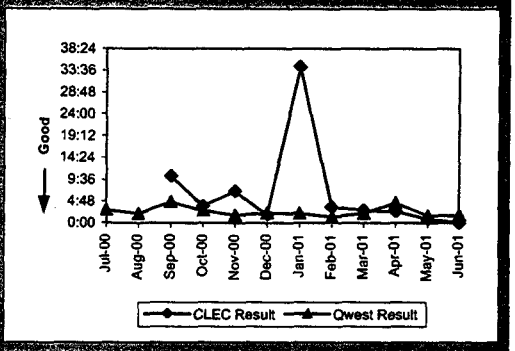
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	9:57	4	2:29	3:44	6450:25	1980	3:15	-0.29	-1.18
Aug-00	5:31	3	1:50	0:01	9396:52	2551	3:41	-0.26	-1.16
Sep-00					7591:20	2177	3:29		
Oct-00	6:20	1	6:20		8435:13	2165	3:54	0.11	-0.93
Nov-00	16:38	4	4:09	0:06	6368:03	1912	3:20	0.2	-0.88
Dec-00	45:42	4	11:26	9:20	7309:10	1852	3:57	1.57	-0.04
Jan-01	0:38	1	0:38		7355:39	1977	3:43	-0.25	-1.15
Feb-01	31:09	5	6:14	6:26	6357:50	1966	3:14	0.79	-0.52
Mar-01	19:18	5	3:52	2:31	6507:17	2310	2:49	0.39	-0.76
Apr-01	20:05	6	3:21	1:20	8036:37	2488	3:14	0.06	-0.97
May-01					7406:09	2416	3:04		
Jun-01	8:25	6	1:24	1:02	7548:39	2574	2:56	-0.76	-1.46



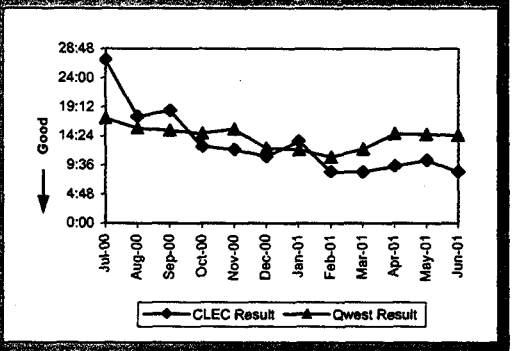
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					78:05	27	2:54		
Aug-00					31:05	15	2:04		
Sep-00	10:23	1	10:23		143:55	31	4:39	0.43	-0.74
Oct-00	7:25	2	3:42	4:51	52:48	19	2:47	0.34	-0.79
Nov-00	7:00	1	7:00		54:51	32	1:43	1.83	0.11
Dec-00	10:42	6	1:47	1:48	82:06	37	2:13	-0.27	-1.17
Jan-01	172:01	5	34:24	71:53	57:52	27	2:09	2.1	0.27
Feb-01	20:58	6	3:30	4:05	50:03	38	1:19	1.19	-0.28
Mar-01	19:19	7	2:46	2:26	94:32	44	2:09	0.7	-0.57
Apr-01	20:28	8	2:33	2:13	151:37	34	4:28	-0.85	-1.52
May-01	2:45	3	0:55	0:55	50:50	32	1:35	-0.65	-1.4
Jun-01	0:01	1	0:01		66:23	38	1:45	-0.88	-1.54



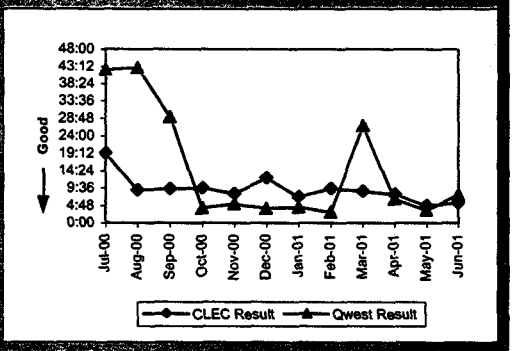
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	7279:43	270	26:58	55:04	1581551:55	91186	17:21	2.37	0.44
Aug-00	5184:36	295	17:34	66:19	1499693:48	95595	15:41	1.38	-0.16
Sep-00	4572:19	246	18:35	57:09	1217490:14	79656	15:17	2.75	0.67
Oct-00	3349:58	265	12:38	17:15	1167190:57	78967	14:47	-1.63	-1.99
Nov-00	2805:01	231	12:09	19:01	1186382:16	76380	15:32	-2.04	-2.24
Dec-00	2556:58	233	10:58	19:28	735067:34	59584	12:20	-1.12	-1.68
Jan-01	2661:36	197	13:31	16:54	843056:48	69251	12:10	0.82	-0.5
Feb-01	1737:39	204	8:31	11:33	680337:06	62337	10:55	-1.92	-2.17
Mar-01	2068:09	246	8:24	10:57	813481:36	66731	12:11	-2.08	-2.27
Apr-01	3473:49	368	9:26	10:30	996617:10	67496	14:46	-2.83	-2.72
May-01	4634:27	446	10:23	11:16	1056908:18	72035	14:40	-3.94	-3.4
Jun-01	4235:59	501	8:27	10:35	892625:16	61838	14:26	-7.43	-5.51



Unbundled Loop - 2 Wire Non-Loaded

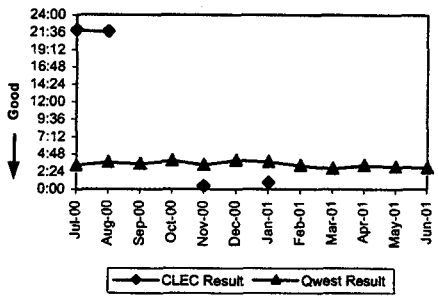
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1230:17	64	19:13	50:29	1478:20	35	42:14	-0.94	-1.57
Aug-00	831:34	92	9:02	9:44	1458:08	34	42:53	-1.51	-1.92
Sep-00	777:34	83	9:22	10:29	933:41	32	29:11	-1.25	-1.76
Oct-00	903:08	94	9:36	26:42	109:10	27	4:03	1.29	-0.21
Nov-00	565:16	70	8:05	18:12	183:21	35	5:14	0.82	-0.5
Dec-00	848:07	68	12:28	38:58	130:38	33	3:58	1.93	0.17
Jan-01	561:13	78	7:12	12:28	224:49	51	4:24	0.42	-0.75
Feb-01	549:33	58	9:28	25:18	91:19	31	2:57	1.19	-0.28
Mar-01	557:45	64	8:43	21:12	855:32	32	26:44	-1.03	-1.63
Apr-01	497:16	63	7:54	11:16	163:38	25	6:33	0.41	-0.75
May-01	352:26	75	4:42	6:01	107:28	31	3:28	0.94	-0.43
Jun-01	380:36	69	5:31	10:16	109:35	14	7:50	-0.62	-1.38



MR-6E - Mean Time to Restore (Hours:Minutes) - Interval Zone Two

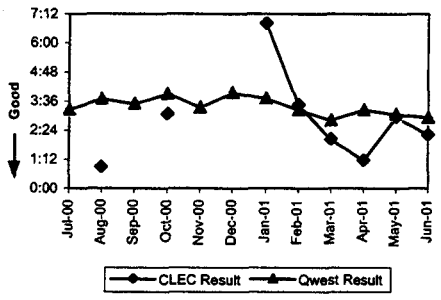
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	21:50	1	21:50		6450:25	1980	3:15	3.52	1.14
Aug-00	108:13	5	21:39	24:56	9396:52	2551	3:41	2.51	0.53
Sep-00					7591:20	2177	3:29		
Oct-00					8435:13	2165	3:54		
Nov-00	0:24	1	0:24		6368:03	1912	3:20	-0.36	-1.22
Dec-00					7309:10	1852	3:57		
Jan-01	0:52	1	0:52		7355:39	1977	3:43	-0.23	-1.14
Feb-01					6357:50	1966	3:14		
Mar-01					6507:17	2310	2:49		
Apr-01					8036:37	2488	3:14		
May-01					7406:09	2416	3:04		
Jun-01					7548:39	2574	2:56		



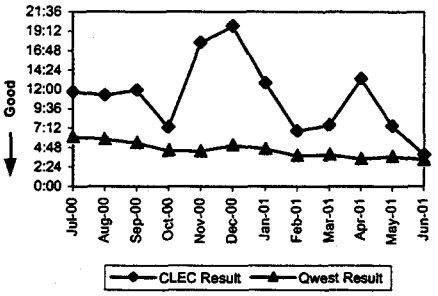
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					6450:25	1980	3:15		
Aug-00	0:52	1	0:52		9396:52	2551	3:41	-0.23	-1.14
Sep-00					7591:20	2177	3:29		
Oct-00	6:07	2	3:04	3:07	8435:13	2165	3:54	-0.05	-1.03
Nov-00					6368:03	1912	3:20		
Dec-00					7309:10	1852	3:57		
Jan-01	20:23	3	6:48	3:24	7355:39	1977	3:43	0.43	-0.74
Feb-01	20:38	6	3:26	3:31	6357:50	1966	3:14	0.06	-0.96
Mar-01	18:17	9	2:02	3:24	6507:17	2310	2:49	-0.39	-1.24
Apr-01	3:26	3	1:09	1:17	8036:37	2488	3:14	-0.7	-1.43
May-01	14:43	5	2:57	2:34	7406:09	2416	3:04	-0.05	-1.03
Jun-01	19:52	9	2:12	1:44	7548:39	2574	2:56	-0.44	-1.27



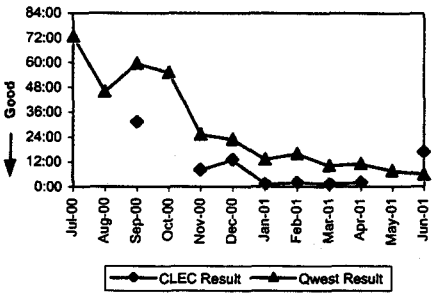
Unbundled Loop ISDN Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	515:08	44	11:42	12:46	3635:32	595	6:07	1.53	-0.07
Aug-00	685:31	61	11:14	13:49	3985:57	684	5:50	1.47	-0.11
Sep-00	559:34	47	11:54	13:55	3617:08	674	5:22	1.51	-0.08
Oct-00	357:31	49	7:18	7:53	2768:42	624	4:26	1.07	-0.35
Nov-00	782:56	44	17:48	87:14	2311:59	531	4:21	2.46	0.49
Dec-00	853:06	43	19:50	80:14	2285:24	447	5:07	2.05	0.25
Jan-01	627:47	49	12:49	41:00	2927:18	630	4:39	1.48	-0.1
Feb-01	259:26	38	6:50	9:16	2216:20	580	3:49	1.15	-0.3
Mar-01	302:38	40	7:34	12:53	2181:14	554	3:56	1.54	-0.06
Apr-01	293:32	22	13:21	39:57	1862:48	544	3:25	1.85	0.13
May-01	365:24	49	7:27	14:58	1919:53	526	3:39	1.39	-0.16
Jun-01	128:39	33	3:54	9:03	1775:14	540	3:17	0.49	-0.7



Unbundled Loop - ADSL Qualified

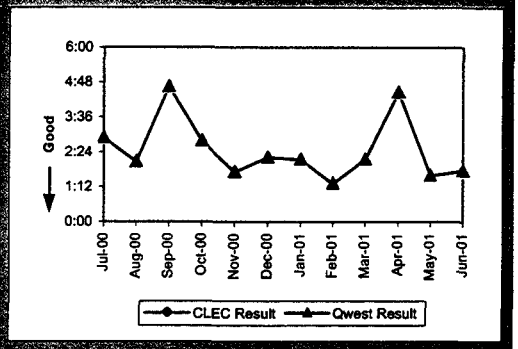
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					68798:26	946	72:44		
Aug-00					40691:01	885	45:59		
Sep-00	31:19	1	31:19		53897:54	904	59:37	-0.27	-1.16
Oct-00					47393:58	858	55:14		
Nov-00	24:33	3	8:11	11:47	11926:27	471	25:19	-0.77	-1.47
Dec-00	52:05	4	13:01	11:39	12000:09	523	22:57	-0.62	-1.38
Jan-01	1:17	1	1:17		8312:19	630	13:12	-0.56	-1.34
Feb-01	6:07	3	2:02	0:27	11437:13	718	15:56	-0.82	-1.5
Mar-01	1:17	1	1:17		7213:50	705	10:14	-0.48	-1.29
Apr-01	6:18	3	2:06	1:10	6577:47	592	11:07	-1.03	-1.63
May-01					5835:38	756	7:43		
Jun-01	66:46	4	16:42	22:59	4070:00	685	5:56	2.32	0.41



MR-6E - Mean Time to Restore (Hours:Minutes) - Interval Zone Two

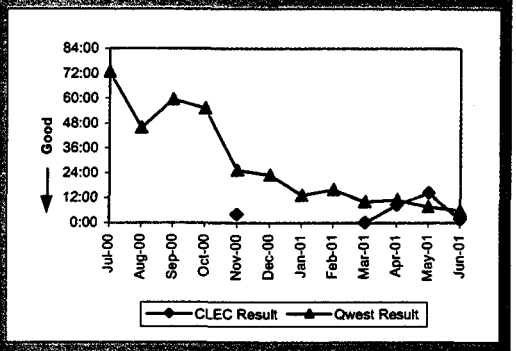
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					78:05	27	2:54		
Aug-00					31:05	15	2:04		
Sep-00					143:55	31	4:39		
Oct-00					52:48	19	2:47		
Nov-00					54:51	32	1:43		
Dec-00					82:06	37	2:13		
Jan-01					57:52	27	2:09		
Feb-01					50:03	38	1:19		
Mar-01					94:32	44	2:09		
Apr-01					151:37	34	4:28		
May-01					50:50	32	1:35		
Jun-01					66:23	38	1:45		



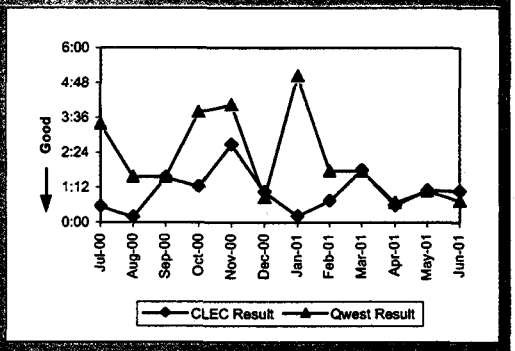
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					68798:26	946	72:44		
Aug-00					40691:01	885	45:59		
Sep-00					53897:54	904	59:37		
Oct-00					47393:58	858	55:14		
Nov-00	3:53	1	3:53		11926:27	471	25:19	-0.56	-1.34
Dec-00					12000:09	523	22:57		
Jan-01					8312:19	630	13:12		
Feb-01					11437:13	718	15:56		
Mar-01	0:01	1	0:01		7213:50	705	10:14	-0.55	-1.33
Apr-01	25:48	3	8:36	8:59	6577:47	592	11:07	-0.29	-1.17
May-01	28:44	2	14:22	19:59	5835:38	756	7:43	0.63	-0.62
Jun-01	8:58	5	1:48	2:09	4070:00	685	5:56	-1	-1.61



E911

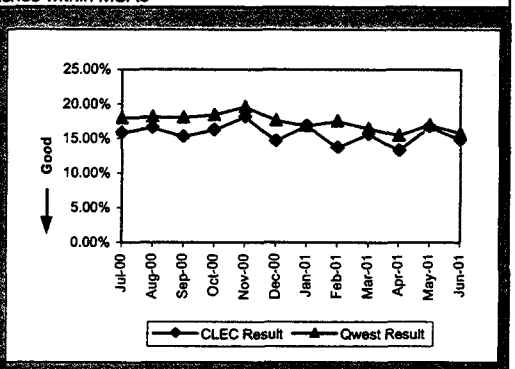
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1:05	2	0:33	0:02	98:13	29	3:23	-0.56	-1.34
Aug-00	0:11	1	0:11		62:21	40	1:34	-0.44	-1.27
Sep-00	1:33	1	1:33		50:11	32	1:34	-0.01	-1
Oct-00	8:40	7	1:14	0:48	98:39	26	3:48	-0.9	-1.55
Nov-00	8:02	3	2:41	2:45	162:17	40	4:03	-0.18	-1.11
Dec-00	9:23	9	1:03	1:00	13:56	16	0:52	0.36	-0.78
Jan-01	0:38	3	0:13	0:06	120:37	24	5:02	-0.78	-1.47
Feb-01	0:44	1	0:44		38:44	22	1:46	-0.53	-1.32
Mar-01	1:48	1	1:48		33:30	19	1:46	0.01	-0.99
Apr-01	1:44	3	0:35	0:02	24:11	35	0:41	-0.2	-1.12
May-01	3:17	3	1:06	0:39	30:23	28	1:05	0.01	-0.99
Jun-01	1:04	1	1:04		13:54	19	0:44	0.26	-0.84



MR-7A - Repair Repeat Report Rate (Percent) - Dispatches within MSAs

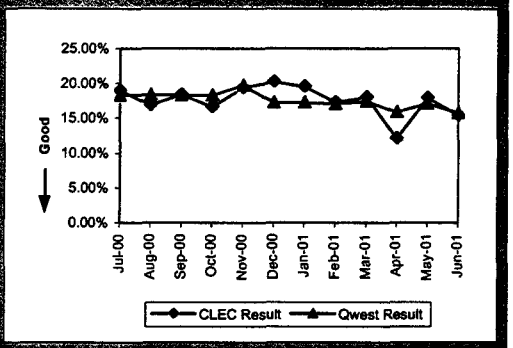
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	211	1336	15.79%	36.47%	29083	162019	17.95%	-2.05	-2.24
Aug-00	269	1627	16.53%	37.15%	31615	174102	18.16%	-1.69	-2.03
Sep-00	211	1379	15.30%	36.00%	26898	149222	18.03%	-2.62	-2.59
Oct-00	251	1545	16.25%	36.89%	29442	159742	18.43%	-2.2	-2.34
Nov-00	275	1517	18.13%	38.52%	29237	149153	19.60%	-1.44	-1.87
Dec-00	167	1137	14.69%	35.40%	19860	112644	17.63%	-2.59	-2.58
Jan-01	206	1221	16.87%	37.45%	22953	136159	16.86%	0.01	-0.99
Feb-01	151	1102	13.70%	34.39%	19790	113047	17.51%	-3.31	-3.01
Mar-01	269	1720	15.64%	36.32%	21979	133418	16.47%	-0.93	-1.56
Apr-01	258	1944	13.27%	33.93%	23097	149393	15.46%	-2.65	-2.61
May-01	335	2003	16.72%	37.32%	26956	158891	16.97%	-0.28	-1.17
Jun-01	309	2082	14.84%	35.55%	24893	157538	15.80%	-1.19	-1.73



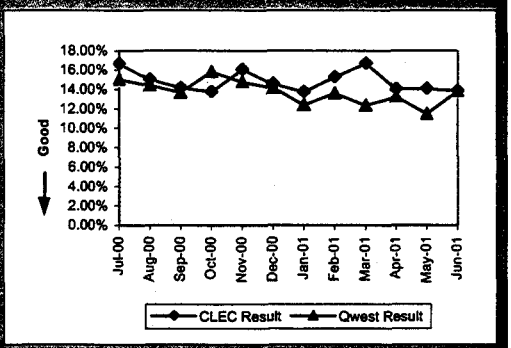
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	84	442	19.00%	39.23%	3355	18377	18.26%	0.39	-0.76
Aug-00	93	550	16.91%	37.48%	3824	20824	18.36%	-0.87	-1.53
Sep-00	94	511	18.40%	38.74%	3252	17773	18.30%	0.06	-0.97
Oct-00	88	528	16.67%	37.27%	3605	19709	18.29%	-0.95	-1.58
Nov-00	110	568	19.37%	39.52%	3576	18146	19.71%	-0.2	-1.12
Dec-00	104	514	20.23%	40.17%	2351	13656	17.22%	1.78	0.08
Jan-01	145	741	19.57%	39.67%	3085	17881	17.25%	1.63	-0.01
Feb-01	119	687	17.32%	37.84%	2528	14817	17.06%	0.18	-0.89
Mar-01	147	815	18.04%	38.45%	2961	16994	17.42%	0.45	-0.73
Apr-01	108	892	12.11%	32.62%	2717	17096	15.89%	-3.01	-2.83
May-01	176	983	17.90%	38.34%	3169	18540	17.09%	0.66	-0.6
Jun-01	165	1068	15.45%	36.14%	2714	17254	15.73%	-0.24	-1.15



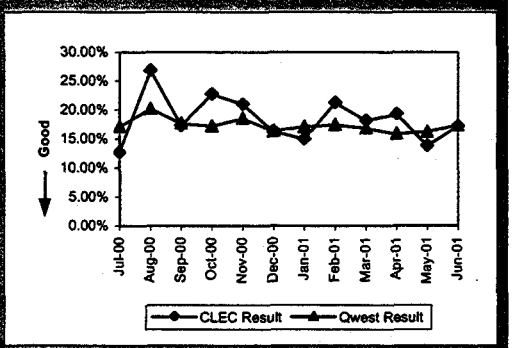
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	321	1925	16.68%	37.28%	171	1138	15.03%	1.23	-0.25
Aug-00	301	2000	15.05%	35.76%	196	1355	14.46%	0.47	-0.71
Sep-00	246	1735	14.18%	34.88%	164	1200	13.67%	0.4	-0.76
Oct-00	226	1642	13.76%	34.45%	187	1181	15.83%	-1.49	-1.9
Nov-00	254	1580	16.08%	36.73%	150	1015	14.78%	0.91	-0.45
Dec-00	183	1256	14.57%	35.28%	105	741	14.17%	0.25	-0.85
Jan-01	230	1670	13.77%	34.46%	108	872	12.39%	1.01	-0.39
Feb-01	229	1499	15.28%	35.98%	111	815	13.62%	1.11	-0.33
Mar-01	329	1972	16.68%	37.28%	105	849	12.37%	3.19	0.94
Apr-01	283	2017	14.03%	34.73%	102	768	13.28%	0.52	-0.68
May-01	301	2139	14.07%	34.77%	102	889	11.47%	2.04	0.24
Jun-01	310	2237	13.86%	34.55%	112	810	13.83%	0.02	-0.99



Centrex 21

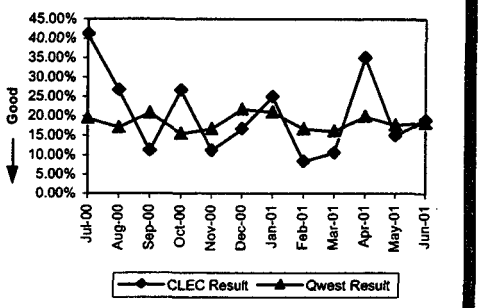
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	11	87	12.64%	33.23%	800	4686	17.07%	-1.09	-1.66
Aug-00	33	123	26.83%	44.31%	1077	5328	20.21%	1.75	0.07
Sep-00	18	104	17.31%	37.83%	775	4390	17.65%	-0.09	-1.06
Oct-00	29	128	22.66%	41.86%	806	4690	17.19%	1.56	-0.05
Nov-00	17	81	20.99%	40.72%	805	4343	18.54%	0.57	-0.65
Dec-00	15	92	16.30%	36.94%	535	3273	16.35%	-0.01	-1.01
Jan-01	25	167	14.97%	35.68%	715	4187	17.08%	-0.71	-1.43
Feb-01	28	132	21.21%	40.88%	589	3388	17.38%	1.13	-0.31
Mar-01	31	171	18.13%	38.53%	669	3984	16.79%	0.48	-0.71
Apr-01	37	192	19.27%	39.44%	598	3760	15.90%	1.21	-0.26
May-01	26	189	13.76%	34.44%	681	4204	16.20%	-0.89	-1.54
Jun-01	32	186	17.20%	37.74%	688	3969	17.33%	-0.05	-1.03



MR-7A - Repair Repeat Report Rate (Percent) - Dispatches within MSAs

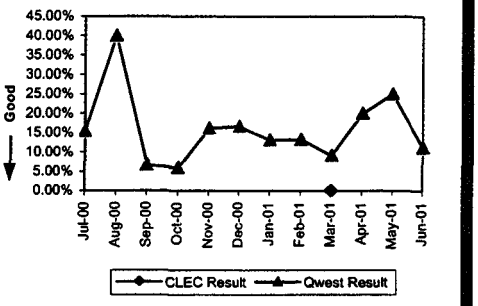
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	7	17	41.18%	49.22%	94	483	19.46%	2.04	0.24
Aug-00	4	15	26.67%	44.22%	98	575	17.04%	0.97	-0.41
Sep-00	1	9	11.11%	31.43%	113	543	20.81%	-0.71	-1.43
Oct-00	4	15	26.67%	44.22%	79	511	15.46%	1.15	-0.3
Nov-00	1	9	11.11%	31.43%	82	493	16.63%	-0.44	-1.27
Dec-00	1	6	16.67%	37.27%	78	358	21.79%	-0.3	-1.18
Jan-01	3	12	25.00%	43.30%	101	481	21.00%	0.39	-0.76
Feb-01	1	12	8.33%	27.64%	65	390	16.67%	-0.76	-1.46
Mar-01	2	19	10.53%	30.69%	67	416	16.11%	-0.65	-1.39
Apr-01	7	20	35.00%	47.70%	85	427	19.91%	1.55	-0.06
May-01	3	20	15.00%	35.71%	81	456	17.76%	-0.32	-1.19
Jun-01	7	37	18.92%	39.17%	88	480	18.33%	0.11	-0.93



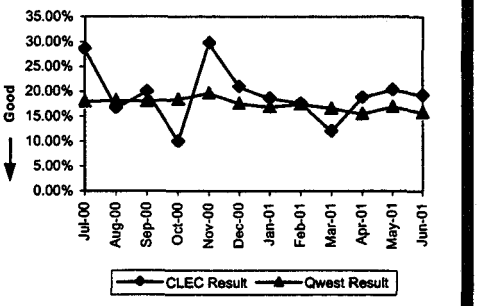
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					2	13	15.38%		
Aug-00					2	5	40.00%		
Sep-00					1	15	6.67%		
Oct-00					1	17	5.88%		
Nov-00					6	37	16.22%		
Dec-00					3	18	16.67%		
Jan-01					3	23	13.04%		
Feb-01					2	15	13.33%		
Mar-01	0	1	0.00%	0.00%	2	22	9.09%	-0.31	-1.19
Apr-01					5	25	20.00%		
May-01					4	16	25.00%		
Jun-01					3	27	11.11%		



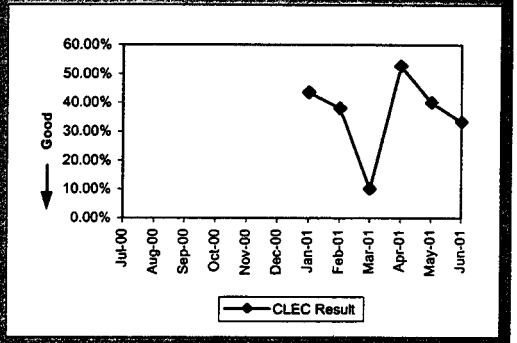
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	7	28.57%	45.18%	32438	180396	17.98%	0.69	-0.58
Aug-00	1	6	16.67%	37.27%	35439	194926	18.18%	-0.1	-1.06
Sep-00	2	10	20.00%	40.00%	30150	166995	18.05%	0.22	-0.87
Oct-00	2	20	10.00%	30.00%	33047	179451	18.42%	-0.97	-1.59
Nov-00	11	37	29.73%	45.71%	32813	167299	19.61%	1.48	-0.1
Dec-00	9	43	20.93%	40.68%	22211	126300	17.59%	0.59	-0.64
Jan-01	13	70	18.57%	38.89%	26038	154040	16.90%	0.39	-0.76
Feb-01	12	68	17.65%	38.12%	22318	127864	17.45%	0.07	-0.96
Mar-01	7	58	12.07%	32.58%	24940	150412	16.58%	-0.92	-1.56
Apr-01	18	96	18.75%	39.03%	25814	166489	15.50%	0.87	-0.47
May-01	23	113	20.35%	40.26%	30125	177431	16.98%	0.93	-0.43
Jun-01	16	83	19.28%	39.45%	27607	174792	15.79%	0.86	-0.48



MR-7A - Repair Repeat Report Rate (Percent) - Dispatches within MSAs

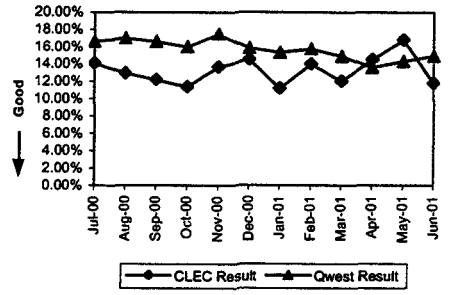
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	10	23	43.48%	49.57%
Feb-01	8	21	38.10%	48.56%
Mar-01	1	10	10.00%	30.00%
Apr-01	10	19	52.63%	49.93%
May-01	6	15	40.00%	48.99%
Jun-01	4	12	33.33%	47.14%



MR-7B - Repair Repeat Report Rate (Percent) - Dispatches outside MSAs

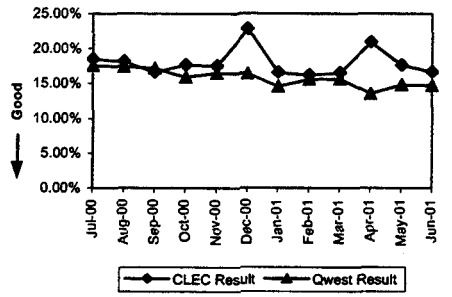
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	55	390	14.10%	34.80%	9226	55520	16.62%	-1.33	-1.81
Aug-00	55	425	12.94%	33.57%	9685	56987	17.00%	-2.22	-2.35
Sep-00	44	361	12.19%	32.72%	7752	46686	16.60%	-2.25	-2.37
Oct-00	42	370	11.35%	31.72%	7676	47970	16.00%	-2.43	-2.48
Nov-00	57	417	13.67%	34.35%	7937	45380	17.49%	-2.04	-2.24
Dec-00	37	255	14.51%	35.22%	5064	31974	15.84%	-0.58	-1.35
Jan-01	31	277	11.19%	31.53%	4788	31263	15.32%	-1.9	-2.15
Feb-01	38	271	14.02%	34.72%	4500	28601	15.73%	-0.77	-1.47
Mar-01	38	316	12.03%	32.53%	5221	35038	14.90%	-1.43	-1.87
Apr-01	52	358	14.53%	35.24%	5090	37389	13.61%	0.51	-0.69
May-01	59	351	16.81%	37.39%	5857	40859	14.33%	1.23	-0.25
Jun-01	57	482	11.83%	32.29%	6453	43215	14.93%	-1.9	-2.16



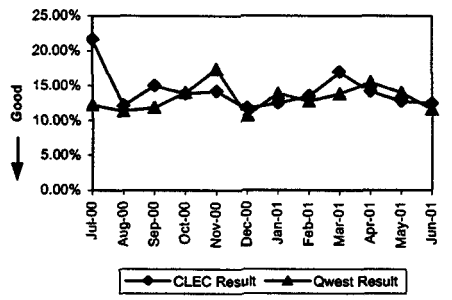
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	43	233	18.45%	38.79%	1187	6763	17.55%	0.38	-0.77
Aug-00	53	292	18.15%	38.54%	1281	7343	17.45%	0.33	-0.8
Sep-00	37	223	16.59%	37.20%	1045	6082	17.18%	-0.23	-1.14
Oct-00	42	238	17.65%	38.12%	1031	6475	15.92%	0.72	-0.56
Nov-00	37	211	17.54%	38.03%	936	5678	16.48%	0.41	-0.75
Dec-00	36	158	22.78%	41.94%	721	4398	16.39%	2.02	0.23
Jan-01	30	181	16.57%	37.19%	673	4622	14.56%	0.77	-0.53
Feb-01	27	167	16.17%	36.82%	632	4055	15.59%	0.21	-0.87
Mar-01	34	206	16.50%	37.12%	763	4872	15.66%	0.34	-0.79
Apr-01	44	210	20.95%	40.70%	637	4709	13.53%	2.87	0.75
May-01	40	227	17.62%	38.10%	808	5463	14.79%	1.16	-0.3
Jun-01	44	264	16.67%	37.27%	807	5480	14.73%	0.86	-0.48



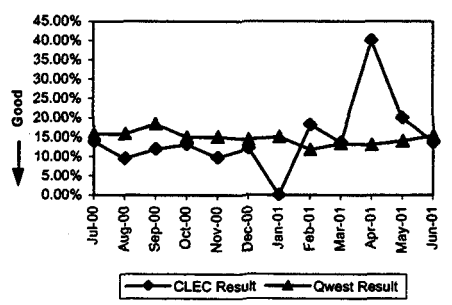
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	137	634	21.61%	41.16%	44	360	12.22%	4.34	1.64
Aug-00	80	660	12.12%	32.64%	54	474	11.39%	0.38	-0.77
Sep-00	87	579	15.03%	35.73%	48	405	11.85%	1.52	-0.08
Oct-00	66	477	13.84%	34.53%	58	414	14.01%	-0.07	-1.05
Nov-00	70	494	14.17%	34.87%	55	317	17.35%	-1.17	-1.71
Dec-00	37	314	11.78%	32.24%	26	242	10.74%	0.39	-0.76
Jan-01	57	458	12.45%	33.01%	38	274	13.87%	-0.54	-1.33
Feb-01	65	481	13.51%	34.19%	32	251	12.75%	0.28	-0.83
Mar-01	105	620	16.94%	37.51%	29	210	13.81%	1.13	-0.31
Apr-01	85	599	14.19%	34.90%	30	193	15.54%	-0.45	-1.27
May-01	86	673	12.78%	33.39%	32	228	14.04%	-0.47	-1.29
Jun-01	98	786	12.47%	33.04%	22	189	11.64%	0.32	-0.81



Centrex 21

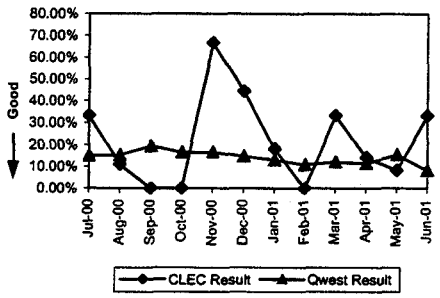
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	43	13.95%	34.65%	113	712	15.87%	-0.33	-1.2
Aug-00	4	42	9.52%	29.35%	131	823	15.92%	-1.1	-1.67
Sep-00	5	42	11.90%	32.38%	126	684	18.42%	-1.06	-1.64
Oct-00	5	38	13.16%	33.80%	103	687	14.99%	-0.31	-1.19
Nov-00	4	41	9.76%	29.67%	100	662	15.11%	-0.93	-1.56
Dec-00	4	33	12.12%	32.64%	76	529	14.37%	-0.36	-1.22
Jan-01	0	16	0.00%	0.00%	80	529	15.12%	-1.66	-2.01
Feb-01	2	11	18.18%	38.57%	54	459	11.76%	0.69	-0.58
Mar-01	3	22	13.64%	34.32%	75	565	13.27%	0.1	-0.94
Apr-01	6	15	40.00%	48.99%	60	459	13.07%	2.58	0.57
May-01	4	20	20.00%	40.00%	77	548	14.05%	0.78	-0.53
Jun-01	3	22	13.64%	34.32%	94	610	15.41%	-0.23	-1.14



MR-7B - Repair Repeat Report Rate (Percent) - Dispatches outside MSAs

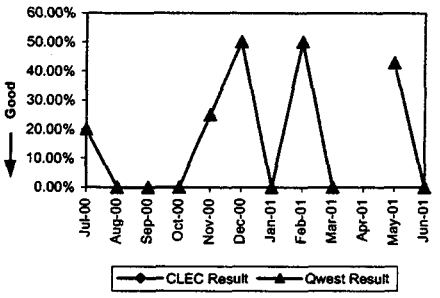
PBX

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	3	33.33%	47.14%	29	192	15.10%	0.83	-0.5
Aug-00	1	9	11.11%	31.43%	30	196	15.31%	-0.34	-1.21
Sep-00	0	6	0.00%	0.00%	33	169	19.53%	-1.19	-1.72
Oct-00	0	7	0.00%	0.00%	26	157	16.56%	-1.15	-1.7
Nov-00	6	9	66.67%	47.14%	25	149	16.78%	3.15	0.91
Dec-00	4	9	44.44%	49.69%	18	121	14.88%	2	0.22
Jan-01	2	11	18.18%	38.57%	14	106	13.21%	0.46	-0.72
Feb-01	0	1	0.00%	0.00%	9	82	10.98%	-0.35	-1.21
Mar-01	2	6	33.33%	47.14%	12	98	12.24%	1.27	-0.23
Apr-01	1	7	14.29%	34.99%	12	105	11.43%	0.24	-0.85
May-01	1	12	8.33%	27.64%	17	110	15.45%	-0.65	-1.39
Jun-01	2	6	33.33%	47.14%	10	119	8.40%	1.75	0.06



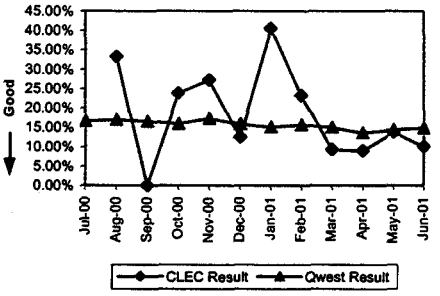
Basic Rate ISDN

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					1	5	20.00%		
Aug-00					0	3	0.00%	N/A	
Sep-00					0	2	0.00%	N/A	
Oct-00					0	1	0.00%	N/A	
Nov-00					1	4	25.00%		
Dec-00					1	2	50.00%		
Jan-01					0	3	0.00%	N/A	
Feb-01					1	2	50.00%		
Mar-01					0	2	0.00%	N/A	
Apr-01									
May-01					3	7	42.86%		
Jun-01					0	4	0.00%	N/A	



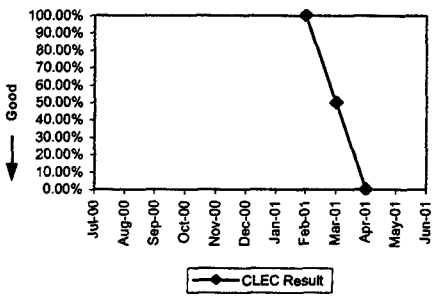
UNE - P (POTS)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					10413	62283	16.72%		
Aug-00	1	3	33.33%	47.14%	10966	64330	17.05%	0.64	-0.61
Sep-00	0	3	0.00%	0.00%	8797	52768	16.67%	-0.77	-1.47
Oct-00	5	21	23.81%	42.59%	8707	54445	15.99%	0.96	-0.42
Nov-00	9	33	27.27%	44.54%	8873	51058	17.38%	1.41	-0.14
Dec-00	5	40	12.50%	33.07%	5785	36372	15.91%	-0.59	-1.36
Jan-01	15	37	40.54%	49.10%	5461	35885	15.22%	3.7	1.25
Feb-01	10	43	23.26%	42.25%	5132	32656	15.72%	1.3	-0.21
Mar-01	5	54	9.26%	28.99%	5984	39910	14.99%	-1.18	-1.72
Apr-01	6	67	8.96%	28.55%	5727	42098	13.60%	-1.11	-1.67
May-01	12	87	13.79%	34.48%	6665	46322	14.39%	-0.16	-1.1
Jun-01	7	69	10.14%	30.19%	7260	48695	14.91%	-1.11	-1.68



MR-7B - Repair Repeat Report Rate (Percent) - Dispatches outside MSAs

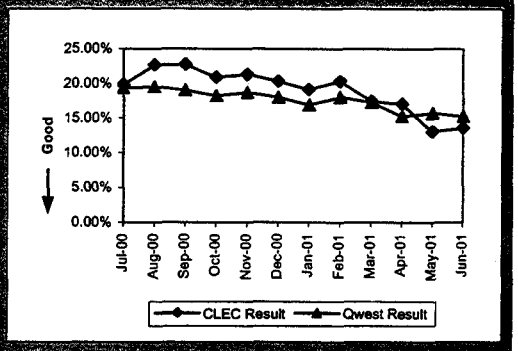
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	2	2	100.00%	0.00%
Mar-01	1	2	50.00%	50.00%
Apr-01	0	1	0.00%	0.00%
May-01				
Jun-01				



MR-7C - Repair Repeat Report Rate (Percent) - No dispatches

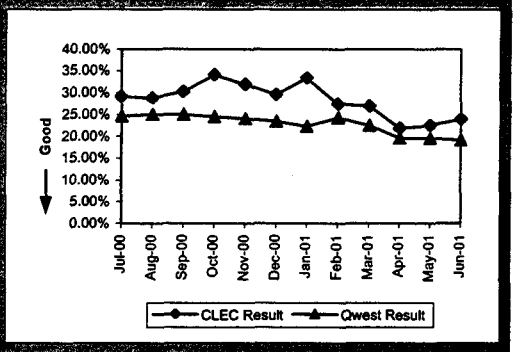
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	137	691	19.83%	39.87%	23103	119599	19.32%	0.34	-0.79
Aug-00	215	949	22.66%	41.86%	26309	134946	19.50%	2.45	0.49
Sep-00	194	854	22.72%	41.90%	21454	112612	19.05%	2.72	0.65
Oct-00	192	921	20.85%	40.62%	22437	123121	18.22%	2.05	0.25
Nov-00	200	940	21.28%	40.93%	21782	116880	18.64%	2.07	0.26
Dec-00	185	911	20.31%	40.23%	18477	102820	17.97%	1.83	0.11
Jan-01	174	909	19.14%	39.34%	20338	120204	16.92%	1.78	0.08
Feb-01	221	1088	20.31%	40.23%	20580	114472	17.98%	2	0.21
Mar-01	202	1159	17.43%	37.94%	16080	93126	17.27%	0.14	-0.91
Apr-01	140	822	17.03%	37.59%	9955	65359	15.23%	1.43	-0.13
May-01	111	850	13.06%	33.69%	10569	67290	15.71%	-2.11	-2.28
Jun-01	134	985	13.60%	34.28%	10844	70862	15.30%	-1.47	-1.89



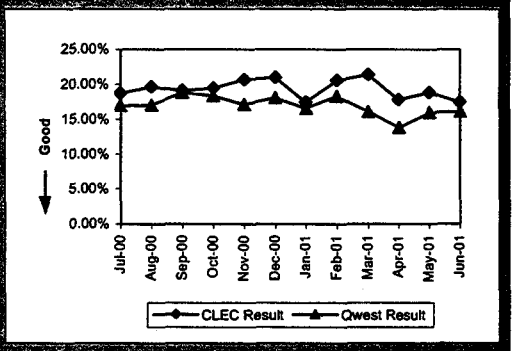
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	198	679	29.16%	45.45%	4438	18015	24.64%	2.69	0.63
Aug-00	252	875	28.80%	45.28%	5435	21694	25.05%	2.51	0.52
Sep-00	282	933	30.23%	45.92%	4814	19286	24.96%	3.63	1.21
Oct-00	368	1079	34.11%	47.41%	5090	20762	24.52%	7.14	3.34
Nov-00	386	1209	31.93%	46.62%	4622	19204	24.07%	6.2	2.77
Dec-00	402	1360	29.56%	45.63%	3771	16095	23.43%	5.12	2.12
Jan-01	574	1721	33.35%	47.15%	4661	20901	22.30%	10.59	5.44
Feb-01	384	1400	27.43%	44.62%	4455	18362	24.26%	2.66	0.62
Mar-01	387	1438	26.91%	44.35%	3623	16116	22.48%	3.86	1.35
Apr-01	231	1057	21.85%	41.33%	2321	11793	19.68%	1.7	0.03
May-01	276	1229	22.46%	41.73%	2488	12706	19.58%	2.43	0.47
Jun-01	305	1278	23.87%	42.63%	2348	12280	19.12%	4.11	1.5



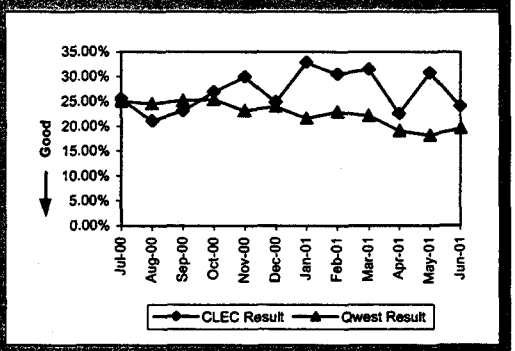
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	185	987	18.74%	39.03%	163	962	16.94%	1.06	-0.36
Aug-00	238	1211	19.65%	39.74%	191	1120	17.05%	1.67	0.01
Sep-00	194	1014	19.13%	39.33%	196	1041	18.83%	0.18	-0.89
Oct-00	276	1417	19.48%	39.60%	206	1122	18.36%	0.72	-0.56
Nov-00	307	1486	20.66%	40.49%	152	888	17.12%	2.22	0.35
Dec-00	289	1378	20.97%	40.71%	157	869	18.07%	1.74	0.06
Jan-01	254	1457	17.43%	37.94%	171	1033	16.55%	0.58	-0.65
Feb-01	325	1580	20.57%	40.42%	165	901	18.31%	1.4	-0.15
Mar-01	350	1637	21.38%	41.00%	123	764	16.10%	3.28	0.99
Apr-01	249	1398	17.81%	38.26%	102	739	13.80%	2.56	0.55
May-01	307	1633	18.80%	39.07%	116	727	15.96%	1.74	0.06
Jun-01	241	1382	17.44%	37.94%	103	641	16.07%	0.78	-0.53



Centrex 21

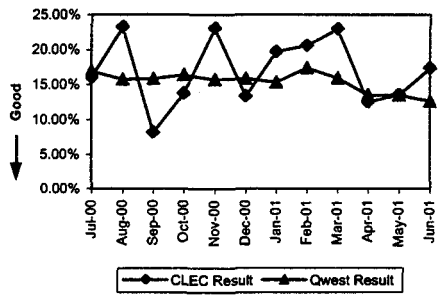
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	27	106	25.47%	43.57%	946	3781	25.02%	0.12	-0.93
Aug-00	32	152	21.05%	40.77%	1112	4535	24.52%	-0.98	-1.59
Sep-00	33	143	23.08%	42.13%	996	3959	25.16%	-0.56	-1.34
Oct-00	46	171	26.90%	44.34%	983	3878	25.35%	0.46	-0.72
Nov-00	50	167	29.94%	45.80%	847	3661	23.14%	1.99	0.21
Dec-00	33	133	24.81%	43.19%	784	3273	23.95%	0.24	-0.85
Jan-01	77	234	32.91%	46.99%	922	4260	21.64%	3.83	1.33
Feb-01	53	174	30.46%	46.02%	798	3485	22.90%	2.23	0.36
Mar-01	61	194	31.44%	46.43%	711	3217	22.10%	2.92	0.77
Apr-01	34	151	22.52%	41.77%	479	2513	19.06%	1.04	-0.37
May-01	60	195	30.77%	46.15%	523	2880	18.16%	4.12	1.5
Jun-01	38	158	24.05%	42.74%	533	2715	19.63%	1.35	-0.18



MR-7C - Repair Repeat Report Rate (Percent) - No dispatches

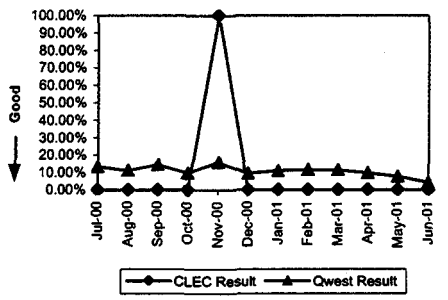
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	8	50	16.00%	36.66%	208	1226	16.97%	-0.18	-1.11
Aug-00	13	56	23.21%	42.22%	235	1494	15.73%	1.45	-0.12
Sep-00	4	49	8.16%	27.38%	191	1207	15.82%	-1.44	-1.88
Oct-00	7	51	13.73%	34.41%	212	1293	16.40%	-0.51	-1.31
Nov-00	12	52	23.08%	42.13%	180	1144	15.73%	1.38	-0.16
Dec-00	6	45	13.33%	33.99%	161	1014	15.88%	-0.46	-1.28
Jan-01	13	66	19.70%	39.77%	221	1445	15.29%	0.97	-0.41
Feb-01	7	34	20.59%	40.43%	205	1180	17.37%	0.52	-0.68
Mar-01	14	61	22.95%	42.05%	172	1081	15.91%	1.42	-0.14
Apr-01	7	56	12.50%	33.07%	127	938	13.54%	-0.22	-1.13
May-01	8	59	13.56%	34.24%	130	964	13.49%	0.05	-0.97
Jun-01	13	75	17.33%	37.85%	97	766	12.66%	1.13	-0.32



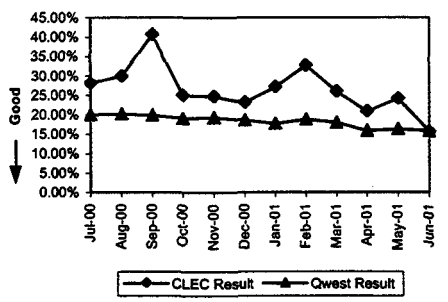
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	18	136	13.24%	-0.39	-1.24
Aug-00	0	2	0.00%	0.00%	25	221	11.31%	-0.5	-1.31
Sep-00	0	1	0.00%	0.00%	26	178	14.61%	-0.41	-1.25
Oct-00	0	2	0.00%	0.00%	16	165	9.70%	-0.46	-1.28
Nov-00	1	1	100.00%	0.00%	34	214	15.89%	1.5	-0.09
Dec-00	0	1	0.00%	0.00%	18	190	9.47%	-0.32	-1.2
Jan-01	0	3	0.00%	0.00%	25	230	10.87%	-0.6	-1.37
Feb-01	0	4	0.00%	0.00%	22	191	11.52%	-0.71	-1.43
Mar-01	0	2	0.00%	0.00%	20	176	11.36%	-0.5	-1.31
Apr-01	0	1	0.00%	0.00%	13	135	9.63%	-0.33	-1.2
May-01	0	1	0.00%	0.00%	9	119	7.56%	-0.28	-1.17
Jun-01	0	3	0.00%	0.00%	4	96	4.17%	-0.36	-1.22



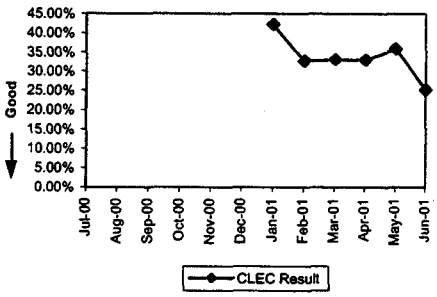
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	9	32	28.13%	44.96%	27541	137614	20.01%	1.12	-0.32
Aug-00	3	10	30.00%	45.83%	31744	156640	20.27%	0.75	-0.54
Sep-00	11	27	40.74%	49.14%	26268	131898	19.92%	2.46	0.5
Oct-00	10	40	25.00%	43.30%	27527	143883	19.13%	0.93	-0.44
Nov-00	30	121	24.79%	43.18%	26404	136084	19.40%	1.43	-0.13
Dec-00	29	125	23.20%	42.21%	22248	118915	18.71%	1.24	-0.25
Jan-01	50	184	27.17%	44.49%	24999	141105	17.72%	3.11	0.89
Feb-01	55	168	32.74%	46.93%	25035	132834	18.85%	4.19	1.55
Mar-01	32	123	26.02%	43.87%	19703	109242	18.04%	2.17	0.32
Apr-01	25	120	20.83%	40.61%	12276	77152	15.91%	1.43	-0.13
May-01	27	112	24.11%	42.77%	13057	79996	16.32%	2.09	0.27
Jun-01	17	108	15.74%	36.42%	13192	83142	15.87%	-0.04	-1.02



MR-7C - Repair Repeat Report Rate (Percent) - No dispatches

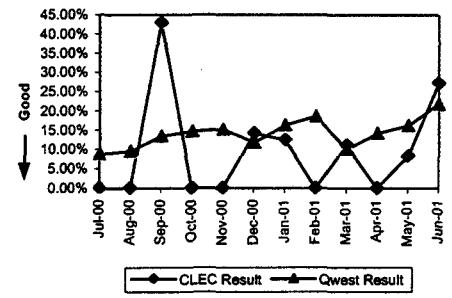
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	59	140	42.14%	49.38%
Feb-01	51	156	32.69%	46.91%
Mar-01	39	118	33.05%	47.04%
Apr-01	34	103	33.01%	47.02%
May-01	42	117	35.90%	47.97%
Jun-01	20	79	25.32%	43.48%



MR-7D - Repair Repeat Report Rate (Percent) - Interval Zone One

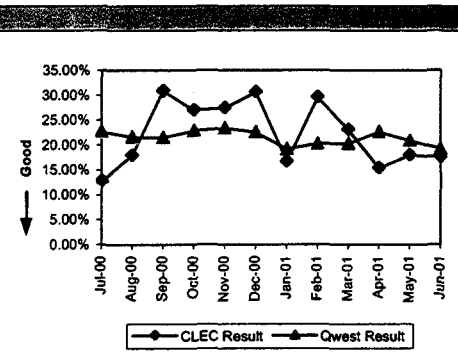
ISDN Primary

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	21	0.00%	0.00%	10	113	8.85%	-1.31	-1.8
Aug-00	0	9	0.00%	0.00%	16	167	9.58%	-0.95	-1.58
Sep-00	3	7	42.86%	49.49%	19	141	13.48%	1.82	0.11
Oct-00	0	4	0.00%	0.00%	27	183	14.75%	-0.82	-1.5
Nov-00	0	2	0.00%	0.00%	21	138	15.22%	-0.59	-1.36
Dec-00	1	7	14.29%	34.99%	19	161	11.80%	0.23	-0.86
Jan-01	1	8	12.50%	33.07%	33	202	16.34%	-0.29	-1.18
Feb-01	0	10	0.00%	0.00%	30	161	18.63%	-1.47	-1.89
Mar-01	1	9	11.11%	31.43%	18	178	10.11%	0.14	-0.92
Apr-01	0	6	0.00%	0.00%	22	154	14.29%	-0.98	-1.6
May-01	1	12	8.33%	27.64%	26	160	16.25%	-0.72	-1.44
Jun-01	3	11	27.27%	44.54%	33	151	21.85%	0.48	-0.71



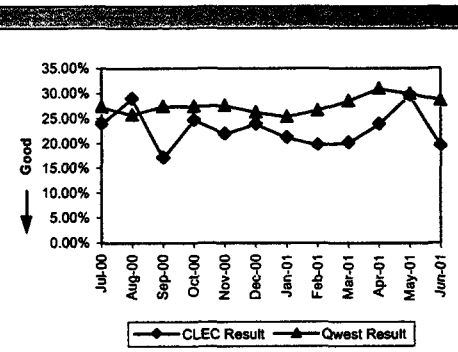
DS0

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	9	70	12.86%	33.47%	1035	4543	22.78%	-1.96	-2.19
Aug-00	12	67	17.91%	38.34%	1251	5779	21.65%	-0.74	-1.45
Sep-00	25	81	30.86%	46.19%	988	4597	21.49%	1.95	0.19
Oct-00	21	78	26.92%	44.36%	1114	4882	22.82%	0.86	-0.47
Nov-00	14	51	27.45%	44.63%	1001	4283	23.37%	0.69	-0.58
Dec-00	19	62	30.65%	46.10%	843	3737	22.56%	1.47	-0.11
Jan-01	10	60	16.67%	37.27%	762	3971	19.19%	-0.49	-1.3
Feb-01	16	54	29.63%	45.66%	710	3497	20.30%	1.63	-0.01
Mar-01	12	52	23.08%	42.13%	815	4022	20.26%	0.53	-0.68
Apr-01	6	39	15.38%	36.08%	885	3912	22.62%	-1.08	-1.65
May-01	9	50	18.00%	38.42%	869	4157	20.90%	-0.5	-1.31
Jun-01	10	57	17.54%	38.03%	831	4312	19.27%	-0.33	-1.2



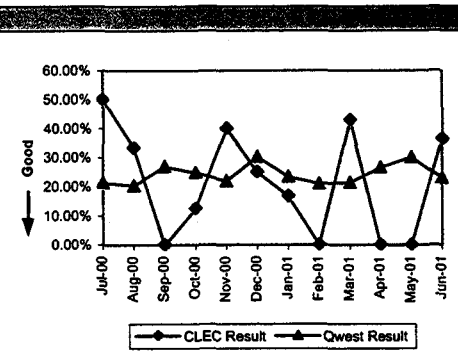
DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	34	142	23.94%	42.67%	1247	4569	27.29%	-0.88	-1.54
Aug-00	46	159	28.93%	45.34%	1552	6047	25.67%	0.91	-0.44
Sep-00	21	123	17.07%	37.63%	1308	4780	27.36%	-2.53	-2.54
Oct-00	29	118	24.58%	43.05%	1394	5089	27.39%	-0.68	-1.41
Nov-00	28	128	21.88%	41.34%	1237	4491	27.54%	-1.42	-1.86
Dec-00	31	130	23.85%	42.61%	1120	4271	26.22%	-0.61	-1.37
Jan-01	30	142	21.13%	40.82%	1155	4560	25.33%	-1.13	-1.69
Feb-01	23	117	19.66%	39.74%	1130	4254	26.56%	-1.67	-2.01
Mar-01	38	189	20.11%	40.08%	1461	5138	28.44%	-2.49	-2.52
Apr-01	46	193	23.83%	42.61%	1515	4900	30.92%	-2.09	-2.27
May-01	45	152	29.61%	45.65%	1592	5312	29.97%	-0.1	-1.06
Jun-01	35	179	19.55%	39.66%	1534	5355	28.65%	-2.65	-2.61



DS3

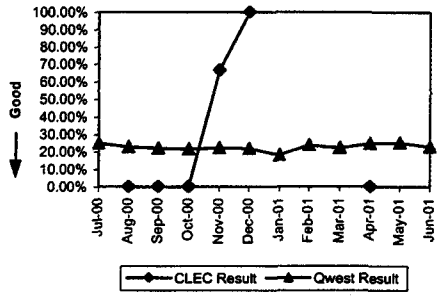
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	2	50.00%	50.00%	17	79	21.52%	0.76	-0.54
Aug-00	1	3	33.33%	47.14%	25	123	20.33%	0.59	-0.64
Sep-00	0	2	0.00%	0.00%	41	152	26.97%	-0.85	-1.52
Oct-00	1	8	12.50%	33.07%	36	145	24.83%	-0.79	-1.48
Nov-00	2	5	40.00%	48.99%	30	137	21.90%	0.94	-0.43
Dec-00	1	4	25.00%	43.30%	33	109	30.28%	-0.23	-1.14
Jan-01	1	6	16.67%	37.27%	26	111	23.42%	-0.38	-1.23
Feb-01	0	4	0.00%	0.00%	22	105	20.95%	-1.01	-1.61
Mar-01	3	7	42.86%	49.49%	28	131	21.37%	1.22	-0.26
Apr-01	0	2	0.00%	0.00%	25	94	26.60%	-0.84	-1.51
May-01	0	3	0.00%	0.00%	38	126	30.16%	-1.12	-1.68
Jun-01	4	11	36.36%	48.10%	28	122	22.95%	1.01	-0.39



MR-7D - Repair Repeat Report Rate (Percent) - Interval Zone One

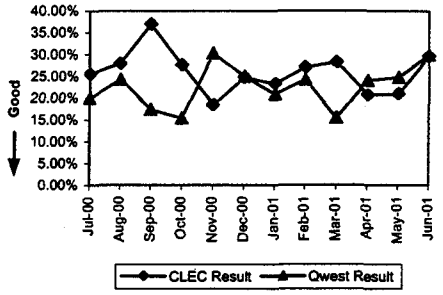
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					333	1326	25.11%		
Aug-00	0	3	0.00%	0.00%	337	1474	22.86%	-0.94	-1.57
Sep-00	0	1	0.00%	0.00%	269	1217	22.10%	-0.53	-1.32
Oct-00	0	1	0.00%	0.00%	274	1266	21.64%	-0.53	-1.32
Nov-00	2	3	66.67%	47.14%	251	1124	22.33%	1.52	-0.08
Dec-00	1	1	100.00%	0.00%	221	1009	21.90%	1.23	-0.25
Jan-01					200	1088	18.38%		
Feb-01					239	1003	23.83%		
Mar-01					268	1205	22.24%		
Apr-01	0	1	0.00%	0.00%	272	1100	24.73%	-0.57	-1.35
May-01					303	1198	25.29%		
Jun-01					281	1224	22.96%		



LIS Trunk

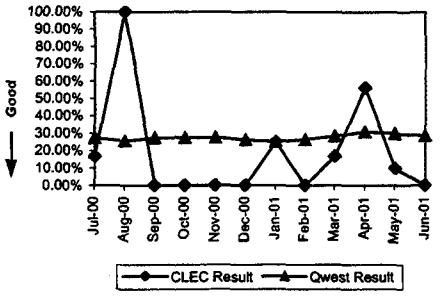
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	41	161	25.47%	43.57%	28	140	20.00%	1.12	-0.32
Aug-00	53	190	27.89%	44.85%	33	136	24.26%	0.74	-0.55
Sep-00	51	138	36.96%	48.27%	15	86	17.44%	3.18	0.93
Oct-00	35	127	27.56%	44.68%	17	110	15.45%	2.26	0.38
Nov-00	26	141	18.44%	38.78%	30	99	30.30%	-1.97	-2.2
Dec-00	27	109	24.77%	43.17%	22	88	25.00%	-0.04	-1.02
Jan-01	47	202	23.27%	42.25%	34	163	20.86%	0.56	-0.66
Feb-01	39	144	27.08%	44.44%	24	99	24.24%	0.5	-0.69
Mar-01	44	156	28.21%	45.00%	18	116	15.52%	2.47	0.5
Apr-01	29	140	20.71%	40.53%	25	104	24.04%	-0.6	-1.37
May-01	31	148	20.95%	40.69%	32	129	24.81%	-0.74	-1.45
Jun-01	48	162	29.63%	45.66%	35	117	29.91%	-0.05	-1.03



MR-7D - Repair Repeat Report Rate (Percent) - Interval Zone One

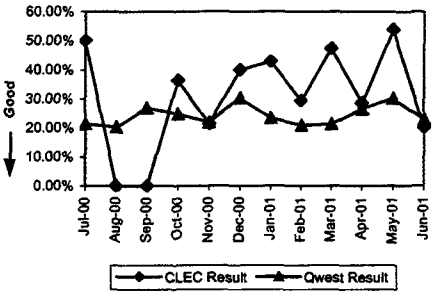
UDIT DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	6	16.67%	37.27%	1247	4569	27.29%	-0.58	-1.35
Aug-00	3	3	100.00%	0.00%	1552	6047	25.67%	2.41	0.46
Sep-00	0	1	0.00%	0.00%	1308	4780	27.36%	-0.61	-1.37
Oct-00	0	2	0.00%	0.00%	1394	5089	27.39%	-0.87	-1.53
Nov-00	0	7	0.00%	0.00%	1237	4491	27.54%	-1.63	-1.99
Dec-00	0	7	0.00%	0.00%	1120	4271	26.22%	-1.58	-1.96
Jan-01	1	4	25.00%	43.30%	1155	4560	25.33%	-0.02	-1.01
Feb-01	0	5	0.00%	0.00%	1130	4254	26.56%	-1.34	-1.82
Mar-01	2	12	16.67%	37.27%	1461	5138	28.44%	-0.9	-1.55
Apr-01	9	16	56.25%	49.61%	1515	4900	30.92%	2.06	0.25
May-01	1	10	10.00%	30.00%	1592	5312	29.97%	-1.38	-1.84
Jun-01	0	5	0.00%	0.00%	1534	5355	28.65%	-1.42	-1.86



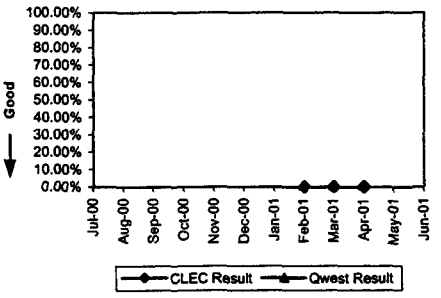
UDIT Above DS1 Level

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	4	50.00%	50.00%	17	79	21.52%	1.16	-0.3
Aug-00	0	1	0.00%	0.00%	25	123	20.33%	-0.5	-1.31
Sep-00	0	5	0.00%	0.00%	41	152	26.97%	-1.34	-1.81
Oct-00	4	11	36.36%	48.10%	36	145	24.83%	0.87	-0.47
Nov-00	3	14	21.43%	41.03%	30	137	21.90%	-0.04	-1.02
Dec-00	2	5	40.00%	48.99%	33	109	30.28%	0.51	-0.69
Jan-01	6	14	42.86%	49.49%	26	111	23.42%	1.54	-0.06
Feb-01	5	17	29.41%	45.56%	22	105	20.95%	0.76	-0.54
Mar-01	9	19	47.37%	49.93%	28	131	21.37%	2.3	0.4
Apr-01	2	7	28.57%	45.18%	25	94	26.60%	0.12	-0.93
May-01	7	13	53.85%	49.85%	38	126	30.16%	1.66	0.01
Jun-01	3	15	20.00%	40.00%	28	122	22.95%	-0.26	-1.16



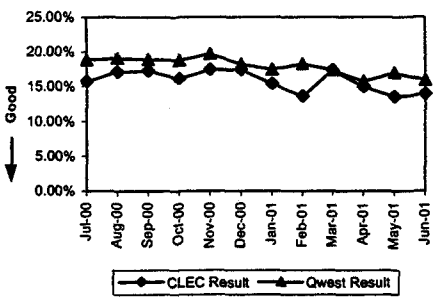
Dark Fiber - IOF

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01	0	1	0.00%	0.00%					
Mar-01	0	8	0.00%	0.00%					
Apr-01	0	2	0.00%	0.00%					
May-01									
Jun-01									



Unbundled Loop Analog

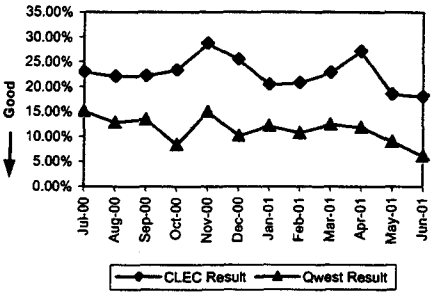
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	148	942	15.71%	36.39%	54435	289107	18.83%	-2.44	-2.49
Aug-00	228	1336	17.07%	37.62%	61058	320301	19.06%	-1.85	-2.13
Sep-00	227	1316	17.25%	37.78%	51400	272005	18.90%	-1.52	-1.93
Oct-00	231	1430	16.15%	36.80%	55754	297347	18.75%	-2.51	-2.53
Nov-00	267	1534	17.41%	37.92%	54394	276506	19.67%	-2.23	-2.35
Dec-00	213	1225	17.39%	37.90%	40240	220974	18.21%	-0.74	-1.45
Jan-01	207	1349	15.34%	36.04%	45486	260715	17.45%	-2.03	-2.23
Feb-01	179	1320	13.56%	34.24%	42013	230084	18.26%	-4.41	-3.68
Mar-01	295	1707	17.28%	37.81%	40210	231699	17.35%	-0.08	-1.05
Apr-01	277	1851	14.96%	35.67%	34181	216965	15.75%	-0.93	-1.56
May-01	297	2201	13.49%	34.17%	39021	230336	16.94%	-4.29	-3.61
Jun-01	314	2259	13.90%	34.59%	38795	243833	15.91%	-2.6	-2.58



MR-7D - Repair Repeat Report Rate (Percent) - Interval Zone One

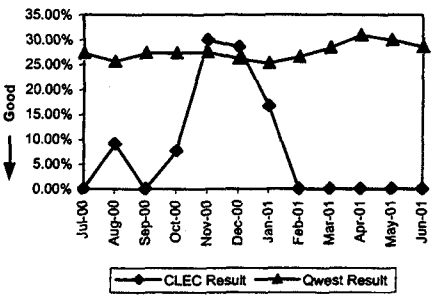
Unbundled Loop - 2 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	130	566	22.97%	42.06%	18	119	15.13%	2.17	0.32
Aug-00	144	653	22.05%	41.46%	25	195	12.82%	3.38	1.06
Sep-00	110	496	22.18%	41.54%	22	163	13.50%	2.44	0.48
Oct-00	111	476	23.32%	42.29%	13	156	8.33%	4.29	1.61
Nov-00	123	429	28.67%	45.22%	33	220	15.00%	3.93	1.39
Dec-00	78	307	25.41%	43.53%	18	177	10.17%	4.16	1.53
Jan-01	57	279	20.43%	40.32%	25	205	12.20%	2.41	0.47
Feb-01	54	260	20.77%	40.57%	19	177	10.73%	2.8	0.7
Mar-01	65	285	22.81%	41.96%	21	168	12.50%	2.76	0.68
Apr-01	69	255	27.06%	44.43%	16	135	11.85%	3.55	1.16
May-01	66	356	18.54%	38.86%	10	111	9.01%	2.48	0.5
Jun-01	46	255	18.04%	38.45%	7	113	6.19%	3.13	0.9



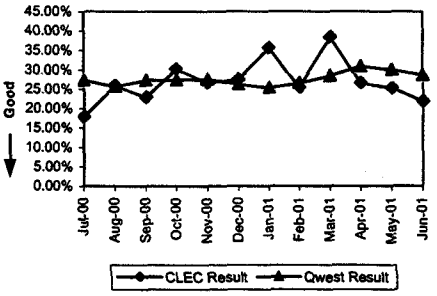
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	6	0.00%	0.00%	1247	4569	27.29%	-1.5	-1.91
Aug-00	1	11	9.09%	28.75%	1552	6047	25.67%	-1.26	-1.76
Sep-00	0	6	0.00%	0.00%	1308	4780	27.36%	-1.5	-1.91
Oct-00	1	13	7.69%	26.65%	1394	5089	27.39%	-1.59	-1.97
Nov-00	3	10	30.00%	45.83%	1237	4491	27.54%	0.21	-0.87
Dec-00	2	7	28.57%	45.18%	1120	4271	26.22%	0.19	-0.89
Jan-01	1	6	16.67%	37.27%	1155	4560	25.33%	-0.49	-1.3
Feb-01	0	2	0.00%	0.00%	1130	4254	26.56%	-0.85	-1.52
Mar-01	0	5	0.00%	0.00%	1461	5138	28.44%	-1.41	-1.86
Apr-01	0	2	0.00%	0.00%	1515	4900	30.92%	-0.95	-1.58
May-01	0	2	0.00%	0.00%	1592	5312	29.97%	-0.92	-1.56
Jun-01	0	9	0.00%	0.00%	1534	5355	28.65%	-1.9	-2.15



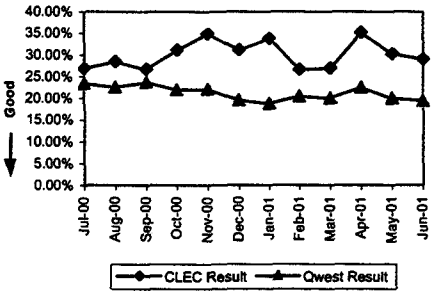
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	28	17.86%	38.30%	1247	4569	27.29%	-1.12	-1.68
Aug-00	7	27	25.93%	43.82%	1552	6047	25.67%	0.06	-0.96
Sep-00	8	35	22.86%	41.99%	1308	4780	27.36%	-0.6	-1.36
Oct-00	13	43	30.23%	45.93%	1394	5089	27.39%	0.43	-0.74
Nov-00	8	30	26.67%	44.22%	1237	4491	27.54%	-0.11	-1.07
Dec-00	11	40	27.50%	44.65%	1120	4271	26.22%	0.2	-0.88
Jan-01	21	59	35.59%	47.88%	1155	4560	25.33%	1.74	0.06
Feb-01	14	55	25.45%	43.56%	1130	4254	26.56%	-0.18	-1.11
Mar-01	38	99	38.38%	48.63%	1461	5138	28.44%	2.1	0.28
Apr-01	21	79	26.58%	44.18%	1515	4900	30.92%	-0.83	-1.5
May-01	26	103	25.24%	43.44%	1592	5312	29.97%	-1.04	-1.63
Jun-01	29	133	21.80%	41.29%	1534	5355	28.65%	-1.72	-2.05



Unbundled Loop ISDN Capable

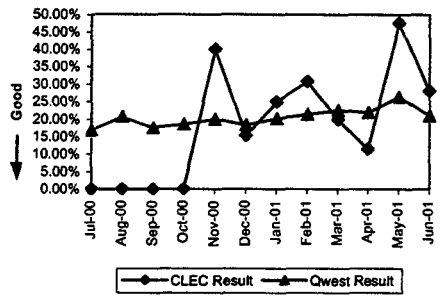
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	109	406	26.85%	44.32%	489	2090	23.40%	1.48	-0.1
Aug-00	154	541	28.47%	45.13%	522	2315	22.55%	2.97	0.8
Sep-00	107	401	26.68%	44.23%	491	2075	23.66%	1.3	-0.21
Oct-00	127	409	31.05%	46.27%	458	2088	21.93%	3.89	1.37
Nov-00	148	425	34.82%	47.64%	427	1933	22.09%	5.37	2.27
Dec-00	106	341	31.09%	46.28%	316	1618	19.53%	4.55	1.77
Jan-01	86	255	33.73%	47.28%	352	1877	18.75%	5.25	2.19
Feb-01	59	222	26.58%	44.17%	326	1595	20.44%	2.06	0.25
Mar-01	64	238	26.89%	44.34%	362	1809	20.01%	2.39	0.45
Apr-01	71	202	35.15%	47.74%	376	1671	22.50%	3.84	1.33
May-01	87	288	30.21%	45.92%	353	1762	20.03%	3.76	1.29
Jun-01	67	231	29.00%	45.38%	349	1793	19.46%	3.26	0.98



MR-7D - Repair Repeat Report Rate (Percent) - Interval Zone One

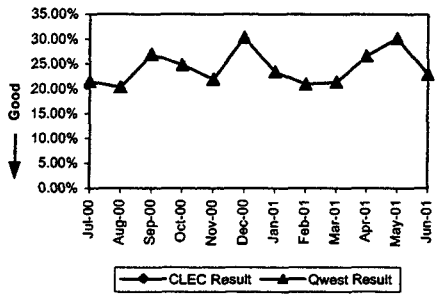
Unbundled Loop - ADSL Qualified

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	6	0.00%	0.00%	1317	7793	16.90%	-1.1	-1.67
Aug-00	0	4	0.00%	0.00%	1478	7122	20.75%	-1.02	-1.62
Sep-00	0	7	0.00%	0.00%	1242	7083	17.53%	-1.22	-1.74
Oct-00	0	9	0.00%	0.00%	1365	7346	18.58%	-1.43	-1.87
Nov-00	4	10	40.00%	48.99%	758	3779	20.06%	1.44	-0.13
Dec-00	2	13	15.38%	36.08%	558	3028	18.43%	-0.28	-1.17
Jan-01	4	16	25.00%	43.30%	785	3872	20.27%	0.5	-0.69
Feb-01	8	26	30.77%	46.15%	841	3919	21.46%	1.13	-0.31
Mar-01	5	25	20.00%	40.00%	962	4250	22.64%	-0.31	-1.19
Apr-01	3	26	11.54%	31.95%	904	4110	22.00%	-1.28	-1.78
May-01	10	21	47.62%	49.94%	1275	4820	26.45%	2.05	0.25
Jun-01	11	39	28.21%	45.00%	855	4040	21.16%	1.06	-0.36



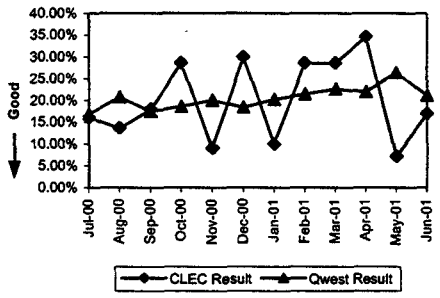
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					17	79	21.52%		
Aug-00					25	123	20.33%		
Sep-00					41	152	26.97%		
Oct-00					36	145	24.83%		
Nov-00					30	137	21.90%		
Dec-00					33	109	30.28%		
Jan-01					26	111	23.42%		
Feb-01					22	105	20.95%		
Mar-01					28	131	21.37%		
Apr-01					25	94	26.60%		
May-01					38	126	30.16%		
Jun-01					28	122	22.95%		



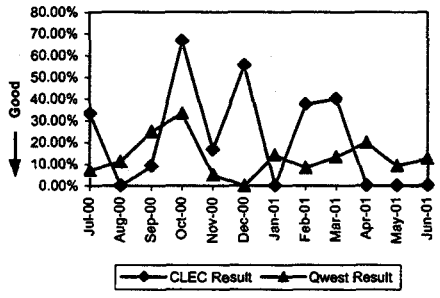
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	31	16.13%	36.78%	1317	7793	16.90%	-0.11	-1.07
Aug-00	3	22	13.64%	34.32%	1478	7122	20.75%	-0.82	-1.5
Sep-00	7	39	17.95%	38.38%	1242	7083	17.53%	0.12	-0.93
Oct-00	10	35	28.57%	45.18%	1365	7346	18.58%	1.44	-0.12
Nov-00	1	11	9.09%	28.75%	758	3779	20.06%	-0.91	-1.55
Dec-00	3	10	30.00%	45.83%	558	3028	18.43%	0.9	-0.45
Jan-01	1	10	10.00%	30.00%	785	3872	20.27%	-0.81	-1.49
Feb-01	2	7	28.57%	45.18%	841	3919	21.46%	0.49	-0.7
Mar-01	4	14	28.57%	45.18%	962	4250	22.64%	0.55	-0.66
Apr-01	18	52	34.62%	47.57%	904	4110	22.00%	2.09	0.27
May-01	5	70	7.14%	25.75%	1275	4820	26.45%	-3.64	-3.21
Jun-01	10	59	16.95%	37.52%	855	4040	21.16%	-0.79	-1.48



E911

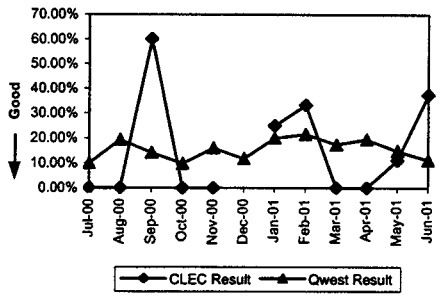
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	3	33.33%	47.14%	1	14	7.14%	0.94	-0.43
Aug-00	0	3	0.00%	0.00%	1	9	11.11%	-0.53	-1.32
Sep-00	1	11	9.09%	28.75%	4	16	25.00%	-0.94	-1.57
Oct-00	2	3	66.67%	47.14%	2	6	33.33%	1.16	-0.29
Nov-00	2	12	16.67%	37.27%	1	20	5.00%	0.97	-0.41
Dec-00	5	9	55.56%	49.69%	0	7	0.00%	N/A	0.42
Jan-01	0	5	0.00%	0.00%	2	14	14.29%	-0.78	-1.48
Feb-01	3	8	37.50%	48.41%	1	12	8.33%	1.43	-0.13
Mar-01	2	5	40.00%	48.99%	2	15	13.33%	1.1	-0.33
Apr-01	0	6	0.00%	0.00%	2	10	20.00%	-0.97	-1.59
May-01	0	6	0.00%	0.00%	1	11	9.09%	-0.62	-1.38
Jun-01	0	13	0.00%	0.00%	1	8	12.50%	-0.84	-1.51



MR-7E - Repair Repeat Report Rate (Percent) - Interval Zone Two

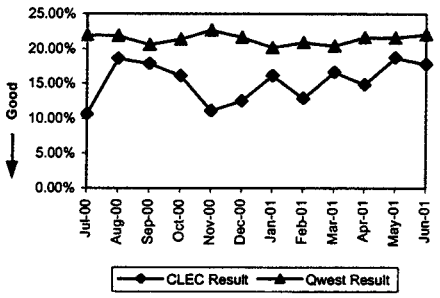
ISDN Primary

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	3	0.00%	0.00%	7	70	10.00%	-0.57	-1.34
Aug-00	0	2	0.00%	0.00%	14	72	19.44%	-0.69	-1.42
Sep-00	3	5	60.00%	48.99%	8	56	14.29%	2.26	0.38
Oct-00	0	1	0.00%	0.00%	7	71	9.86%	-0.33	-1.2
Nov-00	0	3	0.00%	0.00%	9	56	16.07%	-0.74	-1.45
Dec-00					7	59	11.86%		
Jan-01	1	4	25.00%	43.30%	19	95	20.00%	0.24	-0.86
Feb-01	1	3	33.33%	47.14%	16	74	21.62%	0.55	-0.67
Mar-01	0	6	0.00%	0.00%	16	92	17.39%	-1.09	-1.66
Apr-01	0	2	0.00%	0.00%	18	92	19.57%	-0.69	-1.42
May-01	1	9	11.11%	31.43%	10	67	14.93%	-0.3	-1.18
Jun-01	3	8	37.50%	48.41%	10	89	11.24%	1.79	0.09



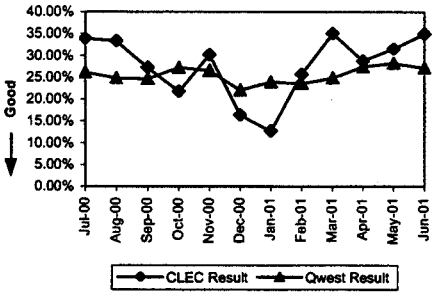
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	47	10.64%	30.83%	762	3466	21.99%	-1.87	-2.13
Aug-00	8	43	18.60%	38.91%	855	3910	21.87%	-0.51	-1.31
Sep-00	5	28	17.86%	38.30%	780	3787	20.60%	-0.36	-1.22
Oct-00	5	31	16.13%	36.78%	732	3423	21.38%	-0.71	-1.43
Nov-00	3	27	11.11%	31.43%	662	2923	22.65%	-1.43	-1.87
Dec-00	3	24	12.50%	33.07%	541	2502	21.62%	-1.08	-1.66
Jan-01	5	31	16.13%	36.78%	562	2788	20.16%	-0.56	-1.34
Feb-01	4	31	12.90%	33.52%	528	2525	20.91%	-1.09	-1.66
Mar-01	3	18	16.67%	37.27%	567	2779	20.40%	-0.39	-1.24
Apr-01	4	27	14.81%	35.52%	680	3145	21.62%	-0.86	-1.52
May-01	6	32	18.75%	39.03%	661	3064	21.57%	-0.39	-1.23
Jun-01	8	45	17.78%	38.23%	740	3355	22.06%	-0.69	-1.42



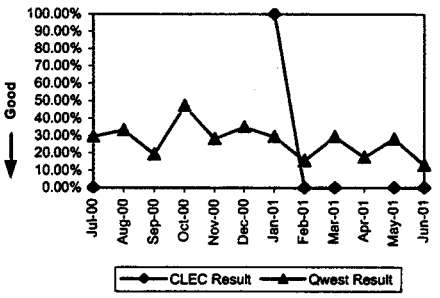
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	20	59	33.90%	47.34%	520	1980	26.26%	1.3	-0.21
Aug-00	21	63	33.33%	47.14%	633	2551	24.81%	1.52	-0.08
Sep-00	12	44	27.27%	44.54%	537	2177	24.67%	0.42	-0.74
Oct-00	10	46	21.74%	41.25%	591	2165	27.30%	-0.84	-1.51
Nov-00	16	53	30.19%	45.91%	508	1912	26.57%	0.6	-0.63
Dec-00	8	49	16.33%	36.96%	408	1852	22.03%	-0.95	-1.58
Jan-01	8	63	12.70%	33.30%	473	1977	23.93%	-2.06	-2.25
Feb-01	18	70	25.71%	43.71%	464	1966	23.60%	0.43	-0.74
Mar-01	27	77	35.06%	47.72%	575	2310	24.89%	1.96	0.19
Apr-01	17	59	28.81%	45.29%	683	2488	27.45%	0.25	-0.85
May-01	24	76	31.58%	46.48%	684	2416	28.31%	0.63	-0.62
Jun-01	29	83	34.94%	47.68%	700	2574	27.20%	1.54	-0.07



DS3

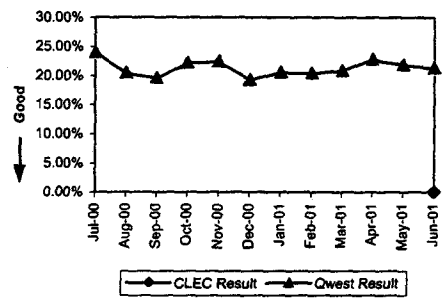
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	2	0.00%	0.00%	8	27	29.63%	-0.89	-1.54
Aug-00					5	15	33.33%		
Sep-00					6	31	19.35%		
Oct-00					9	19	47.37%		
Nov-00					9	32	28.13%		
Dec-00					13	37	35.14%		
Jan-01	2	2	100.00%	0.00%	8	27	29.63%	1.69	0.03
Feb-01	0	1	0.00%	0.00%	6	38	15.79%	-0.43	-1.26
Mar-01	0	1	0.00%	0.00%	13	44	29.55%	-0.64	-1.39
Apr-01					6	34	17.65%		
May-01	0	1	0.00%	0.00%	9	32	28.13%	-0.62	-1.37
Jun-01	0	1	0.00%	0.00%	5	38	13.16%	-0.38	-1.23



MR-7E - Repair Repeat Report Rate (Percent) - Interval Zone Two

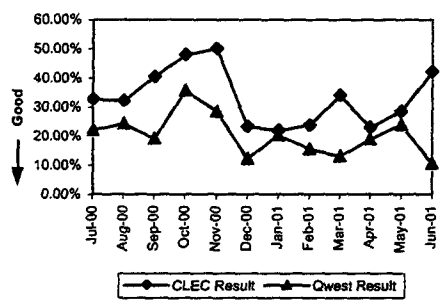
Frame Relay

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					257	1069	24.04%		
Aug-00					258	1262	20.44%		
Sep-00					192	981	19.57%		
Oct-00					233	1051	22.17%		
Nov-00					206	919	22.42%		
Dec-00					172	893	19.26%		
Jan-01					185	901	20.53%		
Feb-01					161	790	20.38%		
Mar-01					214	1026	20.86%		
Apr-01					215	943	22.80%		
May-01					218	997	21.87%		
Jun-01	0	1	0.00%	0.00%	219	1026	21.35%	-0.52	-1.32



LIS Trunk

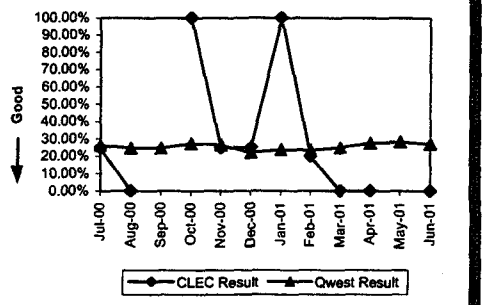
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	16	49	32.65%	46.89%	17	77	22.08%	1.29	-0.21
Aug-00	18	56	32.14%	46.70%	20	82	24.39%	0.99	-0.4
Sep-00	17	42	40.48%	49.08%	15	78	19.23%	2.48	0.51
Oct-00	23	48	47.92%	49.96%	20	56	35.71%	1.27	-0.22
Nov-00	21	42	50.00%	50.00%	16	56	28.57%	2.19	0.33
Dec-00	7	30	23.33%	42.30%	6	49	12.24%	1.24	-0.24
Jan-01	11	50	22.00%	41.42%	18	88	20.45%	0.24	-0.85
Feb-01	14	59	23.73%	42.54%	7	45	15.56%	1	-0.39
Mar-01	16	47	34.04%	47.39%	8	61	13.11%	2.59	0.57
Apr-01	9	39	23.08%	42.13%	15	79	18.99%	0.48	-0.71
May-01	20	70	28.57%	45.18%	17	71	23.94%	0.67	-0.59
Jun-01	16	38	42.11%	49.37%	7	66	10.61%	3.58	1.18



MR-7E - Repair Repeat Report Rate (Percent) - Interval Zone Two

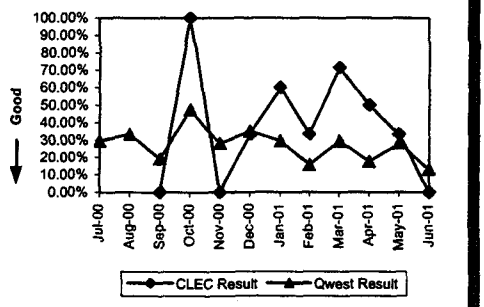
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	4	25.00%	43.30%	520	1980	26.26%	-0.06	-1.03
Aug-00	0	3	0.00%	0.00%	633	2551	24.81%	-0.99	-1.6
Sep-00					537	2177	24.67%		
Oct-00	1	1	100.00%	0.00%	591	2165	27.30%	1.15	-0.3
Nov-00	1	4	25.00%	43.30%	508	1912	26.57%	-0.07	-1.04
Dec-00	1	4	25.00%	43.30%	408	1852	22.03%	0.19	-0.89
Jan-01	1	1	100.00%	0.00%	473	1977	23.93%	1.18	-0.28
Feb-01	1	5	20.00%	40.00%	464	1966	23.60%	-0.19	-1.12
Mar-01	0	5	0.00%	0.00%	575	2310	24.89%	-1.29	-1.78
Apr-01	0	6	0.00%	0.00%	683	2488	27.45%	-1.5	-1.91
May-01					684	2416	28.31%		
Jun-01	0	6	0.00%	0.00%	700	2574	27.20%	-1.5	-1.91



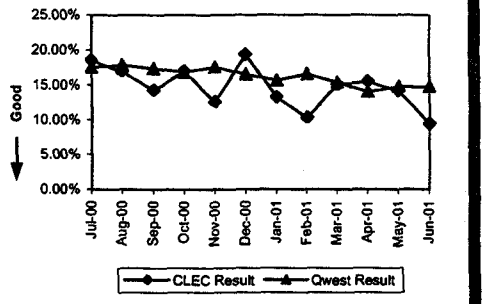
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8	27	29.63%		
Aug-00					5	15	33.33%		
Sep-00	0	1	0.00%	0.00%	6	31	19.35%	-0.48	-1.29
Oct-00	2	2	100.00%	0.00%	9	19	47.37%	1.48	-0.1
Nov-00	0	1	0.00%	0.00%	9	32	28.13%	-0.62	-1.37
Dec-00	2	6	33.33%	47.14%	13	37	35.14%	-0.09	-1.05
Jan-01	3	5	60.00%	48.99%	8	27	29.63%	1.2	-0.27
Feb-01	2	6	33.33%	47.14%	6	38	15.79%	1.08	-0.35
Mar-01	5	7	71.43%	45.18%	13	44	29.55%	2.03	0.23
Apr-01	4	8	50.00%	50.00%	6	34	17.65%	1.76	0.07
May-01	1	3	33.33%	47.14%	9	32	28.13%	0.31	-0.81
Jun-01	0	1	0.00%	0.00%	5	38	13.16%	-0.38	-1.23



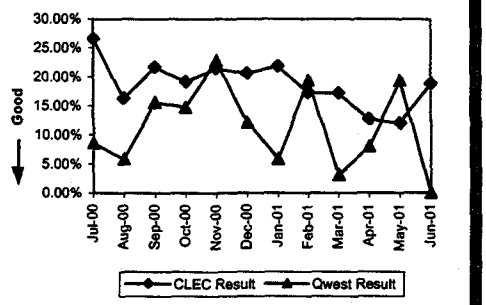
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	50	270	18.52%	38.84%	15957	91186	17.50%	0.45	-0.73
Aug-00	50	295	16.95%	37.52%	17091	95595	17.88%	-0.42	-1.25
Sep-00	35	246	14.23%	34.93%	13815	79656	17.34%	-1.29	-1.78
Oct-00	45	265	16.98%	37.55%	13527	80432	16.82%	0.08	-0.95
Nov-00	29	231	12.55%	33.13%	13696	77935	17.57%	-2	-2.22
Dec-00	45	233	19.31%	39.48%	10004	60613	16.50%	1.12	-0.32
Jan-01	26	197	13.20%	33.85%	11012	70315	15.66%	-0.95	-1.58
Feb-01	21	204	10.29%	30.39%	10472	63270	16.55%	-2.4	-2.46
Mar-01	37	246	15.04%	35.75%	10417	67865	15.35%	-0.13	-1.08
Apr-01	57	368	15.49%	36.18%	9636	68774	14.01%	0.76	-0.54
May-01	63	446	14.13%	34.83%	10826	73413	14.75%	-0.37	-1.22
Jun-01	47	501	9.38%	29.16%	9264	62796	14.75%	-3.38	-3.05



Unbundled Loop - 2 Wire Non-Loaded

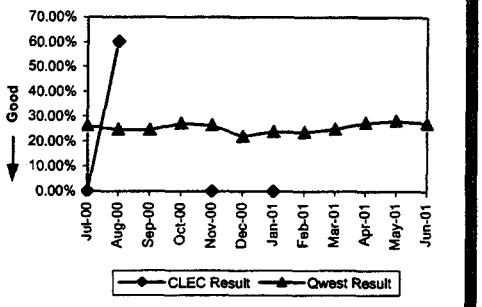
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	17	64	26.56%	44.17%	3	35	8.57%	2.16	0.31
Aug-00	15	92	16.30%	36.94%	2	34	5.88%	1.61	-0.02
Sep-00	18	83	21.69%	41.21%	5	32	15.63%	0.69	-0.58
Oct-00	18	94	19.15%	39.35%	4	27	14.81%	0.51	-0.69
Nov-00	15	70	21.43%	41.03%	8	35	22.86%	-0.16	-1.1
Dec-00	14	68	20.59%	40.43%	4	33	12.12%	1.01	-0.39
Jan-01	17	78	21.79%	41.29%	3	51	5.88%	2.54	0.54
Feb-01	10	58	17.24%	37.77%	6	31	19.35%	-0.24	-1.15
Mar-01	11	64	17.19%	37.73%	1	32	3.13%	1.94	0.18
Apr-01	8	63	12.70%	33.30%	2	25	8.00%	0.55	-0.67
May-01	9	75	12.00%	32.50%	6	31	19.35%	-0.87	-1.53
Jun-01	13	69	18.84%	39.10%	0	14	0.00%	N/A	0.23



MR-7E - Repair Repeat Report Rate (Percent) - Interval Zone Two

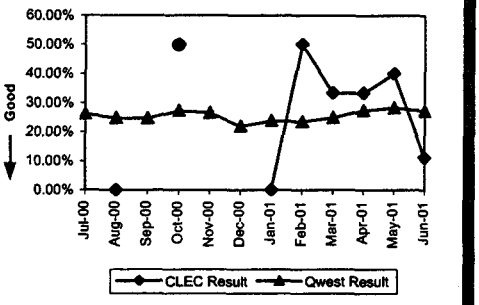
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	520	1980	26.26%	-0.6	-1.36
Aug-00	3	5	60.00%	48.99%	633	2551	24.81%	1.58	-0.04
Sep-00					537	2177	24.67%		
Oct-00					591	2165	27.30%		
Nov-00	0	1	0.00%	0.00%	508	1912	26.57%	-0.6	-1.37
Dec-00					408	1852	22.03%		
Jan-01	0	1	0.00%	0.00%	473	1977	23.93%	-0.56	-1.34
Feb-01					464	1966	23.60%		
Mar-01					575	2310	24.89%		
Apr-01					683	2488	27.45%		
May-01					684	2416	28.31%		
Jun-01					700	2574	27.20%		



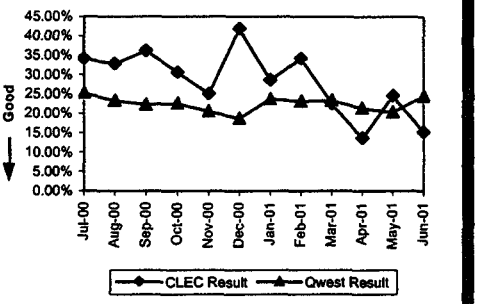
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					520	1980	26.26%		
Aug-00	0	1	0.00%	0.00%	633	2551	24.81%	-0.57	-1.35
Sep-00					537	2177	24.67%		
Oct-00	1	2	50.00%	50.00%	591	2165	27.30%	0.65	-0.61
Nov-00					508	1912	26.57%		
Dec-00					408	1852	22.03%		
Jan-01	0	3	0.00%	0.00%	473	1977	23.93%	-0.97	-1.59
Feb-01	3	6	50.00%	50.00%	464	1966	23.60%	1.36	-0.18
Mar-01	3	9	33.33%	47.14%	575	2310	24.89%	0.6	-0.64
Apr-01	1	3	33.33%	47.14%	683	2488	27.45%	0.24	-0.85
May-01	2	5	40.00%	48.99%	684	2416	28.31%	0.55	-0.66
Jun-01	1	9	11.11%	31.43%	700	2574	27.20%	-1.08	-1.66



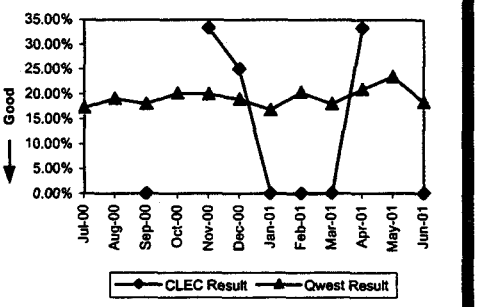
Unbundled Loop ISDN Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	15	44	34.09%	47.40%	150	595	25.21%	1.27	-0.23
Aug-00	20	61	32.79%	46.94%	159	684	23.25%	1.64	0
Sep-00	17	47	36.17%	48.05%	150	674	22.26%	2.1	0.28
Oct-00	15	49	30.61%	46.09%	141	624	22.60%	1.27	-0.23
Nov-00	11	44	25.00%	43.30%	109	531	20.53%	0.7	-0.57
Dec-00	18	43	41.86%	49.33%	84	447	18.79%	3.29	1
Jan-01	14	49	28.57%	45.18%	149	630	23.65%	0.8	-0.52
Feb-01	13	38	34.21%	47.44%	134	580	23.10%	1.52	-0.07
Mar-01	9	40	22.50%	41.76%	129	554	23.29%	-0.11	-1.07
Apr-01	3	22	13.64%	34.32%	116	544	21.32%	-0.86	-1.52
May-01	12	49	24.49%	43.00%	107	526	20.34%	0.71	-0.57
Jun-01	5	33	15.15%	35.86%	132	540	24.44%	-1.21	-1.73



Unbundled Loop - ADSL Qualified

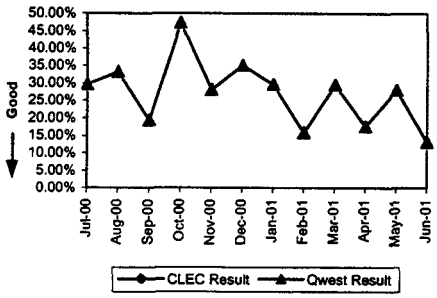
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					163	946	17.23%		
Aug-00					169	885	19.10%		
Sep-00	0	1	0.00%	0.00%	163	904	18.03%	-0.47	-1.28
Oct-00					173	858	20.16%		
Nov-00	1	3	33.33%	47.14%	94	471	19.96%	0.52	-0.68
Dec-00	1	4	25.00%	43.30%	99	523	18.93%	0.32	-0.8
Jan-01	0	1	0.00%	0.00%	106	630	16.83%	-0.45	-1.27
Feb-01	0	3	0.00%	0.00%	146	718	20.33%	-0.87	-1.53
Mar-01	0	1	0.00%	0.00%	127	705	18.01%	-0.47	-1.28
Apr-01	1	3	33.33%	47.14%	124	592	20.95%	0.48	-0.71
May-01					178	756	23.55%		
Jun-01	0	4	0.00%	0.00%	126	685	18.39%	-0.95	-1.58



MR-7E - Repair Repeat Report Rate (Percent) - Interval Zone Two

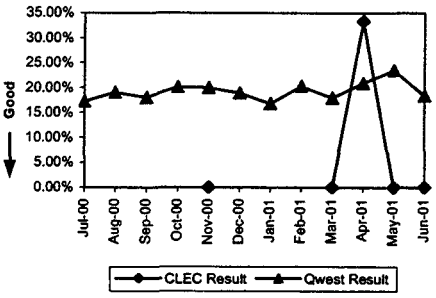
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					8	27	29.63%		
Aug-00					5	15	33.33%		
Sep-00					6	31	19.35%		
Oct-00					9	19	47.37%		
Nov-00					9	32	28.13%		
Dec-00					13	37	35.14%		
Jan-01					8	27	29.63%		
Feb-01					6	38	15.79%		
Mar-01					13	44	29.55%		
Apr-01					6	34	17.65%		
May-01					9	32	28.13%		
Jun-01					5	38	13.16%		



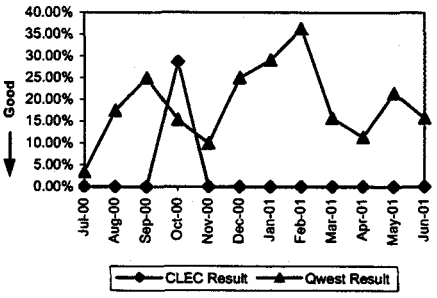
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					163	946	17.23%		
Aug-00					169	885	19.10%		
Sep-00					163	904	18.03%		
Oct-00					173	858	20.16%		
Nov-00	0	1	0.00%	0.00%	94	471	19.96%	-0.5	-1.3
Dec-00					99	523	18.93%		
Jan-01					106	630	16.83%		
Feb-01					146	718	20.33%		
Mar-01	0	1	0.00%	0.00%	127	705	18.01%	-0.47	-1.28
Apr-01	1	3	33.33%	47.14%	124	592	20.95%	0.48	-0.71
May-01	0	2	0.00%	0.00%	178	756	23.55%	-0.78	-1.48
Jun-01	0	5	0.00%	0.00%	126	685	18.39%	-1.06	-1.64



E911

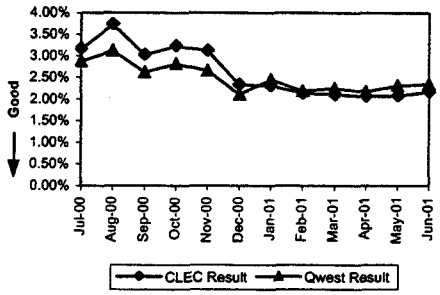
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	2	0.00%	0.00%	1	29	3.45%	-0.26	-1.16
Aug-00	0	1	0.00%	0.00%	7	40	17.50%	-0.45	-1.28
Sep-00	0	1	0.00%	0.00%	8	32	25.00%	-0.57	-1.35
Oct-00	2	7	28.57%	45.18%	4	26	15.38%	0.73	-0.56
Nov-00	0	3	0.00%	0.00%	4	40	10.00%	-0.56	-1.34
Dec-00	0	9	0.00%	0.00%	4	16	25.00%	-1.39	-1.84
Jan-01	0	3	0.00%	0.00%	7	24	29.17%	-1.05	-1.64
Feb-01	0	1	0.00%	0.00%	8	22	36.36%	-0.74	-1.45
Mar-01	0	1	0.00%	0.00%	3	19	15.79%	-0.42	-1.26
Apr-01	0	3	0.00%	0.00%	4	35	11.43%	-0.6	-1.36
May-01	0	3	0.00%	0.00%	6	28	21.43%	-0.86	-1.52
Jun-01	0	1	0.00%	0.00%	3	19	15.79%	-0.42	-1.26



MR-8 - Trouble Rate (Percent)

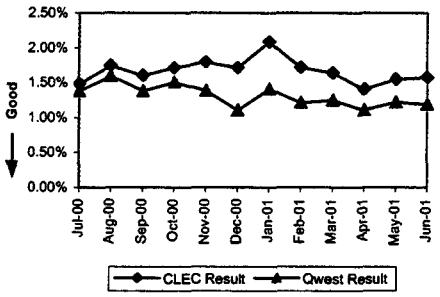
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2417	76414	3.16%	17.50%	337138	11752474	2.87%	4.86	1.95
Aug-00	3001	80450	3.73%	18.95%	366035	11741134	3.12%	9.97	5.06
Sep-00	2594	85708	3.03%	17.13%	308520	11763404	2.62%	7.37	3.48
Oct-00	2836	87869	3.23%	17.67%	330833	11756788	2.81%	7.39	3.49
Nov-00	2874	92316	3.11%	17.37%	311413	11744030	2.65%	8.69	4.29
Dec-00	2303	98582	2.34%	15.10%	247438	11728753	2.11%	4.93	2
Jan-01	2407	104125	2.31%	15.03%	287626	11713032	2.46%	-2.99	-2.82
Feb-01	2461	115118	2.14%	14.46%	256120	11690770	2.19%	-1.22	-1.74
Mar-01	3195	151093	2.11%	14.39%	261582	11632096	2.25%	-3.5	-3.13
Apr-01	3124	150923	2.07%	14.24%	252141	11598880	2.17%	-2.75	-2.67
May-01	3204	153902	2.08%	14.28%	267040	11554708	2.31%	-5.95	-4.61
Jun-01	3549	163321	2.17%	14.58%	271615	11515376	2.36%	-4.91	-3.99



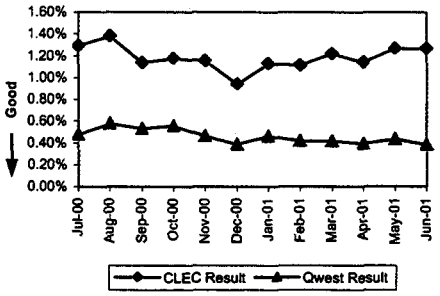
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1354	91291	1.48%	12.09%	43155	3115315	1.39%	2.49	0.52
Aug-00	1717	98149	1.75%	13.11%	49861	3114276	1.60%	3.65	1.22
Sep-00	1667	103951	1.60%	12.56%	43141	3112149	1.39%	5.9	2.59
Oct-00	1845	107721	1.71%	12.97%	46946	3106648	1.51%	5.33	2.24
Nov-00	1988	110795	1.79%	13.27%	43028	3098251	1.39%	11.33	5.89
Dec-00	2032	118692	1.71%	12.97%	34149	3088026	1.11%	19.6	10.91
Jan-01	2643	126757	2.09%	14.29%	43404	3076243	1.41%	19.94	11.12
Feb-01	2254	131123	1.72%	13.00%	37234	3062365	1.22%	16.28	8.9
Mar-01	2459	149830	1.64%	12.71%	37982	3038932	1.25%	13.31	7.09
Apr-01	2159	153727	1.40%	11.77%	33598	3025899	1.11%	10.73	5.53
May-01	2439	157468	1.55%	12.35%	36709	3000796	1.22%	11.46	5.97
Jun-01	2610	165859	1.57%	12.45%	35014	2936889	1.19%	13.92	7.47



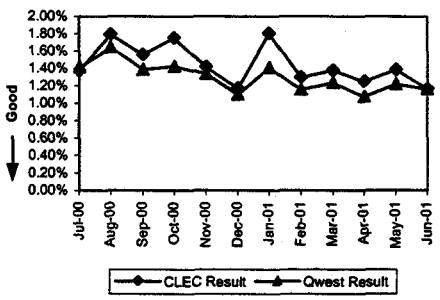
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3546	274140	1.29%	11.30%	2460	517837	0.48%	50.39	29.64
Aug-00	3871	280056	1.38%	11.68%	2949	509582	0.58%	45.03	26.38
Sep-00	3328	292258	1.14%	10.61%	2646	497009	0.53%	35.74	20.73
Oct-00	3536	300677	1.18%	10.78%	2717	488703	0.56%	35.98	20.87
Nov-00	3560	308343	1.15%	10.68%	2220	481342	0.46%	44.36	25.97
Dec-00	2948	313001	0.94%	9.66%	1852	478415	0.39%	38.86	22.62
Jan-01	3585	317338	1.13%	10.57%	2179	474616	0.46%	43.26	25.3
Feb-01	3560	319937	1.11%	10.49%	1967	470530	0.42%	46.99	27.57
Mar-01	4229	347544	1.22%	10.96%	1823	437562	0.42%	54.68	32.24
Apr-01	4014	351431	1.14%	10.63%	1700	431338	0.39%	52.54	30.94
May-01	4445	350508	1.27%	11.19%	1844	424393	0.43%	55.53	32.76
Jun-01	4405	347642	1.27%	11.19%	1640	426075	0.38%	62.34	36.9



Centrex 21

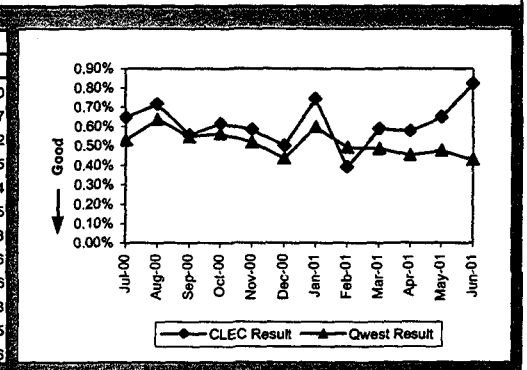
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	236	17176	1.37%	11.64%	9179	650966	1.41%	-0.4	-1.24
Aug-00	317	17682	1.79%	13.27%	10686	650424	1.64%	1.55	-0.06
Sep-00	289	18570	1.56%	12.38%	9033	650783	1.39%	1.93	0.17
Oct-00	337	19263	1.75%	13.11%	9255	649426	1.43%	3.74	1.28
Nov-00	289	20380	1.42%	11.82%	8666	647836	1.34%	0.98	-0.4
Dec-00	258	21991	1.17%	10.77%	7075	643656	1.10%	1.04	-0.37
Jan-01	417	23127	1.80%	13.31%	8976	637757	1.41%	5.02	2.05
Feb-01	317	24439	1.30%	11.32%	7332	633664	1.16%	2.01	0.22
Mar-01	387	28096	1.38%	11.66%	7766	627860	1.24%	2.08	0.27
Apr-01	358	28579	1.25%	11.12%	6732	625786	1.08%	2.83	0.72
May-01	404	29171	1.38%	11.69%	7632	625927	1.22%	2.52	0.53
Jun-01	366	31377	1.17%	10.74%	7294	627821	1.16%	0.08	-0.95



MR-8 - Trouble Rate (Percent)

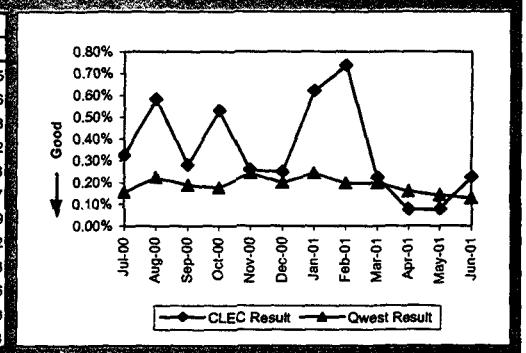
PBX

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	70	10835	0.65%	8.01%	1901	358616	0.53%	1.64	0
Aug-00	80	11177	0.72%	8.43%	2265	355980	0.64%	1.04	-0.37
Sep-00	64	11518	0.56%	7.43%	1919	351212	0.55%	0.13	-0.92
Oct-00	73	11877	0.61%	7.82%	1961	348381	0.56%	0.74	-0.55
Nov-00	70	11982	0.58%	7.62%	1786	344343	0.52%	0.98	-0.4
Dec-00	60	11959	0.50%	7.07%	1493	342085	0.44%	1.06	-0.35
Jan-01	89	11979	0.74%	8.59%	2032	339877	0.60%	2.02	0.23
Feb-01	47	12043	0.39%	6.23%	1652	335377	0.49%	-1.58	-1.96
Mar-01	86	14599	0.59%	7.65%	1595	327872	0.49%	1.74	0.06
Apr-01	83	14400	0.58%	7.57%	1470	324101	0.45%	2.15	0.3
May-01	91	14060	0.65%	8.02%	1530	320868	0.48%	2.87	0.75
Jun-01	118	14369	0.82%	9.02%	1365	317138	0.43%	7	3.26



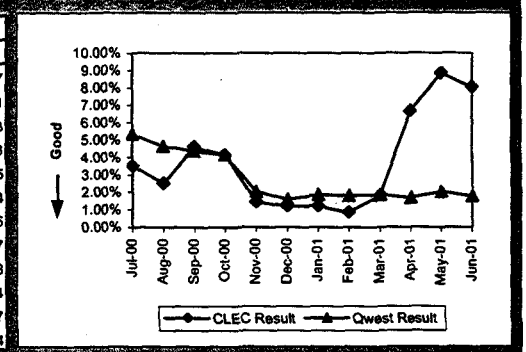
Basic Rate ISDN

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	306	0.33%	5.71%	154	99578	0.15%	0.77	-0.65
Aug-00	2	343	0.58%	7.61%	229	101828	0.22%	1.4	-0.26
Sep-00	1	356	0.28%	5.29%	195	103672	0.19%	0.4	-0.8
Oct-00	2	377	0.53%	7.26%	183	104342	0.18%	1.64	-0.2
Nov-00	1	386	0.26%	5.08%	255	104950	0.24%	0.06	-0.83
Dec-00	1	401	0.25%	4.99%	210	105413	0.20%	0.22	-0.77
Jan-01	3	484	0.62%	7.85%	256	105181	0.24%	1.68	-0.19
Feb-01	4	543	0.74%	8.55%	208	105632	0.20%	2.83	0.72
Mar-01	3	1344	0.22%	4.72%	200	100695	0.20%	0.2	-0.88
Apr-01	1	1326	0.08%	2.75%	160	100758	0.16%	-0.76	-1.46
May-01	1	1320	0.08%	2.75%	142	100705	0.14%	-0.63	-1.38
Jun-01	3	1336	0.22%	4.73%	127	99657	0.13%	0.99	-0.4



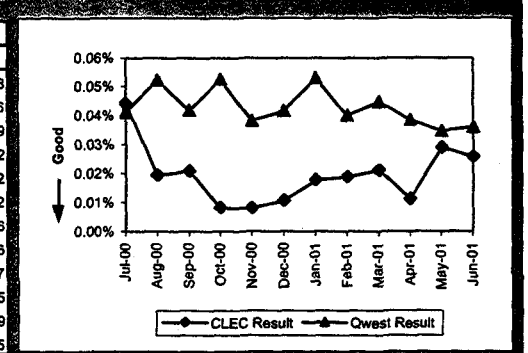
Qwest DSL

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	31	884	3.51%	18.40%	8739	163760	5.34%	-2.41	-2.47
Aug-00	22	870	2.53%	15.70%	8007	171991	4.66%	-2.97	-2.81
Sep-00	39	843	4.63%	21.01%	7987	182743	4.37%	0.36	-0.78
Oct-00	35	838	4.18%	20.01%	8204	197393	4.16%	0.03	-0.98
Nov-00	12	836	1.44%	11.89%	4250	208310	2.04%	-1.23	-1.75
Dec-00	10	831	1.20%	10.90%	3551	223445	1.59%	-0.89	-1.54
Jan-01	10	825	1.21%	10.94%	4502	240365	1.87%	-1.4	-1.85
Feb-01	7	832	0.84%	9.13%	4637	255916	1.81%	-2.1	-2.27
Mar-01	15	820	1.83%	13.40%	4955	267200	1.85%	-0.05	-1.03
Apr-01	55	828	6.64%	24.90%	4702	279790	1.68%	11.09	5.74
May-01	72	814	8.85%	28.40%	5576	274534	2.03%	13.76	7.37
Jun-01	64	795	8.05%	27.21%	4725	266282	1.77%	13.38	7.14



ISDN Primary

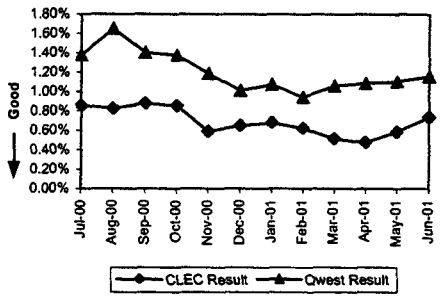
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	24	54268	0.04%	2.10%	183	444748	0.04%	0.33	-0.8
Aug-00	11	56453	0.02%	1.40%	239	457074	0.05%	-3.22	-2.96
Sep-00	12	57096	0.02%	1.45%	197	471280	0.04%	-2.29	-2.39
Oct-00	5	60201	0.01%	0.91%	254	482618	0.05%	-4.47	-3.72
Nov-00	5	61725	0.01%	0.90%	194	507784	0.04%	-3.61	-3.2
Dec-00	7	65246	0.01%	1.04%	220	529335	0.04%	-3.65	-3.22
Jan-01	12	66938	0.02%	1.34%	297	560857	0.05%	-3.72	-3.26
Feb-01	13	68818	0.02%	1.37%	235	586054	0.04%	-2.63	-2.6
Mar-01	15	70777	0.02%	1.46%	270	604330	0.04%	-2.8	-2.7
Apr-01	8	71726	0.01%	1.06%	246	638299	0.04%	-3.54	-3.15
May-01	21	72505	0.03%	1.70%	227	652398	0.03%	-0.8	-1.49
Jun-01	19	73687	0.03%	1.61%	240	665680	0.04%	-1.39	-1.85



MR-8 - Trouble Rate (Percent)

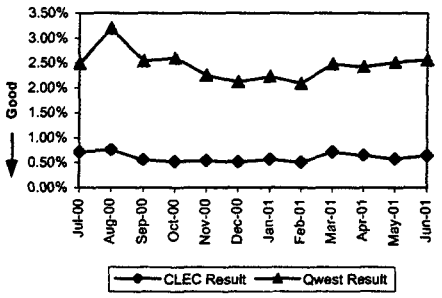
DS0

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	117	13651	0.86%	9.22%	8009	580288	1.38%	-5.18	-4.15
Aug-00	110	13311	0.83%	9.05%	9689	586606	1.65%	-7.39	-5.49
Sep-00	109	12393	0.88%	9.34%	8384	596352	1.41%	-4.93	-3.99
Oct-00	109	12758	0.85%	9.20%	8305	603877	1.38%	-5	-4.04
Nov-00	78	13234	0.59%	7.65%	7206	607481	1.19%	-6.27	-4.81
Dec-00	86	13262	0.65%	8.03%	6239	617385	1.01%	-4.12	-3.51
Jan-01	91	13413	0.68%	8.21%	6759	628651	1.08%	-4.41	-3.68
Feb-01	85	13626	0.62%	7.87%	6022	638052	0.94%	-3.82	-3.32
Mar-01	70	13612	0.51%	7.15%	6801	641029	1.06%	-6.16	-4.75
Apr-01	66	13844	0.48%	6.89%	7057	649502	1.09%	-6.85	-5.16
May-01	82	14024	0.58%	7.62%	7221	654098	1.10%	-5.82	-4.54
Jun-01	102	13804	0.74%	8.56%	7667	659770	1.16%	-4.59	-3.79



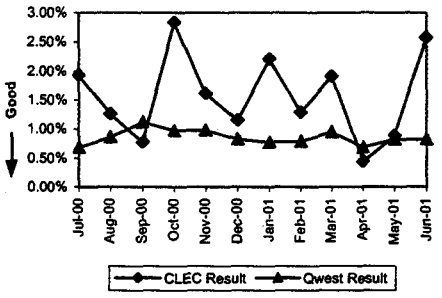
DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	201	28158	0.71%	8.42%	6549	263142	2.49%	-18.17	-12.05
Aug-00	222	29292	0.76%	8.67%	8598	269114	3.19%	-22.52	-14.69
Sep-00	167	30133	0.55%	7.42%	6957	273688	2.54%	-20.81	-13.65
Oct-00	164	31550	0.52%	7.19%	7254	278875	2.60%	-22.01	-14.38
Nov-00	181	33406	0.54%	7.34%	6403	283758	2.26%	-19.96	-13.13
Dec-00	179	34609	0.52%	7.17%	6123	288121	2.13%	-19.6	-12.91
Jan-01	205	35936	0.57%	7.53%	6537	292643	2.23%	-20.14	-13.24
Feb-01	187	36655	0.51%	7.12%	6220	296565	2.10%	-20.01	-13.16
Mar-01	266	37271	0.71%	8.42%	7448	300105	2.48%	-20.69	-13.58
Apr-01	252	38884	0.65%	8.02%	7388	304350	2.43%	-21.47	-14.05
May-01	228	39802	0.57%	7.55%	7728	306456	2.52%	-23.33	-15.18
Jun-01	262	40986	0.64%	7.97%	7929	309092	2.57%	-23.17	-15.09



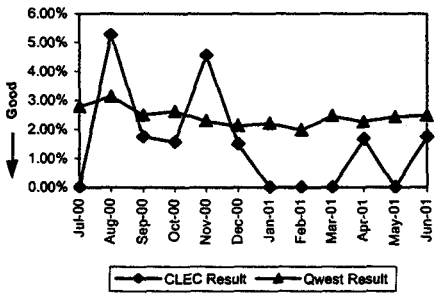
DS3

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	207	1.93%	13.77%	106	15519	0.68%	2.17	0.09
Aug-00	3	238	1.26%	11.16%	138	15977	0.86%	0.66	-0.63
Sep-00	2	258	0.78%	8.77%	183	16353	1.12%	-0.52	-1.32
Oct-00	8	282	2.84%	16.60%	164	16791	0.98%	3.15	0.55
Nov-00	5	311	1.61%	12.58%	169	17272	0.98%	1.12	-0.34
Dec-00	4	347	1.15%	10.67%	146	17580	0.83%	0.66	-0.57
Jan-01	8	363	2.20%	14.68%	138	17884	0.77%	3.09	0.54
Feb-01	5	388	1.29%	11.28%	143	18148	0.79%	1.1	-0.32
Mar-01	8	419	1.91%	13.69%	175	18420	0.95%	2	0.06
Apr-01	2	461	0.43%	6.57%	128	18724	0.68%	-0.64	-1.39
May-01	4	450	0.89%	9.39%	158	18987	0.83%	0.13	-0.9
Jun-01	12	465	2.58%	15.86%	160	19342	0.83%	4.13	0.96



Frame Relay

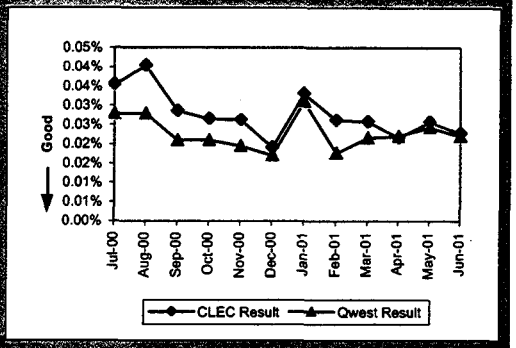
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	54	0.00%	0.00%	2395	86226	2.78%	-1.24	-1.75
Aug-00	3	57	5.26%	22.33%	2736	87178	3.14%	0.92	-0.45
Sep-00	1	57	1.75%	13.13%	2198	87924	2.50%	-0.36	-1.22
Oct-00	1	64	1.56%	12.40%	2317	88301	2.62%	-0.53	-1.32
Nov-00	3	66	4.55%	20.83%	2043	88966	2.30%	1.22	-0.31
Dec-00	1	67	1.49%	12.13%	1902	89437	2.13%	-0.36	-1.22
Jan-01	0	68	0.00%	0.00%	1989	90040	2.21%	-1.24	-1.75
Feb-01	0	62	0.00%	0.00%	1793	90317	1.99%	-1.12	-1.68
Mar-01	0	61	0.00%	0.00%	2231	90269	2.47%	-1.24	-1.76
Apr-01	1	60	1.67%	12.80%	2043	90120	2.27%	-0.31	-1.19
May-01	0	56	0.00%	0.00%	2195	90031	2.44%	-1.18	-1.72
Jun-01	1	57	1.75%	13.13%	2250	90384	2.49%	-0.36	-1.22



MR-8 - Trouble Rate (Percent)

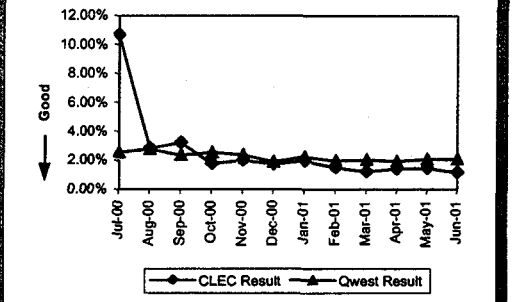
LIS Trunk

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	210	592610	0.04%	1.88%	217	774943	0.03%	2.57	0.57
Aug-00	246	609633	0.04%	2.01%	218	778390	0.03%	4.31	1.62
Sep-00	180	628539	0.03%	1.69%	164	782577	0.02%	3.13	0.9
Oct-00	175	656982	0.03%	1.63%	166	789636	0.02%	2.32	0.41
Nov-00	183	697014	0.03%	1.62%	155	795877	0.02%	2.96	0.8
Dec-00	139	727515	0.02%	1.38%	137	800399	0.02%	0.94	-0.43
Jan-01	252	758790	0.03%	1.82%	251	806459	0.03%	0.74	-0.55
Feb-01	203	770754	0.03%	1.62%	144	812372	0.02%	4.07	1.47
Mar-01	203	784935	0.03%	1.61%	177	820683	0.02%	1.85	0.13
Apr-01	179	825171	0.02%	1.47%	183	826420	0.02%	-0.19	-1.12
May-01	218	846257	0.03%	1.60%	200	821225	0.02%	0.58	-0.65
Jun-01	200	872587	0.02%	1.51%	183	827477	0.02%	0.35	-0.79



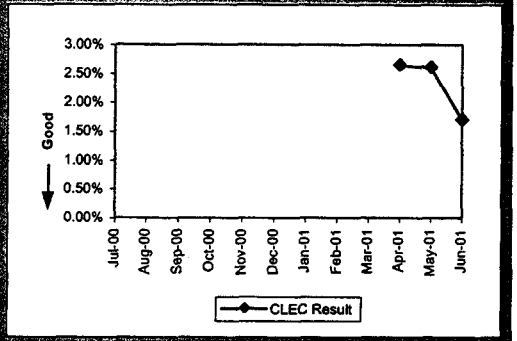
UNE - P (POTS)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	39	365	10.68%	30.89%	380293	14867789	2.56%	9.83	3.43
Aug-00	19	670	2.84%	16.60%	415896	14855410	2.80%	0.06	-0.97
Sep-00	40	1245	3.21%	17.63%	351661	14875553	2.36%	1.97	0.2
Oct-00	81	4560	1.78%	13.21%	377779	14863436	2.54%	-3.28	-3
Nov-00	191	9544	2.00%	14.00%	354441	14842281	2.39%	-2.47	-2.5
Dec-00	208	11895	1.75%	13.11%	281587	14816779	1.90%	-1.21	-1.74
Jan-01	291	14851	1.96%	13.86%	331030	14789275	2.24%	-2.3	-2.4
Feb-01	279	18468	1.51%	12.20%	293354	14753135	1.99%	-4.65	-3.83
Mar-01	235	19378	1.21%	10.95%	299564	14671028	2.04%	-8.16	-5.96
Apr-01	283	19914	1.42%	11.84%	285739	14624779	1.95%	-5.43	-4.3
May-01	312	21310	1.46%	12.01%	303749	14555504	2.09%	-6.35	-4.86
Jun-01	260	22244	1.17%	10.75%	306629	14452265	2.12%	-9.85	-6.99



MR-8 - Trouble Rate (Percent)

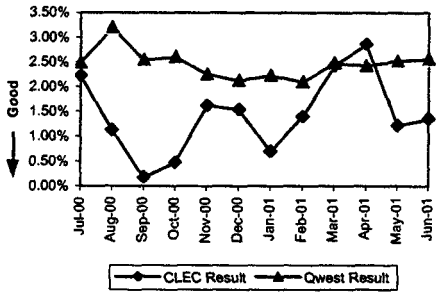
Line Sharing				
Record Date	Numerator	Denominator	CLEC Result	Standard Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	163	0		
Feb-01	179	0		
Mar-01	130	0		
Apr-01	123	4639	2.65%	16.07%
May-01	132	5066	2.61%	15.93%
Jun-01	91	5336	1.71%	12.95%



MR-8 - Trouble Rate (Percent)

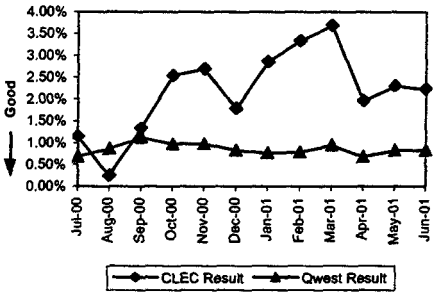
UDIT DS1

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10	450	2.22%	14.74%	6549	263142	2.49%	-0.36	-1.22
Aug-00	6	532	1.13%	10.56%	8598	269114	3.19%	-2.71	-2.65
Sep-00	1	563	0.18%	4.21%	6957	273688	2.54%	-3.56	-3.16
Oct-00	3	629	0.48%	6.89%	7254	278875	2.60%	-3.34	-3.03
Nov-00	11	679	1.62%	12.62%	6403	283758	2.26%	-1.12	-1.68
Dec-00	11	712	1.54%	12.33%	6123	288121	2.13%	-1.07	-1.65
Jan-01	5	712	0.70%	8.35%	6537	292643	2.23%	-2.76	-2.68
Feb-01	10	716	1.40%	11.74%	6220	296565	2.10%	-1.31	-1.79
Mar-01	17	701	2.43%	15.38%	7448	300105	2.48%	-0.1	-1.06
Apr-01	22	770	2.86%	16.66%	7388	304350	2.43%	0.77	-0.53
May-01	10	822	1.22%	10.96%	7728	306456	2.52%	-2.38	-2.45
Jun-01	11	814	1.35%	11.55%	7929	309092	2.57%	-2.19	-2.33



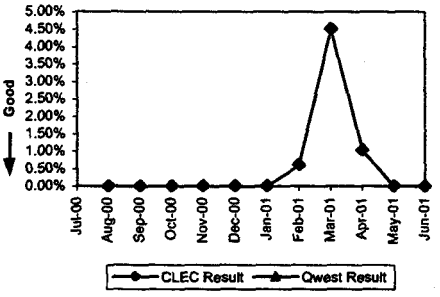
UDIT Above DS1 Level

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	348	1.15%	10.66%	106	15519	0.68%	1.04	-0.4
Aug-00	1	404	0.25%	4.97%	138	15977	0.86%	-1.32	-1.8
Sep-00	6	450	1.33%	11.47%	183	16353	1.12%	0.43	-0.69
Oct-00	13	512	2.54%	15.73%	164	16791	0.98%	3.54	1.15
Nov-00	15	557	2.69%	16.19%	169	17272	0.98%	4.05	1.46
Dec-00	11	617	1.78%	13.23%	146	17580	0.83%	2.56	0.56
Jan-01	19	665	2.86%	16.66%	138	17884	0.77%	6.03	2.67
Feb-01	23	690	3.33%	17.95%	143	18148	0.79%	7.42	3.51
Mar-01	26	705	3.69%	18.85%	175	18420	0.95%	7.35	3.47
Apr-01	15	763	1.97%	13.88%	128	18724	0.68%	4.21	1.56
May-01	16	695	2.30%	15.00%	158	18987	0.83%	4.19	1.55
Jun-01	16	716	2.23%	14.78%	160	19342	0.83%	4.08	1.48



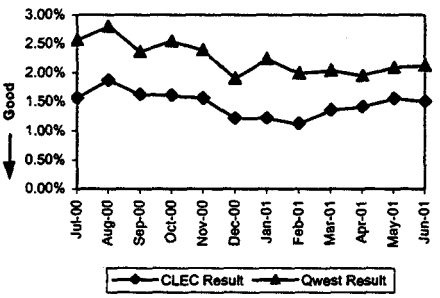
Dark Fiber - IOF

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00	0	4	0.00%	0.00%					
Sep-00	0	41	0.00%	0.00%					
Oct-00	0	67	0.00%	0.00%					
Nov-00	0	113	0.00%	0.00%					
Dec-00	0	134	0.00%	0.00%					
Jan-01	0	142	0.00%	0.00%					
Feb-01	1	166	0.60%	7.74%					
Mar-01	8	178	4.49%	20.72%					
Apr-01	2	195	1.03%	10.08%					
May-01	0	201	0.00%	0.00%					
Jun-01	0	209	0.00%	0.00%					



Unbundled Loop Analog

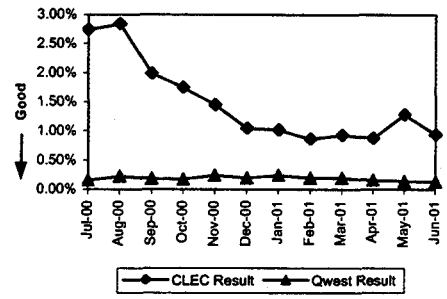
Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1212	77741	1.56%	12.39%	380293	14867789	2.56%	-17.59	-11.7
Aug-00	1631	87182	1.87%	13.55%	415896	14855410	2.80%	-16.58	-11.08
Sep-00	1562	96180	1.62%	12.64%	351661	14875553	2.36%	-15.06	-10.15
Oct-00	1695	105472	1.61%	12.57%	377779	14863436	2.54%	-19.22	-12.68
Nov-00	1765	113522	1.55%	12.37%	354441	14842281	2.39%	-18.32	-12.14
Dec-00	1458	120189	1.21%	10.95%	281587	14816779	1.90%	-17.38	-11.57
Jan-01	1546	127475	1.21%	10.95%	331030	14789275	2.24%	-24.65	-15.98
Feb-01	1524	135862	1.12%	10.53%	293354	14753135	1.99%	-22.78	-14.85
Mar-01	1953	144346	1.35%	11.55%	299564	14671028	2.04%	-18.42	-12.2
Apr-01	2219	157209	1.41%	11.80%	285739	14624779	1.95%	-15.45	-10.39
May-01	2647	170701	1.55%	12.36%	303749	14555504	2.09%	-15.41	-10.37
Jun-01	2760	183257	1.51%	12.18%	306629	14452265	2.12%	-18.17	-12.05



MR-8 - Trouble Rate (Percent)

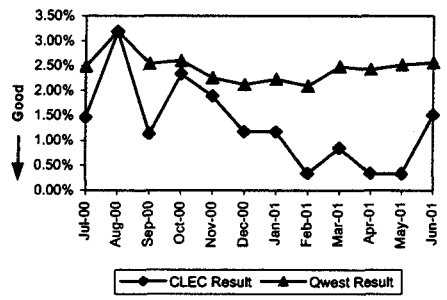
Unbundled Loop - 2 Wire Non-Loaded

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	630	22998	2.74%	16.32%	154	99578	0.15%	89.91	53.66
Aug-00	745	26236	2.84%	16.61%	229	101828	0.22%	79.73	47.47
Sep-00	579	29227	1.98%	13.93%	195	103672	0.19%	62.48	36.99
Oct-00	570	32546	1.75%	13.12%	183	104342	0.18%	59.32	35.07
Nov-00	499	34503	1.45%	11.94%	255	104950	0.24%	39.38	22.94
Dec-00	375	35832	1.05%	10.18%	210	105413	0.20%	31.08	17.89
Jan-01	357	35024	1.02%	10.04%	256	105181	0.24%	25.52	14.52
Feb-01	318	36790	0.86%	9.26%	208	105632	0.20%	24.87	14.12
Mar-01	349	37549	0.93%	9.60%	200	100695	0.20%	27.15	15.5
Apr-01	318	36342	0.88%	9.31%	160	100758	0.16%	29.4	16.87
May-01	431	33682	1.28%	11.24%	142	100705	0.14%	48.21	28.31
Jun-01	324	34430	0.94%	9.66%	127	99657	0.13%	36.48	21.18



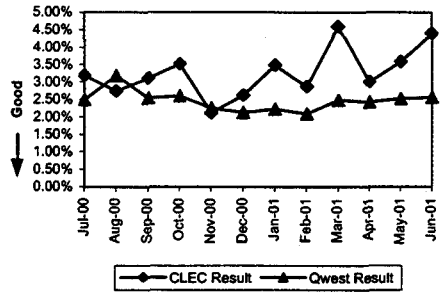
Unbundled Loop - 4 Wire Non-Loaded

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	7	478	1.46%	12.01%	6549	263142	2.49%	-1.44	-1.87
Aug-00	16	502	3.19%	17.57%	8598	269114	3.19%	-0.01	-1.01
Sep-00	6	526	1.14%	10.62%	6957	273688	2.54%	-2.04	-2.24
Oct-00	13	556	2.34%	15.11%	7254	278875	2.60%	-0.39	-1.24
Nov-00	11	582	1.89%	13.62%	6403	283758	2.26%	-0.59	-1.36
Dec-00	7	595	1.18%	10.78%	6123	288121	2.13%	-1.6	-1.97
Jan-01	7	597	1.17%	10.76%	6537	292643	2.23%	-1.75	-2.07
Feb-01	2	593	0.34%	5.80%	6220	296565	2.10%	-2.99	-2.82
Mar-01	5	594	0.84%	9.14%	7448	300105	2.48%	-2.57	-2.56
Apr-01	2	595	0.34%	5.79%	7388	304350	2.43%	-3.31	-3.01
May-01	2	606	0.33%	5.74%	7728	306456	2.52%	-3.44	-3.09
Jun-01	9	595	1.51%	12.21%	7929	309092	2.57%	-1.62	-1.99



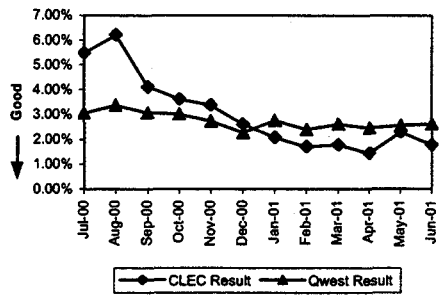
Unbundled Loop - DS1 Capable

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	28	877	3.19%	17.58%	6549	263142	2.49%	1.34	-0.19
Aug-00	28	1021	2.74%	16.33%	8598	269114	3.19%	-0.82	-1.5
Sep-00	35	1124	3.11%	17.37%	6957	273688	2.54%	1.22	-0.26
Oct-00	45	1277	3.52%	18.44%	7254	278875	2.60%	2.07	0.26
Nov-00	30	1413	2.12%	14.42%	6403	283758	2.26%	-0.34	-1.2
Dec-00	40	1526	2.62%	15.98%	6123	288121	2.13%	1.34	-0.19
Jan-01	62	1780	3.48%	18.34%	6537	292643	2.23%	3.56	1.16
Feb-01	61	2123	2.87%	16.71%	6220	296565	2.10%	2.49	0.51
Mar-01	108	2349	4.60%	20.94%	7448	300105	2.48%	6.57	2.99
Apr-01	82	2722	3.01%	17.09%	7388	304350	2.43%	1.97	0.2
May-01	108	3005	3.59%	18.61%	7728	306456	2.52%	3.73	1.27
Jun-01	142	3223	4.41%	20.52%	7929	309092	2.57%	6.58	3



Unbundled Loop ISDN Capable

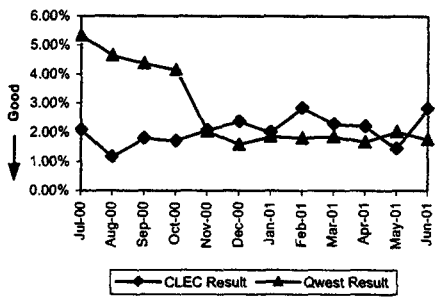
Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	450	8218	5.48%	22.75%	2685	87941	3.05%	12.21	6.42
Aug-00	602	9689	6.21%	24.14%	2999	88835	3.38%	14.68	7.93
Sep-00	448	10869	4.12%	19.88%	2749	89358	3.08%	5.96	2.62
Oct-00	458	12661	3.62%	18.67%	2712	89716	3.02%	3.66	1.22
Nov-00	469	13889	3.38%	18.06%	2464	90162	2.73%	4.33	1.63
Dec-00	384	14662	2.62%	15.97%	2065	90500	2.28%	2.54	0.54
Jan-01	304	14568	2.09%	14.29%	2507	90635	2.77%	-4.64	-3.82
Feb-01	260	15264	1.70%	12.94%	2175	90572	2.40%	-5.21	-4.17
Mar-01	278	15585	1.78%	13.24%	2363	90357	2.62%	-6.01	-4.65
Apr-01	224	15498	1.45%	11.94%	2215	90028	2.46%	-7.53	-5.58
May-01	337	14695	2.29%	14.97%	2288	89431	2.56%	-1.89	-2.15
Jun-01	264	14980	1.76%	13.16%	2333	89029	2.62%	-6.08	-4.7



MR-8 - Trouble Rate (Percent)

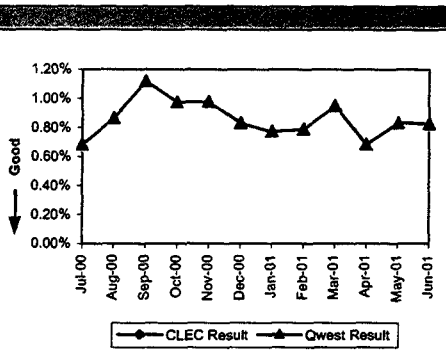
Unbundled Loop - ADSL Qualified

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	6	288	2.08%	14.28%	8739	163760	5.34%	-2.45	-2.49
Aug-00	4	344	1.16%	10.72%	8007	171991	4.66%	-3.07	-2.87
Sep-00	8	442	1.81%	13.33%	7987	182743	4.37%	-2.63	-2.6
Oct-00	9	524	1.72%	12.99%	8204	197393	4.16%	-2.79	-2.7
Nov-00	13	627	2.07%	14.25%	4250	208310	2.04%	0.06	-0.96
Dec-00	17	716	2.37%	15.22%	3551	223445	1.59%	1.68	0.02
Jan-01	17	845	2.01%	14.04%	4502	240365	1.87%	0.3	-0.82
Feb-01	29	1019	2.85%	16.63%	4637	255916	1.81%	2.47	0.5
Mar-01	26	1135	2.29%	14.96%	4955	267200	1.85%	1.09	-0.34
Apr-01	29	1311	2.21%	14.71%	4702	279790	1.68%	1.49	-0.09
May-01	21	1445	1.45%	11.97%	5576	274534	2.03%	-1.55	-1.94
Jun-01	43	1517	2.83%	16.60%	4725	266282	1.77%	3.12	0.9



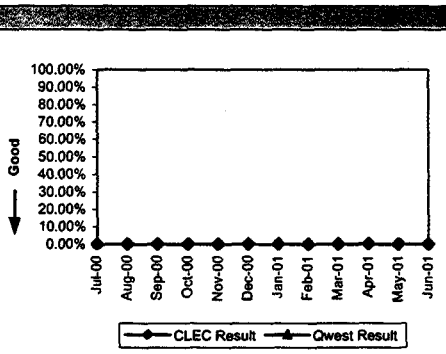
Unbundled Loop - DS3 Capable

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					106	15519	0.68%		
Aug-00					138	15977	0.86%		
Sep-00					183	16353	1.12%		
Oct-00					164	16791	0.98%		
Nov-00					169	17272	0.98%		
Dec-00					146	17580	0.83%		
Jan-01					138	17884	0.77%		
Feb-01					143	18148	0.79%		
Mar-01					175	18420	0.95%		
Apr-01					128	18724	0.68%		
May-01					158	18987	0.83%		
Jun-01					160	19342	0.83%		



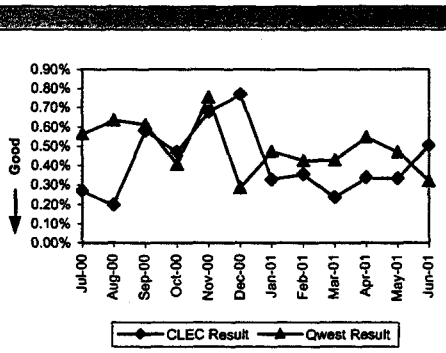
Dark Fiber - Loop

Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	32	0.00%	0.00%					
Aug-00	0	32	0.00%	0.00%					
Sep-00	0	39	0.00%	0.00%					
Oct-00	0	38	0.00%	0.00%					
Nov-00	0	42	0.00%	0.00%					
Dec-00	0	44	0.00%	0.00%					
Jan-01	0	47	0.00%	0.00%					
Feb-01	0	49	0.00%	0.00%					
Mar-01	0	51	0.00%	0.00%					
Apr-01	0	51	0.00%	0.00%					
May-01	0	53	0.00%	0.00%					
Jun-01	0	62	0.00%	0.00%					



E911

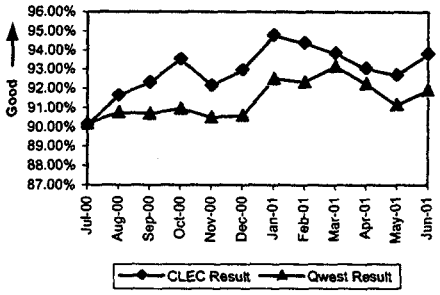
Date	Numerator	Denominato	CLEC Resu	Standard D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	5	1849	0.27%	5.19%	43	7632	0.56%	-1.51	-1.92
Aug-00	4	2016	0.20%	4.45%	49	7721	0.63%	-2.2	-2.34
Sep-00	12	2068	0.58%	7.60%	48	7815	0.61%	-0.18	-1.11
Oct-00	10	2123	0.47%	6.85%	32	7846	0.41%	0.41	-0.75
Nov-00	15	2209	0.68%	8.21%	60	7951	0.75%	-0.36	-1.22
Dec-00	18	2341	0.77%	8.73%	23	8037	0.29%	3.85	1.34
Jan-01	8	2437	0.33%	5.72%	38	8024	0.47%	-0.92	-1.56
Feb-01	9	2529	0.36%	5.95%	34	7967	0.43%	-0.48	-1.29
Mar-01	6	2531	0.24%	4.86%	34	7941	0.43%	-1.28	-1.78
Apr-01	9	2658	0.34%	5.81%	45	8214	0.55%	-1.27	-1.77
May-01	9	2687	0.33%	5.78%	39	8260	0.47%	-0.9	-1.55
Jun-01	14	2777	0.50%	7.08%	27	8363	0.32%	1.46	-0.11



MR-9A - Repair Appointments Met (Percent) - Dispatches within MSAs

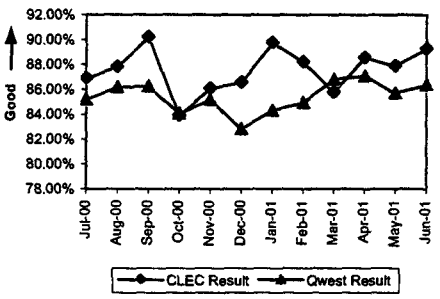
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1204	1336	90.12%	29.84%	146114	162019	90.18%	0.08	-0.95
Aug-00	1491	1627	91.64%	27.68%	158030	174102	90.77%	-1.21	-1.74
Sep-00	1273	1379	92.31%	26.64%	135339	149222	90.70%	-2.06	-2.25
Oct-00	1445	1545	93.53%	24.60%	145311	159742	90.97%	-3.5	-3.12
Nov-00	1398	1517	92.16%	26.89%	135004	149153	90.51%	-2.17	-2.32
Dec-00	1057	1137	92.96%	25.58%	102058	112644	90.60%	-2.72	-2.65
Jan-01	1157	1221	94.76%	22.29%	125972	136159	92.52%	-2.96	-2.8
Feb-01	1040	1102	94.37%	23.04%	104400	113047	92.35%	-2.51	-2.53
Mar-01	1614	1720	93.84%	24.05%	124294	133418	93.16%	-1.1	-1.67
Apr-01	1809	1944	93.06%	25.42%	137845	149393	92.27%	-1.29	-1.78
May-01	1857	2003	92.71%	26.00%	144858	158891	91.17%	-2.42	-2.47
Jun-01	1953	2082	93.80%	24.11%	144829	157538	91.93%	-3.11	-2.89



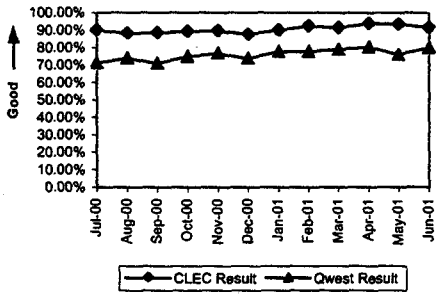
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	384	442	86.88%	33.76%	15658	18377	85.20%	-0.98	-1.6
Aug-00	483	550	87.82%	32.71%	17950	20824	86.20%	-1.09	-1.66
Sep-00	461	511	90.22%	29.71%	15331	17773	86.26%	-2.56	-2.56
Oct-00	443	528	83.90%	36.75%	16572	19709	84.08%	0.11	-0.93
Nov-00	489	568	86.09%	34.60%	15454	18146	85.16%	-0.61	-1.37
Dec-00	445	514	86.58%	34.09%	11312	13656	82.84%	-2.21	-2.34
Jan-01	665	741	89.74%	30.34%	15077	17881	84.32%	-3.98	-3.42
Feb-01	606	687	88.21%	32.25%	12588	14817	84.96%	-2.33	-2.42
Mar-01	699	815	85.77%	34.94%	14753	16994	86.81%	0.86	-0.48
Apr-01	790	892	88.57%	31.82%	14888	17096	87.08%	-1.29	-1.78
May-01	864	983	87.89%	32.62%	15890	18540	85.71%	-1.91	-2.16
Jun-01	953	1068	89.23%	31.00%	14898	17254	86.35%	-2.67	-2.62



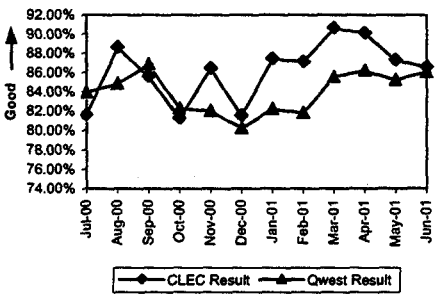
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1732	1925	89.97%	30.03%	811	1138	71.27%	-11.06	-7.72
Aug-00	1765	2000	88.25%	32.20%	1004	1355	74.10%	-9.18	-6.58
Sep-00	1536	1735	88.53%	31.87%	854	1200	71.17%	-10.21	-7.21
Oct-00	1467	1642	89.34%	30.86%	885	1181	74.94%	-8.71	-6.3
Nov-00	1416	1580	89.62%	30.50%	780	1015	76.85%	-7.53	-5.58
Dec-00	1099	1256	87.50%	33.07%	547	741	73.82%	-6.72	-5.08
Jan-01	1501	1670	89.88%	30.16%	679	872	77.87%	-6.93	-5.21
Feb-01	1385	1499	92.39%	26.51%	635	815	77.91%	-8.02	-5.88
Mar-01	1806	1972	91.58%	27.77%	672	849	79.15%	-7.45	-5.53
Apr-01	1896	2017	94.00%	23.75%	618	768	80.47%	-8.05	-5.89
May-01	2000	2139	93.50%	24.65%	676	889	76.04%	-10.25	-7.23
Jun-01	2053	2237	91.77%	27.48%	649	810	80.12%	-7.12	-5.33



Centrex 21

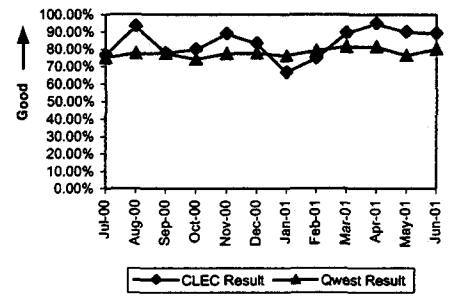
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	71	87	81.61%	38.74%	3933	4686	83.93%	0.57	-0.66
Aug-00	109	123	88.62%	31.76%	4520	5328	84.83%	-1.16	-1.7
Sep-00	89	104	85.58%	35.13%	3813	4390	86.86%	0.34	-0.79
Oct-00	104	128	81.25%	39.03%	3859	4690	82.28%	0.28	-0.83
Nov-00	70	81	86.42%	34.26%	3563	4343	82.04%	-1.02	-1.62
Dec-00	75	92	81.52%	38.81%	2626	3273	80.23%	-0.31	-1.19
Jan-01	146	167	87.43%	33.16%	3442	4187	82.21%	-1.73	-2.05
Feb-01	115	132	87.12%	33.50%	2772	3388	81.82%	-1.55	-1.94
Mar-01	155	171	90.64%	29.12%	3408	3984	85.54%	-1.86	-2.13
Apr-01	173	192	90.10%	29.86%	3241	3760	86.20%	-1.53	-1.93
May-01	165	189	87.30%	33.30%	3584	4204	85.25%	-0.78	-1.47
Jun-01	161	186	86.56%	34.11%	3415	3969	86.04%	-0.2	-1.12



MR-9A - Repair Appointments Met (Percent) - Dispatches within MSAs

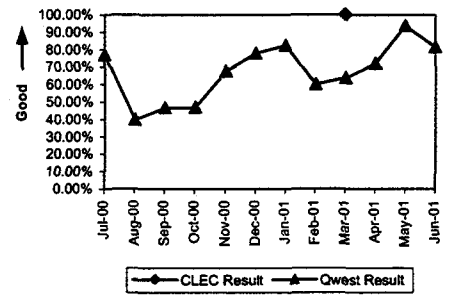
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	13	17	76.47%	42.42%	362	483	74.95%	-0.14	-1.09
Aug-00	14	15	93.33%	24.94%	448	575	77.91%	-1.42	-1.86
Sep-00	7	9	77.78%	41.57%	422	543	77.72%	0	-1
Oct-00	12	15	80.00%	40.00%	380	511	74.36%	-0.49	-1.3
Nov-00	8	9	88.89%	31.43%	382	493	77.48%	-0.81	-1.49
Dec-00	5	6	83.33%	37.27%	279	358	77.93%	-0.32	-1.19
Jan-01	8	12	66.67%	47.14%	366	481	76.09%	0.79	-0.52
Feb-01	9	12	75.00%	43.30%	309	390	79.23%	0.29	-0.83
Mar-01	17	19	89.47%	30.69%	339	416	81.49%	-0.88	-1.53
Apr-01	19	20	95.00%	21.79%	348	427	81.50%	-1.52	-1.92
May-01	18	20	90.00%	30.00%	349	456	76.54%	-1.39	-1.85
Jun-01	33	37	89.19%	31.05%	385	480	80.21%	-1.32	-1.8



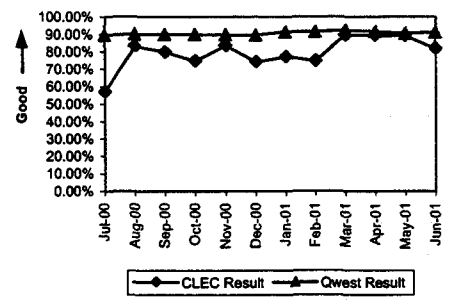
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					10	13	76.92%		
Aug-00					2	5	40.00%		
Sep-00					7	15	46.67%		
Oct-00					8	17	47.06%		
Nov-00					25	37	67.57%		
Dec-00					14	18	77.78%		
Jan-01					19	23	82.61%		
Feb-01					9	15	60.00%		
Mar-01	1	1	100.00%	0.00%	14	22	63.64%	-0.74	-1.45
Apr-01					18	25	72.00%		
May-01					15	16	93.75%		
Jun-01					22	27	81.48%		



UNE - P (POTS)

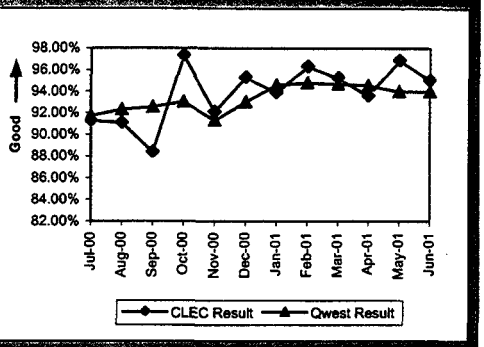
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4	7	57.14%	49.49%	161772	180396	89.68%	8.04	3.89
Aug-00	5	6	83.33%	37.27%	175980	194926	90.28%	-0.1	-1.06
Sep-00	8	10	80.00%	40.00%	150670	166995	90.22%	1.49	-0.09
Oct-00	15	20	75.00%	43.30%	161883	179451	90.21%	3.72	1.26
Nov-00	31	37	83.78%	36.86%	150458	167299	89.93%	1.28	-0.22
Dec-00	32	43	74.42%	43.63%	113370	126300	89.76%	8.21	3.99
Jan-01	54	70	77.14%	41.99%	141049	154040	91.57%	3.72	1.26
Feb-01	51	68	75.00%	43.30%	116988	127864	91.49%	8.01	3.87
Mar-01	52	58	89.66%	30.45%	139047	150412	92.44%	0.79	-0.52
Apr-01	86	96	89.58%	30.55%	152733	166489	91.74%	0.72	-0.56
May-01	101	113	89.38%	30.81%	160748	177431	90.60%	0.41	-0.75
Jun-01	68	83	81.93%	38.48%	159727	174792	91.38%	4	1.43



MR-9B - Repair Appointments Met (Percent) - Dispatches outside MSAs

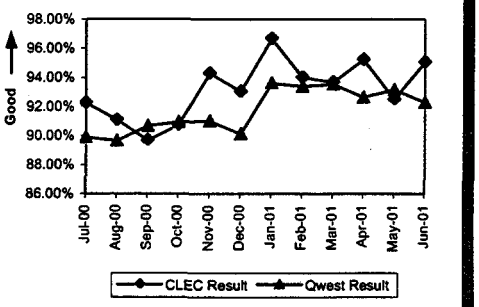
Residence

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	356	390	91.28%	28.21%	50935	55520	91.74%	0.28	-0.83
Aug-00	387	425	91.06%	28.53%	52607	56987	92.31%	0.91	-0.45
Sep-00	319	361	88.37%	32.06%	43206	46686	92.55%	3.03	0.84
Oct-00	360	370	97.30%	16.22%	44628	47970	93.03%	-3.21	-2.95
Nov-00	384	417	92.09%	27.00%	41438	45380	91.31%	-0.56	-1.34
Dec-00	243	255	95.29%	21.18%	29742	31974	93.02%	-1.42	-1.86
Jan-01	260	277	93.86%	24.00%	29577	31263	94.61%	0.51	-0.69
Feb-01	261	271	96.31%	18.85%	27111	28601	94.79%	-1.12	-1.68
Mar-01	301	316	95.25%	21.26%	33173	35038	94.68%	-0.45	-1.28
Apr-01	335	358	93.58%	24.52%	35363	37389	94.58%	0.82	-0.5
May-01	340	351	96.87%	17.42%	38399	40859	93.98%	-2.26	-2.38
Jun-01	458	482	95.02%	21.75%	40611	43215	93.97%	-0.96	-1.58



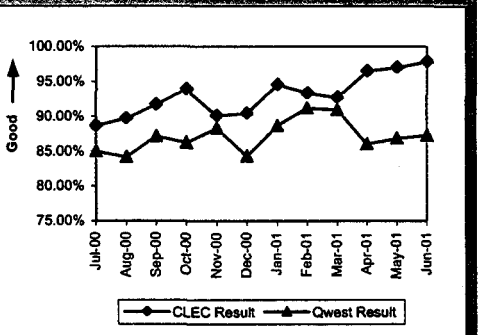
Business

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	215	233	92.27%	26.70%	6080	6763	89.90%	-1.18	-1.72
Aug-00	266	292	91.10%	28.48%	6583	7343	89.65%	-0.8	-1.48
Sep-00	200	223	89.69%	30.41%	5515	6082	90.68%	0.45	-0.73
Oct-00	216	238	90.76%	28.96%	5889	6475	90.95%	0.05	-0.97
Nov-00	199	211	94.31%	23.16%	5167	5678	91.00%	-1.65	-2
Dec-00	147	158	93.04%	25.45%	3964	4398	90.13%	-1.2	-1.73
Jan-01	175	181	96.69%	17.90%	4327	4622	93.62%	-1.66	-2.01
Feb-01	157	167	94.01%	23.73%	3787	4055	93.39%	-0.32	-1.19
Mar-01	193	206	93.69%	24.32%	4557	4872	93.53%	-0.09	-1.05
Apr-01	200	210	95.24%	21.30%	4363	4709	92.65%	-1.41	-1.85
May-01	210	227	92.51%	26.32%	5090	5463	93.17%	0.34	-0.79
Jun-01	251	264	95.08%	21.64%	5058	5480	92.30%	-1.65	-2



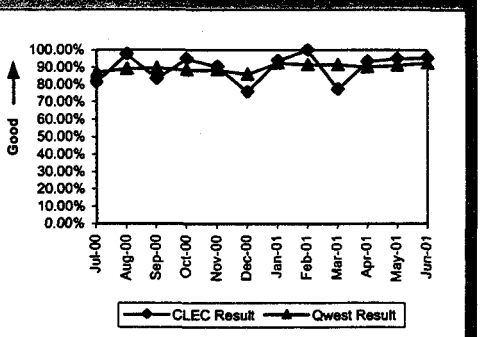
Centrex

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	562	634	88.64%	31.73%	306	360	85.00%	-1.55	-1.94
Aug-00	592	660	89.70%	30.40%	399	474	84.18%	-2.51	-2.53
Sep-00	531	579	91.71%	27.57%	353	405	87.16%	-2.1	-2.28
Oct-00	448	477	93.92%	23.90%	357	414	86.23%	-3.32	-3.02
Nov-00	445	494	90.08%	29.89%	280	317	88.33%	-0.76	-1.46
Dec-00	284	314	90.45%	29.40%	204	242	84.30%	-1.98	-2.2
Jan-01	433	458	94.54%	22.72%	243	274	88.69%	-2.42	-2.47
Feb-01	449	481	93.35%	24.92%	229	251	91.24%	-0.96	-1.58
Mar-01	575	620	92.74%	25.94%	191	210	90.95%	-0.78	-1.48
Apr-01	578	599	96.49%	18.39%	166	193	86.01%	-3.65	-3.22
May-01	653	673	97.03%	16.98%	198	228	86.84%	-3.93	-3.39
Jun-01	769	786	97.84%	14.55%	165	189	87.30%	-3.91	-3.37



Centrex 21

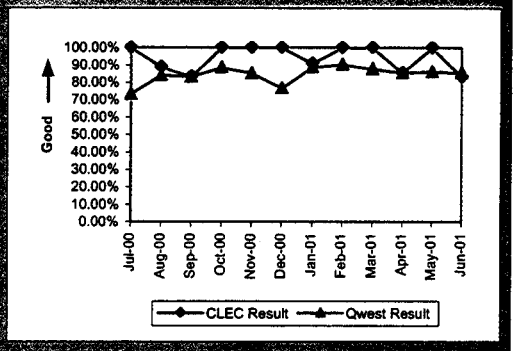
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	35	43	81.40%	38.91%	620	712	87.08%	1.06	-0.36
Aug-00	41	42	97.62%	15.25%	734	823	89.19%	-1.72	-2.04
Sep-00	35	42	83.33%	37.27%	613	684	89.62%	1.32	-0.2
Oct-00	36	38	94.74%	22.33%	607	687	88.36%	-1.19	-1.73
Nov-00	37	41	90.24%	29.67%	586	662	88.52%	-0.34	-1.2
Dec-00	25	33	75.76%	42.86%	455	529	86.01%	1.74	0.06
Jan-01	15	16	93.75%	24.21%	489	529	92.44%	-0.2	-1.12
Feb-01	11	11	100.00%	0.00%	420	459	91.50%	-1	-1.61
Mar-01	17	22	77.27%	41.91%	517	565	91.50%	4.51	1.74
Apr-01	14	15	93.33%	24.94%	414	459	90.20%	-0.4	-1.24
May-01	19	20	95.00%	21.79%	500	548	91.24%	-0.58	-1.36
Jun-01	21	22	95.45%	20.83%	565	610	92.62%	-0.5	-1.3



MR-9B - Repair Appointments Met (Percent) - Dispatches outside MSAs

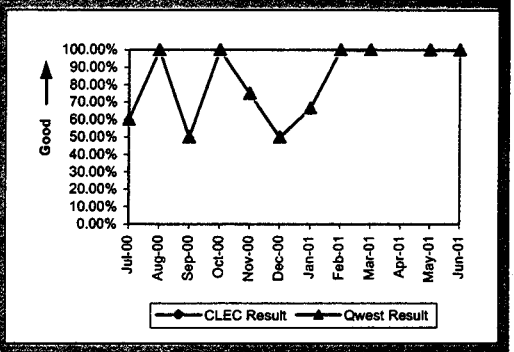
PBX

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	3	3	100.00%	0.00%	141	192	73.44%	-1.03	-1.63
Aug-00	8	9	88.89%	31.43%	165	196	84.18%	-0.38	-1.23
Sep-00	5	6	83.33%	37.27%	141	169	83.43%	-0.05	-1.03
Oct-00	7	7	100.00%	0.00%	139	157	88.54%	-0.93	-1.57
Nov-00	9	9	100.00%	0.00%	127	149	85.23%	-1.21	-1.74
Dec-00	9	9	100.00%	0.00%	93	121	76.86%	-1.59	-1.97
Jan-01	10	11	90.91%	28.75%	94	106	88.68%	-0.22	-1.14
Feb-01	1	1	100.00%	0.00%	74	82	90.24%	-0.33	-1.2
Mar-01	6	6	100.00%	0.00%	86	98	87.76%	-0.89	-1.54
Apr-01	6	7	85.71%	34.99%	90	105	85.71%		
May-01	12	12	100.00%	0.00%	95	110	86.36%	-1.31	-1.79
Jun-01	5	6	83.33%	37.27%	102	119	85.71%	0.18	-0.89



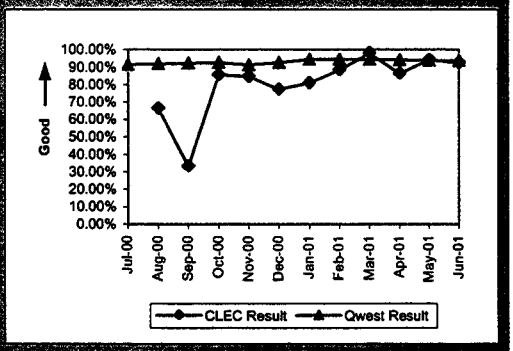
Basic Rate ISDN

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					3	5	60.00%		
Aug-00					3	3	100.00%	N/A	
Sep-00					1	2	50.00%		
Oct-00					1	1	100.00%	N/A	
Nov-00					3	4	75.00%		
Dec-00					1	2	50.00%		
Jan-01					2	3	66.67%		
Feb-01					2	2	100.00%	N/A	
Mar-01					2	2	100.00%	N/A	
Apr-01									
May-01					7	7	100.00%	N/A	
Jun-01					4	4	100.00%	N/A	



UNE - P (POTS)

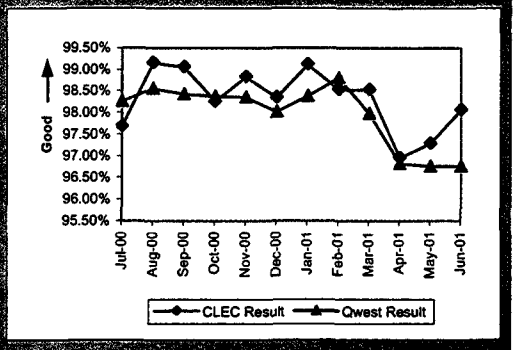
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					57015	62283	91.54%		
Aug-00	2	3	66.67%	47.14%	59190	64330	92.01%	3.72	1.26
Sep-00	1	3	33.33%	47.14%	48721	52768	92.33%	8.21	3.99
Oct-00	18	21	85.71%	34.99%	50517	54445	92.79%	1.12	-0.32
Nov-00	28	33	84.85%	35.86%	46605	51058	91.28%	1.55	-0.06
Dec-00	31	40	77.50%	41.76%	33706	36372	92.67%	3.72	1.26
Jan-01	30	37	81.08%	39.17%	33904	35885	94.48%	3.72	1.26
Feb-01	38	43	88.37%	32.06%	30898	32656	94.62%	2.9	0.76
Mar-01	53	54	98.15%	13.48%	37730	39910	94.54%	-1.17	-1.71
Apr-01	58	67	86.57%	34.10%	39726	42098	94.37%	5.48	2.33
May-01	82	87	94.25%	23.27%	43489	46322	93.88%	-0.14	-1.09
Jun-01	64	69	92.75%	25.93%	45669	48695	93.79%	0.3	-0.82



MR-9C - Repair Appointments Met (Percent) - No dispatches

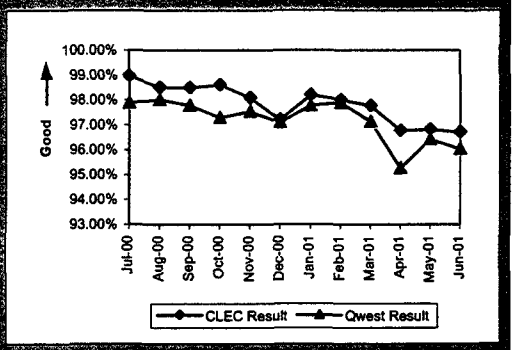
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	675	691	97.68%	15.04%	117520	119599	98.26%	1.16	-0.3
Aug-00	941	949	99.16%	9.14%	133000	134946	98.56%	-1.54	-1.94
Sep-00	846	854	99.06%	9.63%	110852	112612	98.44%	-1.47	-1.89
Oct-00	905	921	98.26%	13.07%	121123	123121	98.38%	0.27	-0.83
Nov-00	929	940	98.83%	10.75%	114961	116880	98.36%	-1.13	-1.69
Dec-00	896	911	98.35%	12.73%	100789	102820	98.02%	-0.71	-1.43
Jan-01	901	909	99.12%	9.34%	118255	120204	98.38%	-1.76	-2.07
Feb-01	1072	1088	98.53%	12.04%	113105	114472	98.81%	0.84	-0.49
Mar-01	1142	1159	98.53%	12.02%	91243	93126	97.98%	-1.33	-1.81
Apr-01	797	822	96.96%	17.17%	63284	65359	96.83%	-0.22	-1.13
May-01	827	850	97.29%	16.23%	65114	67290	96.77%	-0.86	-1.53
Jun-01	966	985	98.07%	13.75%	68570	70862	96.77%	-2.3	-2.4



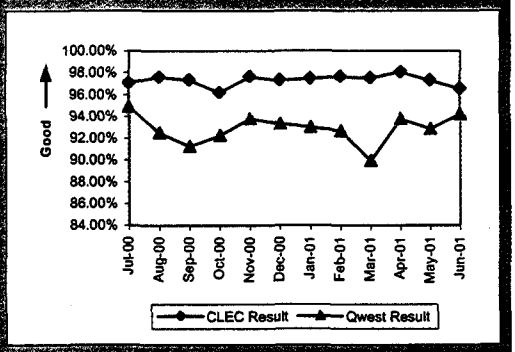
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	672	679	98.97%	10.10%	17635	18015	97.89%	-1.92	-2.17
Aug-00	862	875	98.51%	12.10%	21263	21694	98.01%	-1.04	-1.63
Sep-00	919	933	98.50%	12.16%	18859	19286	97.79%	-1.45	-1.88
Oct-00	1064	1079	98.61%	11.71%	20201	20762	97.30%	-2.59	-2.58
Nov-00	1186	1209	98.10%	13.66%	18733	19204	97.55%	-1.2	-1.73
Dec-00	1322	1360	97.21%	16.48%	15629	16095	97.10%	-0.21	-1.13
Jan-01	1690	1721	98.20%	13.30%	20436	20901	97.78%	-1.14	-1.7
Feb-01	1372	1400	98.00%	14.00%	17974	18362	97.89%	-0.28	-1.17
Mar-01	1406	1438	97.77%	14.75%	15655	16116	97.14%	-1.38	-1.84
Apr-01	1023	1057	96.78%	17.64%	11236	11793	95.28%	-2.21	-2.34
May-01	1190	1229	96.83%	17.53%	12254	12706	96.44%	-0.69	-1.42
Jun-01	1236	1278	96.71%	17.83%	11795	12280	96.05%	-1.16	-1.7



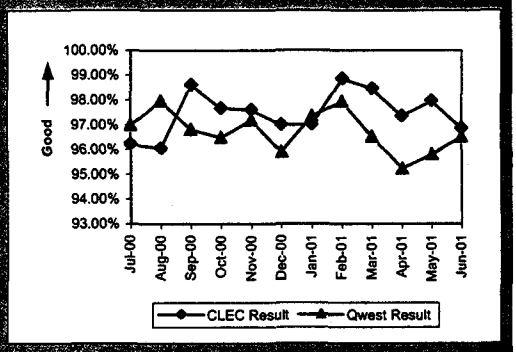
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	958	987	97.06%	16.89%	913	962	94.91%	-2.16	-2.32
Aug-00	1182	1211	97.61%	15.29%	1036	1120	92.50%	-4.68	-3.84
Sep-00	987	1014	97.34%	16.10%	950	1041	91.26%	-4.88	-3.97
Oct-00	1363	1417	96.19%	19.15%	1035	1122	92.25%	-3.69	-3.24
Nov-00	1451	1486	97.64%	15.17%	833	888	93.81%	-3.75	-3.28
Dec-00	1341	1378	97.31%	16.16%	811	869	93.33%	-3.69	-3.24
Jan-01	1420	1457	97.46%	15.73%	961	1033	93.03%	-4.28	-3.6
Feb-01	1543	1580	97.66%	15.12%	835	901	92.67%	-4.58	-3.79
Mar-01	1596	1637	97.50%	15.63%	687	764	89.92%	-5.74	-4.49
Apr-01	1371	1398	98.07%	13.76%	693	739	93.78%	-3.91	-3.38
May-01	1589	1633	97.31%	16.19%	675	727	92.85%	-3.88	-3.36
Jun-01	1334	1382	96.53%	18.31%	604	641	94.23%	-2.06	-2.25



Centrex 21

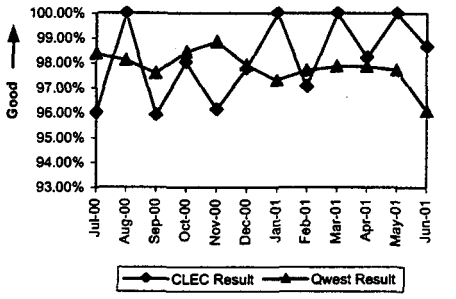
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	102	106	96.23%	19.06%	3667	3781	96.98%	0.36	-0.78
Aug-00	146	152	96.05%	19.47%	4442	4535	97.95%	1.74	0.06
Sep-00	141	143	98.60%	11.74%	3833	3959	96.82%	-1.19	-1.73
Oct-00	167	171	97.66%	15.11%	3742	3878	96.49%	-0.81	-1.49
Nov-00	163	167	97.60%	15.29%	3558	3661	97.19%	-0.32	-1.19
Dec-00	129	133	96.99%	17.08%	3139	3273	95.91%	-0.62	-1.38
Jan-01	227	234	97.01%	17.04%	4147	4260	97.35%	0.27	-0.84
Feb-01	172	174	98.85%	10.66%	3413	3485	97.93%	-0.83	-1.5
Mar-01	191	194	98.45%	12.34%	3105	3217	96.52%	-1.43	-1.87
Apr-01	147	151	97.35%	16.06%	2393	2513	95.22%	-1.19	-1.72
May-01	191	195	97.95%	14.17%	2759	2880	95.80%	-1.45	-1.88
Jun-01	153	158	96.84%	17.51%	2620	2715	96.50%	-0.22	-1.14



MR-9C - Repair Appointments Met (Percent) - No dispatches

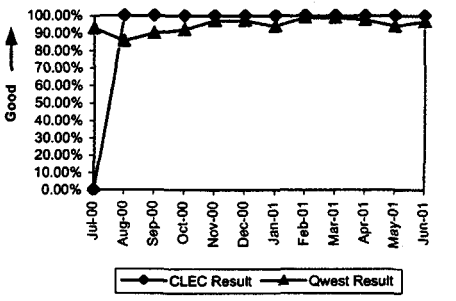
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	48	50	96.00%	19.60%	1206	1226	98.37%	1.97	0.2
Aug-00	56	56	100.00%	0.00%	1466	1494	98.13%	-1.02	-1.62
Sep-00	47	49	95.92%	19.79%	1178	1207	97.60%	0.56	-0.66
Oct-00	50	51	98.04%	13.86%	1273	1293	98.45%	0.12	-0.93
Nov-00	50	52	96.15%	19.23%	1131	1144	98.86%	4.13	1.51
Dec-00	44	45	97.78%	14.74%	993	1014	97.93%	0.07	-0.96
Jan-01	66	66	100.00%	0.00%	1406	1445	97.30%	-1.32	-1.8
Feb-01	33	34	97.06%	16.90%	1153	1180	97.71%	0.12	-0.93
Mar-01	61	61	100.00%	0.00%	1058	1081	97.87%	-1.12	-1.68
Apr-01	55	56	98.21%	13.24%	918	938	97.87%	-0.17	-1.11
May-01	59	59	100.00%	0.00%	942	964	97.72%	-1.14	-1.69
Jun-01	74	75	98.67%	11.47%	736	766	96.08%	-1.1	-1.67



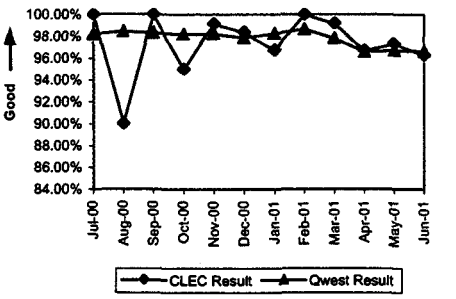
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	1	0.00%	0.00%	126	136	92.65%	8.13	3.94
Aug-00	2	2	100.00%	0.00%	189	221	85.52%	-0.58	-1.35
Sep-00	1	1	100.00%	0.00%	160	178	89.89%	-0.33	-1.2
Oct-00	2	2	100.00%	0.00%	152	165	92.12%	-0.41	-1.25
Nov-00	1	1	100.00%	0.00%	208	214	97.20%	-0.17	-1.1
Dec-00	1	1	100.00%	0.00%	185	190	97.37%	-0.16	-1.1
Jan-01	3	3	100.00%	0.00%	216	230	93.91%	-0.44	-1.27
Feb-01	4	4	100.00%	0.00%	189	191	98.95%	-0.2	-1.12
Mar-01	2	2	100.00%	0.00%	174	176	98.86%	-0.15	-1.09
Apr-01	1	1	100.00%	0.00%	132	135	97.78%	-0.15	-1.09
May-01	1	1	100.00%	0.00%	112	119	94.12%	-0.25	-1.15
Jun-01	3	3	100.00%	0.00%	93	96	96.88%	-0.31	-1.19



UNE - P (POTS)

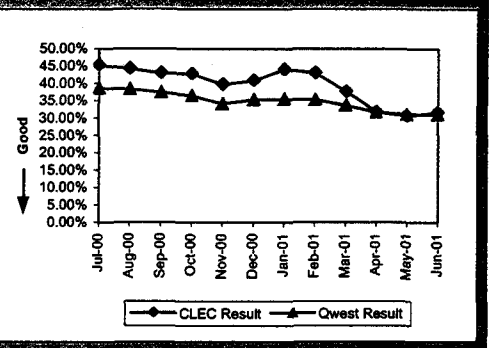
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	32	32	100.00%	0.00%	135155	137614	98.21%	-0.76	-1.46
Aug-00	9	10	90.00%	30.00%	154263	156640	98.48%	3.72	1.26
Sep-00	27	27	100.00%	0.00%	129711	131898	98.34%	-0.67	-1.41
Oct-00	38	40	95.00%	21.79%	141324	143883	98.22%	5.61	2.41
Nov-00	120	121	99.17%	9.05%	133694	136084	98.24%	-0.78	-1.47
Dec-00	123	125	98.40%	12.55%	116418	118915	97.90%	-0.39	-1.24
Jan-01	178	184	96.74%	17.76%	138691	141105	98.29%	1.76	0.07
Feb-01	168	168	100.00%	0.00%	131079	132834	98.68%	-1.5	-1.91
Mar-01	122	123	99.19%	8.98%	106898	109242	97.85%	-1.02	-1.62
Apr-01	116	120	96.67%	17.95%	74520	77152	96.59%	-0.05	-1.03
May-01	109	112	97.32%	16.15%	77368	79996	96.71%	-0.36	-1.22
Jun-01	104	108	96.30%	18.89%	80365	83142	96.66%	0.1	-0.94



MR-10 - Customer-Related Trouble Reports (Percent)

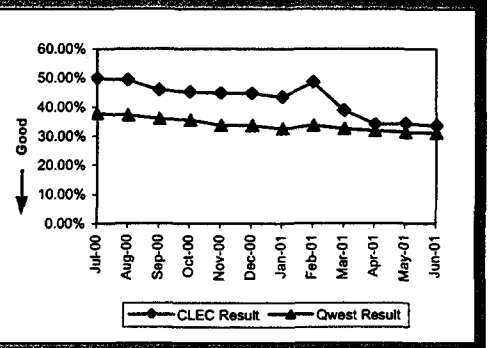
Residence

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1999	4416	45.27%	49.78%	211836	548974	38.59%	9.08	4.52
Aug-00	2384	5385	44.27%	49.67%	227227	593262	38.30%	8.97	4.45
Sep-00	1950	4544	42.91%	49.50%	183810	492330	37.33%	7.74	3.71
Oct-00	2123	4959	42.81%	49.48%	190068	520901	36.49%	9.21	4.6
Nov-00	1894	4768	39.72%	48.93%	161216	472629	34.11%	8.13	3.95
Dec-00	1590	3893	40.84%	49.15%	135170	382608	35.33%	7.16	3.35
Jan-01	1897	4304	44.08%	49.65%	158716	446342	35.56%	11.62	6.06
Feb-01	1857	4318	43.01%	49.51%	140166	396286	35.37%	10.44	5.35
Mar-01	1926	5121	37.61%	48.44%	133149	394731	33.73%	5.83	2.55
Apr-01	1457	4581	31.81%	46.57%	117295	369436	31.75%	0.08	-0.95
May-01	1421	4625	30.72%	46.14%	120321	387361	31.06%	-0.49	-1.3
Jun-01	1640	5189	31.61%	46.49%	122828	394443	31.14%	0.72	-0.56



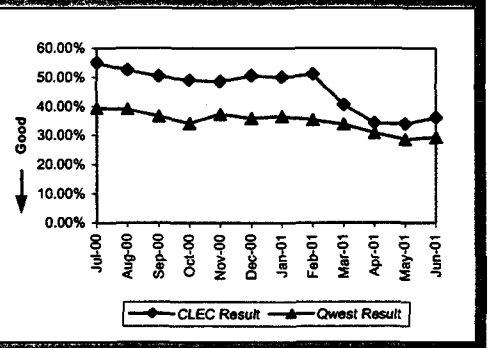
Business

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1348	2702	49.89%	50.00%	26349	69504	37.91%	12.59	6.66
Aug-00	1670	3387	49.31%	50.00%	29593	79454	37.25%	14.22	7.64
Sep-00	1411	3078	45.84%	49.83%	24298	67439	36.03%	11.09	5.74
Oct-00	1524	3369	45.24%	49.77%	26001	72947	35.64%	11.37	5.91
Nov-00	1616	3604	44.84%	49.73%	22002	65030	33.83%	13.59	7.26
Dec-00	1643	3675	44.71%	49.72%	17380	51529	33.73%	13.6	7.27
Jan-01	2035	4678	43.50%	49.58%	20999	64403	32.61%	15.35	8.33
Feb-01	2126	4380	48.54%	49.98%	18978	56212	33.76%	19.92	11.11
Mar-01	1560	4019	38.82%	48.73%	18408	56390	32.64%	8.06	3.9
Apr-01	1114	3273	34.04%	47.38%	15752	49350	31.92%	2.52	0.53
May-01	1278	3717	34.38%	47.50%	16798	53507	31.39%	3.8	1.31
Jun-01	1325	3935	33.67%	47.26%	15810	50824	31.11%	3.35	1.04



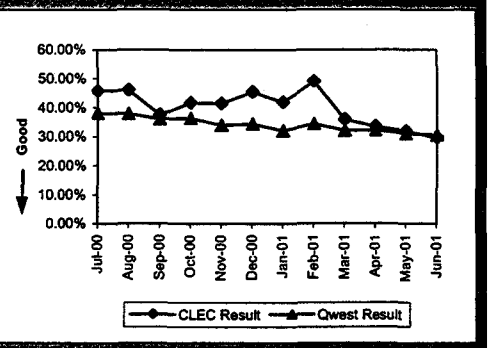
Centrex

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	4334	7880	55.00%	49.75%	1602	4062	39.44%	16.48	9.02
Aug-00	4263	8134	52.41%	49.94%	1889	4838	39.05%	15.09	8.17
Sep-00	3376	6704	50.36%	50.00%	1526	4172	36.58%	14.51	7.82
Oct-00	3402	6938	49.03%	49.99%	1410	4127	34.17%	15.95	8.7
Nov-00	3365	6925	48.59%	49.98%	1323	3543	37.34%	11.26	5.85
Dec-00	3020	5968	50.60%	50.00%	1038	2890	35.92%	13.51	7.21
Jan-01	3583	7168	49.99%	50.00%	1254	3433	36.53%	13.47	7.19
Feb-01	3710	7270	51.03%	49.99%	1074	3041	35.32%	15.22	8.26
Mar-01	2880	7109	40.51%	49.09%	929	2752	33.76%	6.36	2.87
Apr-01	2082	6096	34.15%	47.42%	759	2459	30.87%	2.98	0.81
May-01	2274	6719	33.84%	47.32%	738	2582	28.58%	5.03	2.06
Jun-01	2479	6884	36.01%	48.00%	679	2319	29.28%	6.16	2.75



Centrex 21

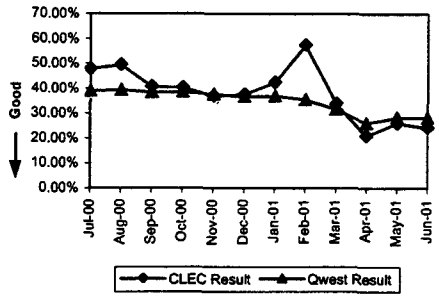
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	199	435	45.75%	49.82%	5645	14824	38.08%	3.04	0.85
Aug-00	271	588	46.09%	49.85%	6508	17194	37.85%	4.05	1.46
Sep-00	173	462	37.45%	48.40%	5084	14117	36.01%	0.61	-0.63
Oct-00	240	577	41.59%	49.29%	5287	14542	36.36%	2.57	0.56
Nov-00	204	493	41.38%	49.25%	4450	13116	33.93%	3.2	0.94
Dec-00	214	472	45.34%	49.78%	3695	10770	34.31%	4.62	1.81
Jan-01	300	717	41.84%	49.33%	4243	13219	32.10%	5.44	2.31
Feb-01	304	621	48.95%	49.99%	3833	11165	34.33%	7.47	3.54
Mar-01	216	603	35.82%	47.95%	3669	11435	32.09%	1.92	0.16
Apr-01	180	538	33.46%	47.18%	3193	9925	32.17%	0.62	-0.62
May-01	188	592	31.76%	46.55%	3415	11047	30.91%	0.43	-0.74
Jun-01	154	520	29.62%	45.66%	3198	10492	30.48%	-0.42	-1.25



MR-10 - Customer-Related Trouble Reports (Percent)

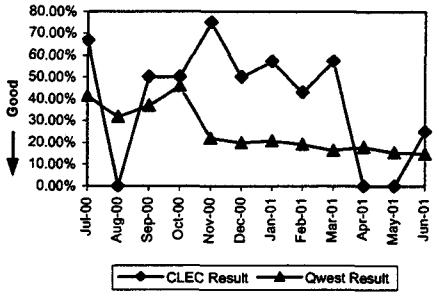
PBX

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	64	134	47.76%	49.95%	1216	3117	39.01%	2.01	0.22
Aug-00	78	158	49.37%	50.00%	1469	3734	39.34%	2.49	0.52
Sep-00	44	108	40.74%	49.14%	1198	3117	38.43%	0.5	-0.7
Oct-00	49	122	40.16%	49.02%	1234	3195	38.62%	0.35	-0.79
Nov-00	41	111	36.94%	48.26%	1079	2865	37.66%	-0.15	-1.09
Dec-00	36	96	37.50%	48.41%	865	2358	36.68%	0.18	-0.89
Jan-01	65	154	42.21%	49.39%	1190	3222	36.93%	1.31	-0.2
Feb-01	63	110	57.27%	49.47%	910	2562	35.52%	4.53	1.76
Mar-01	44	130	33.85%	47.32%	738	2333	31.63%	0.54	-0.67
Apr-01	22	105	20.95%	40.70%	517	1987	26.02%	-1.15	-1.7
May-01	32	123	26.02%	43.87%	604	2134	28.30%	-0.55	-1.33
Jun-01	38	156	24.36%	42.92%	538	1903	28.27%	-1.04	-1.63



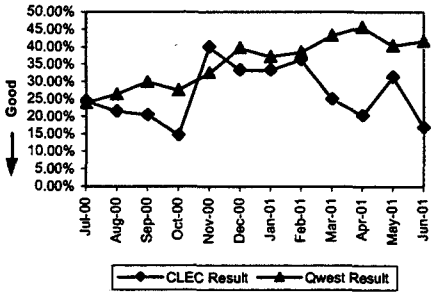
Basic Rate ISDN

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	3	66.67%	47.14%	109	263	41.44%	0.82	-0.5
Aug-00	0	2	0.00%	0.00%	107	336	31.85%	-0.96	-1.59
Sep-00	1	2	50.00%	50.00%	114	309	36.89%	0.37	-0.77
Oct-00	2	4	50.00%	50.00%	156	339	46.02%	0.13	-0.92
Nov-00	3	4	75.00%	43.30%	72	327	22.02%	2.1	0.28
Dec-00	1	2	50.00%	50.00%	52	262	19.85%	0.84	-0.49
Jan-01	4	7	57.14%	49.49%	67	323	20.74%	2.03	0.24
Feb-01	3	7	42.86%	49.49%	49	257	19.07%	1.4	-0.15
Mar-01	4	7	57.14%	49.49%	39	239	16.32%	2.41	0.47
Apr-01	0	1	0.00%	0.00%	35	195	17.95%	-0.47	-1.28
May-01	0	1	0.00%	0.00%	26	168	15.48%	-0.43	-1.26
Jun-01	1	4	25.00%	43.30%	22	149	14.77%	0.62	-0.62



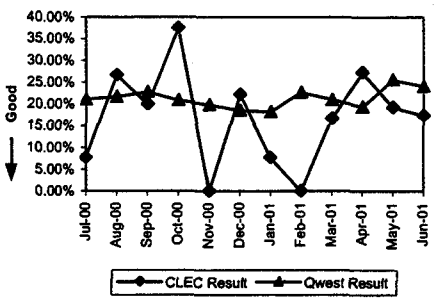
Qwest DSL

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	10	41	24.39%	42.94%	2741	11480	23.88%	0.11	-0.93
Aug-00	6	28	21.43%	41.03%	2873	10880	26.41%	-0.6	-1.36
Sep-00	10	49	20.41%	40.30%	3410	11397	29.92%	-1.45	-1.88
Oct-00	6	41	14.63%	35.34%	3116	11320	27.53%	-1.84	-2.12
Nov-00	8	20	40.00%	48.99%	2052	6302	32.56%	0.71	-0.57
Dec-00	5	15	33.33%	47.14%	2335	5886	39.67%	-0.5	-1.3
Jan-01	5	15	33.33%	47.14%	2671	7173	37.24%	-0.31	-1.19
Feb-01	4	11	36.36%	48.10%	2897	7534	38.45%	-0.14	-1.09
Mar-01	5	20	25.00%	43.30%	3778	8733	43.26%	-1.65	-2
Apr-01	14	69	20.29%	40.22%	3959	8661	45.71%	-4.22	-3.57
May-01	33	105	31.43%	46.42%	3785	9361	40.43%	-1.87	-2.14
Jun-01	13	77	16.88%	37.46%	3373	8098	41.65%	-4.39	-3.67



ISDN Primary

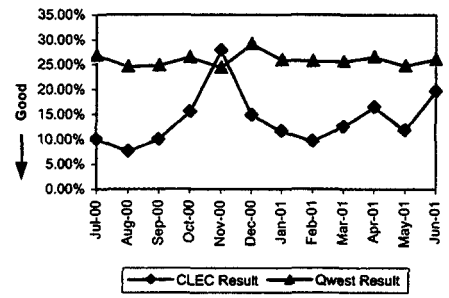
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	26	7.69%	26.65%	49	232	21.12%	-1.59	-1.97
Aug-00	4	15	26.67%	44.22%	66	305	21.64%	0.51	-0.69
Sep-00	3	15	20.00%	40.00%	58	255	22.75%	-0.25	-1.15
Oct-00	3	8	37.50%	48.41%	67	321	20.87%	1.1	-0.33
Nov-00	0	5	0.00%	0.00%	48	242	19.83%	-1.1	-1.67
Dec-00	2	9	22.22%	41.57%	50	270	18.52%	0.36	-0.78
Jan-01	1	13	7.69%	26.65%	66	363	18.18%	-0.96	-1.59
Feb-01	0	13	0.00%	0.00%	69	304	22.70%	-1.91	-2.16
Mar-01	3	18	16.67%	37.27%	72	342	21.05%	-0.44	-1.27
Apr-01	3	11	27.27%	44.54%	59	305	19.34%	0.69	-0.58
May-01	5	26	19.23%	39.41%	78	305	25.57%	-0.71	-1.43
Jun-01	4	23	17.39%	37.90%	76	316	24.05%	-0.72	-1.44



MR-10 - Customer-Related Trouble Reports (Percent)

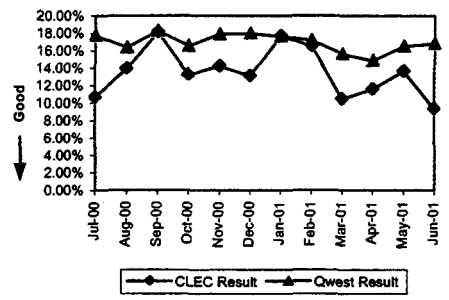
DS0

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	13	130	10.00%	30.00%	2935	10944	26.82%	-4.3	-3.62
Aug-00	9	119	7.56%	26.44%	3151	12840	24.54%	-4.28	-3.6
Sep-00	12	121	9.92%	29.89%	2757	11141	24.75%	-3.76	-3.29
Oct-00	20	129	15.50%	36.19%	2981	11286	26.41%	-2.79	-2.7
Nov-00	30	108	27.78%	44.79%	2318	9524	24.34%	0.83	-0.5
Dec-00	15	101	14.85%	35.56%	2565	8804	29.13%	-3.14	-2.91
Jan-01	12	103	11.65%	32.08%	2361	9120	25.89%	-3.28	-2.99
Feb-01	9	94	9.57%	29.42%	2082	8104	25.69%	-3.56	-3.16
Mar-01	10	80	12.50%	33.07%	2334	9135	25.55%	-2.66	-2.62
Apr-01	13	79	16.46%	37.08%	2546	9603	26.51%	-2.02	-2.23
May-01	11	93	11.83%	32.29%	2375	9596	24.75%	-2.87	-2.75
Jun-01	25	127	19.69%	39.76%	2705	10372	26.08%	-1.63	-1.99



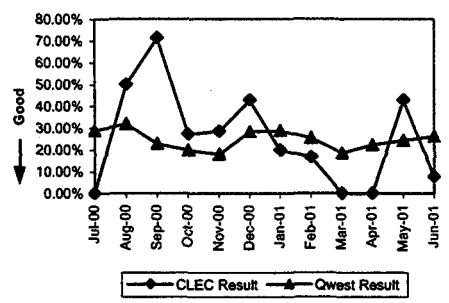
DS1

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	24	225	10.67%	30.87%	1413	7962	17.75%	-2.74	-2.67
Aug-00	36	258	13.95%	34.65%	1684	10282	16.38%	-1.04	-1.63
Sep-00	37	204	18.14%	38.53%	1555	8512	18.27%	-0.05	-1.03
Oct-00	25	189	13.23%	33.88%	1436	8690	16.52%	-1.21	-1.73
Nov-00	30	211	14.22%	34.92%	1396	7799	17.90%	-1.38	-1.84
Dec-00	27	206	13.11%	33.75%	1345	7468	18.01%	-1.81	-2.1
Jan-01	44	249	17.67%	38.14%	1400	7937	17.64%	0.04	-0.98
Feb-01	37	224	16.52%	37.13%	1288	7508	17.16%	-0.25	-1.15
Mar-01	31	297	10.44%	30.57%	1376	8824	15.59%	-2.41	-2.46
Apr-01	33	285	11.58%	32.00%	1289	8677	14.86%	-1.53	-1.93
May-01	36	264	13.64%	34.32%	1529	9257	16.52%	-1.24	-1.76
Jun-01	27	289	9.34%	29.10%	1604	9533	16.83%	-3.35	-3.04



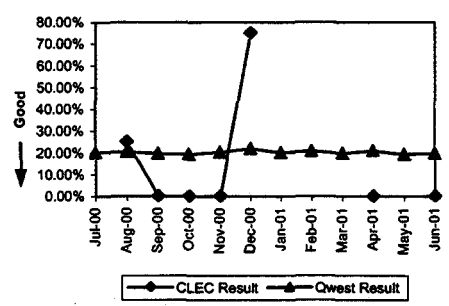
DS3

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	4	0.00%	0.00%	43	149	28.86%	-1.26	-1.76
Aug-00	3	6	50.00%	50.00%	65	203	32.02%	0.87	-0.47
Sep-00	5	7	71.43%	45.18%	54	237	22.78%	2.66	0.61
Oct-00	3	11	27.27%	44.54%	41	205	20.00%	0.58	-0.64
Nov-00	2	7	28.57%	45.18%	37	206	17.96%	0.75	-0.55
Dec-00	3	7	42.86%	49.49%	58	204	28.43%	0.84	-0.49
Jan-01	2	10	20.00%	40.00%	56	194	28.87%	-0.6	-1.37
Feb-01	1	6	16.67%	37.27%	49	192	25.52%	-0.49	-1.3
Mar-01	0	8	0.00%	0.00%	40	215	18.60%	-1.33	-1.81
Apr-01	0	2	0.00%	0.00%	37	165	22.42%	-0.76	-1.46
May-01	3	7	42.86%	49.49%	51	209	24.40%	1.04	-0.37
Jun-01	1	13	7.69%	26.65%	57	217	26.27%	-1.48	-1.9



Frame Relay

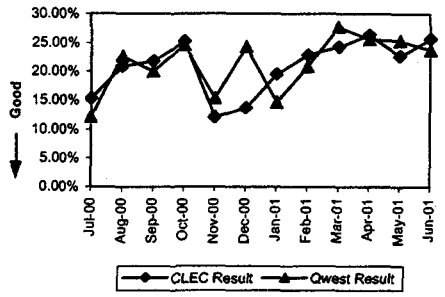
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					599	2994	20.01%		
Aug-00	1	4	25.00%	43.30%	704	3440	20.47%	0.28	-0.83
Sep-00	0	1	0.00%	0.00%	540	2738	19.72%	-0.5	-1.3
Oct-00	0	1	0.00%	0.00%	555	2872	19.32%	-0.49	-1.3
Nov-00	0	3	0.00%	0.00%	519	2562	20.26%	-0.87	-1.53
Dec-00	3	4	75.00%	43.30%	536	2438	21.99%	2.11	0.28
Jan-01					499	2488	20.06%		
Feb-01					469	2262	20.73%		
Mar-01					549	2780	19.75%		
Apr-01	0	1	0.00%	0.00%	546	2589	21.09%	-0.52	-1.31
May-01					524	2719	19.27%		
Jun-01	0	1	0.00%	0.00%	554	2804	19.76%	-0.5	-1.3



MR-10 - Customer-Related Trouble Reports (Percent)

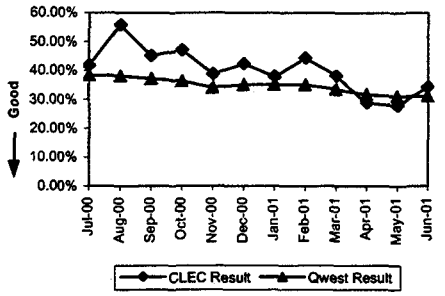
LIS Trunk

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	38	248	15.32%	36.02%	30	247	12.15%	0.96	-0.41
Aug-00	65	311	20.90%	40.66%	64	282	22.70%	-0.52	-1.32
Sep-00	50	230	21.74%	41.25%	41	205	20.00%	0.45	-0.73
Oct-00	59	234	25.21%	43.42%	54	220	24.55%	0.16	-0.9
Nov-00	25	208	12.02%	32.52%	28	183	15.30%	-0.9	-1.55
Dec-00	22	161	13.66%	34.35%	44	181	24.31%	-2.29	-2.39
Jan-01	61	313	19.49%	39.61%	43	294	14.63%	1.59	-0.04
Feb-01	60	263	22.81%	41.96%	38	182	20.88%	0.49	-0.7
Mar-01	65	268	24.25%	42.86%	68	245	27.76%	-0.88	-1.54
Apr-01	64	243	26.34%	44.05%	63	246	25.61%	0.22	-0.87
May-01	64	282	22.70%	41.89%	68	268	25.37%	-0.72	-1.44
Jun-01	69	269	25.65%	43.67%	57	240	23.75%	0.51	-0.69



UNE - P (POTS)

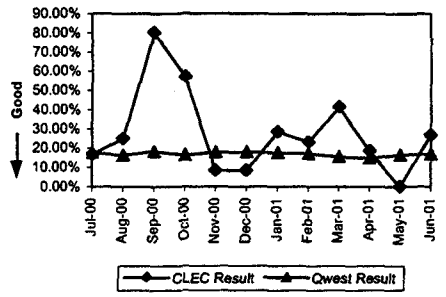
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	28	67	41.79%	49.32%	238185	618478	38.51%	0.54	-0.67
Aug-00	24	43	55.81%	49.66%	256820	672716	38.18%	2.32	0.41
Sep-00	33	73	45.21%	49.77%	208108	559769	37.18%	1.4	-0.15
Oct-00	72	153	47.06%	49.91%	216069	593848	36.38%	2.63	0.6
Nov-00	121	312	38.78%	48.73%	183218	537659	34.08%	1.68	0.02
Dec-00	153	361	42.38%	49.42%	152550	434137	35.14%	2.7	0.64
Jan-01	177	468	37.82%	48.49%	179715	510745	35.19%	1.12	-0.32
Feb-01	222	501	44.31%	49.68%	159144	452498	35.17%	4.28	1.6
Mar-01	145	380	38.16%	48.58%	151557	451121	33.60%	1.76	0.07
Apr-01	115	398	28.89%	45.33%	133047	418786	31.77%	-1.23	-1.75
May-01	121	433	27.94%	44.87%	137119	440868	31.10%	-1.42	-1.86
Jun-01	135	395	34.18%	47.43%	138638	445267	31.14%	1.23	-0.25



MR-10 - Customer-Related Trouble Reports (Percent)

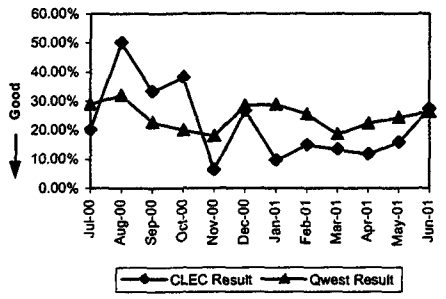
UDIT DS1

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	2	12	16.67%	37.27%	1413	7962	17.75%	-0.1	-1.06
Aug-00	2	8	25.00%	43.30%	1684	10282	16.38%	0.66	-0.6
Sep-00	4	5	80.00%	40.00%	1555	8512	18.27%	2.82	0.72
Oct-00	4	7	57.14%	49.49%	1436	8690	16.52%	2.37	0.44
Nov-00	1	12	8.33%	27.64%	1396	7799	17.90%	-0.86	-1.53
Dec-00	1	12	8.33%	27.64%	1345	7468	18.01%	-0.87	-1.53
Jan-01	2	7	28.57%	45.18%	1400	7937	17.64%	0.74	-0.55
Feb-01	3	13	23.08%	42.13%	1288	7508	17.16%	0.6	-0.64
Mar-01	12	29	41.38%	49.25%	1376	8824	15.59%	3.3	1.01
Apr-01	5	27	18.52%	38.84%	1289	8677	14.86%	0.55	-0.67
May-01	0	10	0.00%	0.00%	1529	9257	16.52%	-1.41	-1.85
Jun-01	4	15	26.67%	44.22%	1604	9533	16.83%	0.98	-0.4



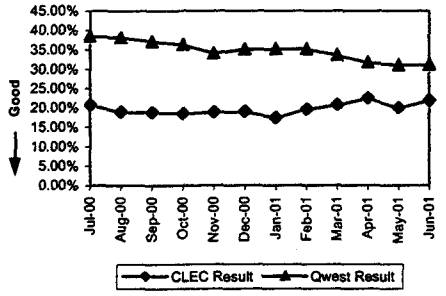
UDIT Above DS1 Level

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	5	20.00%	40.00%	43	149	28.86%	-0.43	-1.26
Aug-00	1	2	50.00%	50.00%	65	203	32.02%	0.45	-0.73
Sep-00	3	9	33.33%	47.14%	54	237	22.78%	0.76	-0.54
Oct-00	8	21	38.10%	48.56%	41	205	20.00%	1.81	0.1
Nov-00	1	16	6.25%	24.21%	37	206	17.96%	-1.18	-1.71
Dec-00	4	15	26.67%	44.22%	58	204	28.43%	-0.15	-1.09
Jan-01	2	21	9.52%	29.35%	56	194	28.87%	-1.86	-2.13
Feb-01	4	27	14.81%	35.52%	49	192	25.52%	-1.19	-1.73
Mar-01	4	30	13.33%	33.99%	40	215	18.60%	-0.7	-1.42
Apr-01	2	17	11.76%	32.22%	37	165	22.42%	-1	-1.61
May-01	3	19	15.79%	36.46%	51	209	24.40%	-0.84	-1.51
Jun-01	6	22	27.27%	44.54%	57	217	26.27%	0.15	-0.91



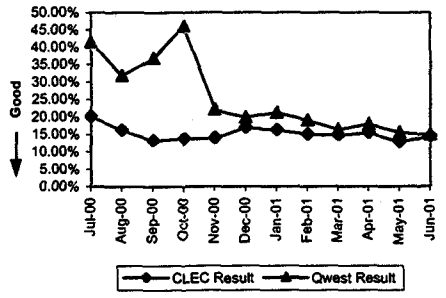
Unbundled Loop Analog

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	316	1528	20.68%	40.50%	238185	618478	38.51%	-14.31	-9.7
Aug-00	381	2012	18.94%	39.18%	256820	672716	38.18%	-17.74	-11.78
Sep-00	362	1924	18.82%	39.08%	208108	559769	37.18%	-16.64	-11.11
Oct-00	384	2079	18.47%	38.81%	216069	593848	36.38%	-16.95	-11.3
Nov-00	410	2175	18.85%	39.11%	183218	537659	34.08%	-14.95	-10.09
Dec-00	342	1800	19.00%	39.23%	152550	434137	35.14%	-14.31	-9.7
Jan-01	327	1873	17.46%	37.96%	179715	510745	35.19%	-16.04	-10.75
Feb-01	371	1895	19.58%	39.68%	159144	452498	35.17%	-14.19	-9.62
Mar-01	511	2464	20.74%	40.54%	151557	451121	33.60%	-13.48	-9.19
Apr-01	641	2860	22.41%	41.70%	133047	418786	31.77%	-10.71	-7.51
May-01	660	3307	19.96%	39.97%	137119	440868	31.10%	-13.79	-9.39
Jun-01	771	3531	21.84%	41.31%	138638	445267	31.14%	-11.89	-8.23



Unbundled Loop - 2 Wire Non-Loaded

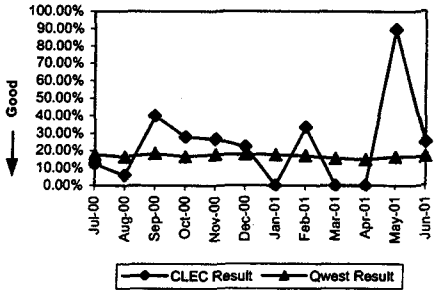
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	158	788	20.05%	40.04%	109	263	41.44%	-6.1	-4.71
Aug-00	144	889	16.20%	36.84%	107	336	31.85%	-5.24	-4.19
Sep-00	88	667	13.19%	33.84%	114	309	36.89%	-7.14	-5.34
Oct-00	90	660	13.64%	34.32%	156	339	46.02%	-9.72	-6.91
Nov-00	80	579	13.82%	34.51%	72	327	22.02%	-2.86	-2.74
Dec-00	76	451	16.85%	37.43%	52	262	19.85%	-0.97	-1.59
Jan-01	69	426	16.20%	36.84%	69	325	21.23%	-1.67	-2.02
Feb-01	56	374	14.97%	35.68%	49	257	19.07%	-1.29	-1.78
Mar-01	60	409	14.67%	35.38%	39	239	16.32%	-0.55	-1.33
Apr-01	58	376	15.43%	36.12%	35	195	17.95%	-0.75	-1.45
May-01	63	494	12.75%	33.36%	26	168	15.48%	-0.84	-1.51
Jun-01	54	378	14.29%	34.99%	22	149	14.77%	-0.14	-1.08



MR-10 - Customer-Related Trouble Reports (Percent)

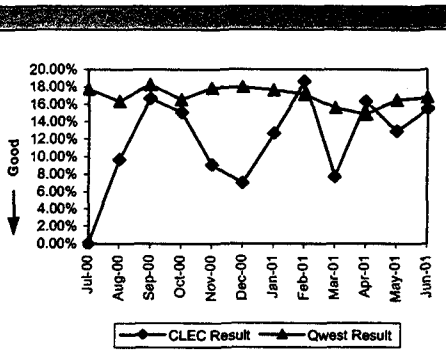
Unbundled Loop - 4 Wire Non-Loaded

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	8	12.50%	33.07%	1413	7962	17.75%	-0.39	-1.24
Aug-00	1	17	5.88%	23.53%	1684	10282	16.38%	-1.17	-1.71
Sep-00	4	10	40.00%	48.99%	1555	8512	18.27%	1.59	-0.03
Oct-00	5	18	27.78%	44.79%	1436	8690	16.52%	1.21	-0.26
Nov-00	4	15	26.67%	44.22%	1396	7799	17.90%	0.86	-0.48
Dec-00	2	9	22.22%	41.57%	1345	7468	18.01%	0.38	-0.77
Jan-01	0	7	0.00%	0.00%	1400	7937	17.64%	-1.22	-1.74
Feb-01	1	3	33.33%	47.14%	1288	7508	17.16%	0.64	-0.61
Mar-01	0	5	0.00%	0.00%	1376	8824	15.59%	-0.96	-1.58
Apr-01	0	2	0.00%	0.00%	1289	8677	14.86%	-0.59	-1.36
May-01	17	19	89.47%	30.69%	1529	9257	16.52%	6.88	3.18
Jun-01	3	12	25.00%	43.30%	1604	9533	16.83%	0.74	-0.55



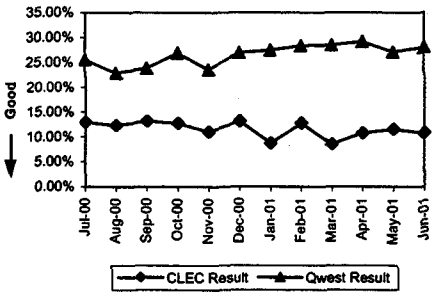
Unbundled Loop - DS1 Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	28	0.00%	0.00%	1413	7962	17.75%	-2.45	-2.49
Aug-00	3	31	9.68%	29.57%	1684	10282	16.38%	-1.01	-1.61
Sep-00	7	42	16.67%	37.27%	1555	8512	18.27%	-0.27	-1.16
Oct-00	8	53	15.09%	35.80%	1436	8690	16.52%	-0.28	-1.17
Nov-00	3	33	9.09%	28.75%	1396	7799	17.90%	-1.32	-1.8
Dec-00	3	43	6.98%	25.48%	1345	7468	18.01%	-1.88	-2.14
Jan-01	9	71	12.68%	33.27%	1400	7937	17.64%	-1.09	-1.66
Feb-01	14	75	18.67%	38.96%	1288	7508	17.16%	0.38	-0.77
Mar-01	9	117	7.69%	26.65%	1376	8824	15.59%	-2.34	-2.42
Apr-01	16	98	16.33%	36.96%	1289	8677	14.86%	0.42	-0.74
May-01	16	124	12.90%	33.52%	1529	9257	16.52%	-1.08	-1.65
Jun-01	26	168	15.48%	36.17%	1604	9533	16.83%	-0.46	-1.28



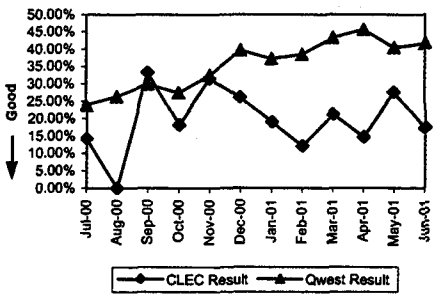
Unbundled Loop ISDN Capable

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	67	517	12.96%	33.59%	923	3608	25.58%	-6.15	-4.74
Aug-00	85	687	12.37%	32.93%	889	3888	22.87%	-6.04	-4.67
Sep-00	68	516	13.18%	33.83%	861	3610	23.85%	-5.32	-4.23
Oct-00	67	525	12.76%	33.37%	999	3711	26.92%	-6.85	-5.16
Nov-00	58	527	11.01%	31.30%	758	3222	23.53%	-6.28	-4.82
Dec-00	58	442	13.12%	33.76%	761	2826	26.93%	-6.08	-4.7
Jan-01	29	333	8.71%	28.20%	949	3456	27.46%	-7.32	-5.45
Feb-01	38	298	12.75%	33.36%	861	3036	28.36%	-5.7	-4.47
Mar-01	26	304	8.55%	27.97%	941	3304	28.48%	-7.37	-5.48
Apr-01	27	251	10.76%	30.98%	912	3127	29.17%	-6.17	-4.75
May-01	44	381	11.55%	31.96%	851	3139	27.11%	-6.45	-4.92
Jun-01	32	296	10.81%	31.05%	912	3245	28.10%	-6.34	-4.85



Unbundled Loop - ADSL Qualified

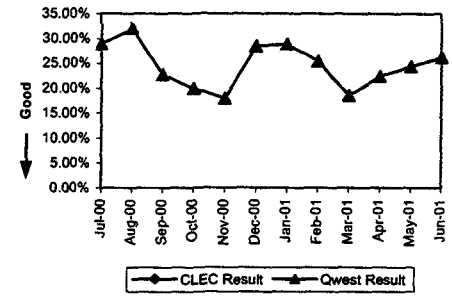
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	1	7	14.29%	34.99%	2741	11480	23.88%	-0.6	-1.36
Aug-00	0	4	0.00%	0.00%	2873	10880	26.41%	-1.2	-1.73
Sep-00	4	12	33.33%	47.14%	3410	11397	29.92%	0.29	-0.82
Oct-00	2	11	18.18%	38.57%	3116	11320	27.53%	-0.69	-1.42
Nov-00	6	19	31.58%	46.48%	2052	6302	32.56%	-0.09	-1.06
Dec-00	6	23	26.09%	43.91%	2335	5886	39.67%	-1.33	-1.81
Jan-01	4	21	19.05%	39.27%	2671	7173	37.24%	-1.72	-2.05
Feb-01	4	33	12.12%	32.64%	2897	7534	38.45%	-3.1	-2.89
Mar-01	7	33	21.21%	40.88%	3778	8733	43.26%	-2.55	-2.55
Apr-01	5	34	14.71%	35.42%	3959	8661	45.71%	-3.62	-3.2
May-01	8	29	27.59%	44.69%	3785	9361	40.43%	-1.41	-1.86
Jun-01	9	52	17.31%	37.83%	3373	8098	41.65%	-3.55	-3.16



MR-10 - Customer-Related Trouble Reports (Percent)

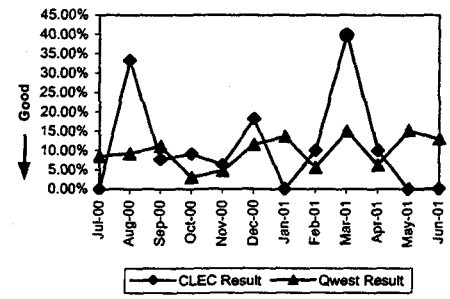
Unbundled Loop - DS3 Capable

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00					43	149	28.86%		
Aug-00					65	203	32.02%		
Sep-00					54	237	22.78%		
Oct-00					41	205	20.00%		
Nov-00					37	206	17.96%		
Dec-00					58	204	28.43%		
Jan-01					56	194	28.87%		
Feb-01					49	192	25.52%		
Mar-01					40	215	18.60%		
Apr-01					37	165	22.42%		
May-01					51	209	24.40%		
Jun-01					57	217	26.27%		



E911

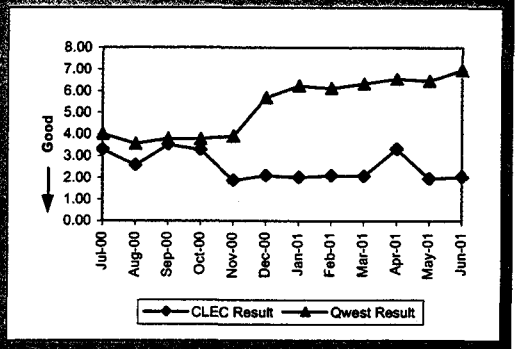
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	0	5	0.00%	0.00%	4	47	8.51%	-0.65	-1.39
Aug-00	2	6	33.33%	47.14%	5	54	9.26%	1.46	-0.11
Sep-00	1	13	7.69%	26.65%	6	54	11.11%	-0.35	-1.21
Oct-00	1	11	9.09%	28.75%	1	33	3.03%	0.65	-0.61
Nov-00	1	16	6.25%	24.21%	3	63	4.76%	0.22	-0.86
Dec-00	4	22	18.18%	38.57%	3	26	11.54%	0.73	-0.55
Jan-01	0	8	0.00%	0.00%	6	44	13.64%	-1.03	-1.63
Feb-01	1	10	10.00%	30.00%	2	36	5.56%	0.7	-0.57
Mar-01	4	10	40.00%	48.99%	6	40	15.00%	1.6	-0.03
Apr-01	1	10	10.00%	30.00%	3	48	6.25%	0.37	-0.77
May-01	0	9	0.00%	0.00%	7	46	15.22%	-1.16	-1.71
Jun-01	0	14	0.00%	0.00%	4	31	12.90%	-1.2	-1.73



BI-1 - Time to Provide Recorded Usage Records

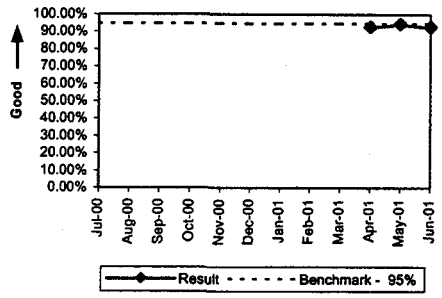
Time to Provide Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	12572226	3804125	3.30		469314183	116406928	4.03		
Aug-00	10020203	3881739	2.58		408535538	114325699	3.57		
Sep-00	13362503	3796024	3.52		413648198	108834166	3.80		
Oct-00	13727947	4167347	3.29		385488504	101810208	3.79		
Nov-00	9695525.4	5157732	1.88		414656379	105876427	3.92		
Dec-00	9018511	4283757	2.11	4.52	705768127	123865005	5.70	-462.99	-282.48
Jan-01	11792863	5827161	2.02	4.04	766404997	122590664	6.25	-617.53	-376.43
Feb-01	12399021	5896158	2.10	5.11	738698060	120542699	6.13	-556.49	-339.32
Mar-01	13273251	6387126	2.08	4.12	692655735	109230718	6.34	-487.08	-297.13
Apr-01	25420652	7640082	3.33	12.27	671164297	102291180	6.56	-469.03	-286.15
May-01	15282848	7750448	1.97	4.49	640252109	98855256	6.48	-649.95	-396.14
Jun-01	15062886	7396856	2.04	5.30	712224696	102156717	6.97	-742.85	-452.62



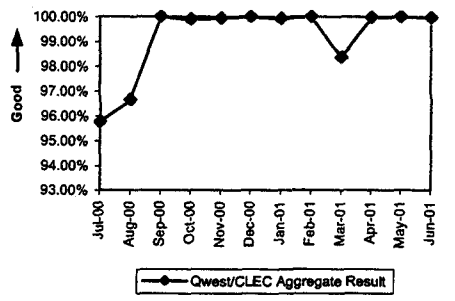
BI-1 - Time to Provide Recorded Usage Records

Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B)			
Date	Numerator	Denominator	Result
Jul-00			
Aug-00			
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01	35356768	38164160	92.64%
May-01	37160165	39374521	94.38%
Jun-01	19721023	21297625	92.60%



BI-2 - Invoices Delivered within 10 Days

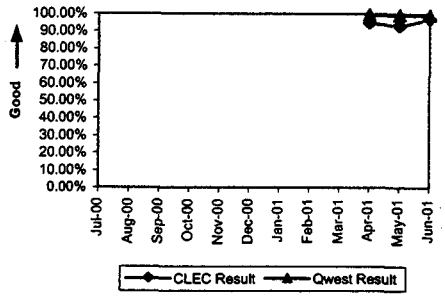
Invoices Delivered within 10 Days (Percent) All (BI-2)			
Date	Qwest/CLEC Aggrega	Qwest/CLEC Aggrega	Qwest/CLEC Aggregate
Jul-00	158018	164999	95.77%
Aug-00	182519	188859	96.64%
Sep-00	158111	158115	100.00%
Oct-00	195518	195741	99.89%
Nov-00	148218	148307	99.94%
Dec-00	179018	179018	100.00%
Jan-01	182960	183084	99.93%
Feb-01	192392	192402	99.99%
Mar-01	194451	197709	98.35%
Apr-01	198102	198161	99.97%
May-01	195500	195501	100.00%
Jun-01	195665	195724	99.97%



BI-3 - Billing Accuracy - Adjustments for Errors

Billing Accuracy - Adjustments for Errors (Percent) UNEs and Resale Aggregate (BI-3A)

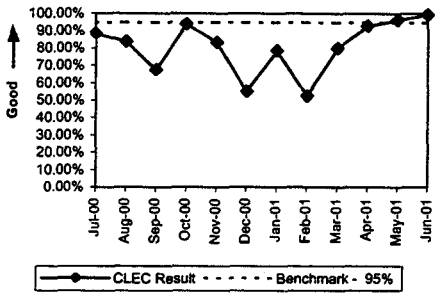
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	33306875	35056206	95.01%		743398533	746432155	99.59%		
May-01	34495176	36999633	93.23%	25.12%	739077418	744034327	99.33%	4453.7	2706.66
Jun-01	35616195	36659732	97.15%	16.63%	745213599	751015988	99.23%	1400.39	850.37



BI-3 - Billing Accuracy - Adjustments for Errors

Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B)

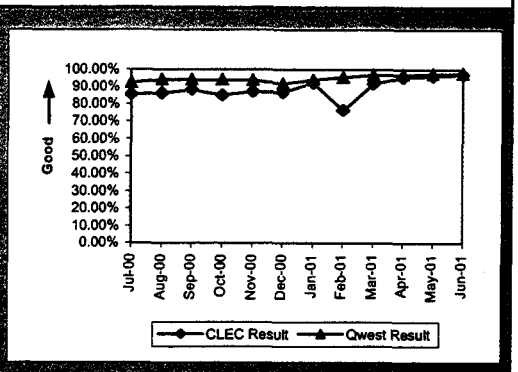
Date	Numerator	Denominator	CLEC Result
Jul-00	1194238.15	1348486.15	88.56%
Aug-00	1351054.43	1611125.23	83.86%
Sep-00	1523930.89	2252595.44	67.65%
Oct-00	1749509.7	1862884.99	93.91%
Nov-00	1648426.87	1977851.88	83.34%
Dec-00	834610.52	1516651.01	55.03%
Jan-01	1244433.72	1582558.2	78.63%
Feb-01	943130.06	1799507.76	52.41%
Mar-01	1530060.35	1912822.36	79.99%
Apr-01	1292595.23	1391750.72	92.88%
May-01	1181921.84	1228794.34	96.19%
Jun-01	1340578.32	1350338.78	99.28%



BI-4 - Billing Completeness

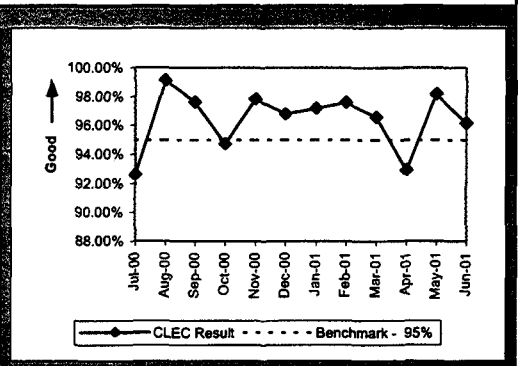
Billing Completeness (Percent) UNEs and Resale Aggregate (BI-4A)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00	46190.15	53951.15	85.61%		2065609.8	2238919.8	92.26%		
Aug-00	54259.94	62884.94	86.28%		2011305.7	2132893.7	94.30%		
Sep-00	57446.71	64977.71	88.41%		2087173.6	2213652.6	94.29%		
Oct-00	67989.68	79947.68	85.04%		2334579.9	2480338.9	94.12%		
Nov-00	65778.22	75477.22	87.15%		2086103.3	2220943.3	93.93%		
Dec-00	72213.86	83313.12	86.68%		2103635.9	2291074.9	91.82%		
Jan-01	86763.78	93901.78	92.40%		2012543.7	2137526.7	94.15%		
Feb-01	91519	119568	76.54%	42.37%	2179501	2277090	95.71%	319.07	192.98
Mar-01	85251	92786	91.88%	27.32%	2202887	2269319	97.07%	91.98	54.92
Apr-01	92914	97179	95.61%	20.48%	2287388	2352472	97.23%	30.21	17.37
May-01	97312	101053	96.30%	18.88%	2280845	2334486	97.70%	29.17	16.73
Jun-01	106824	110086	97.04%	16.96%	2338531	2388542	97.91%	19.7	10.98



BI-4 - Billing Completeness

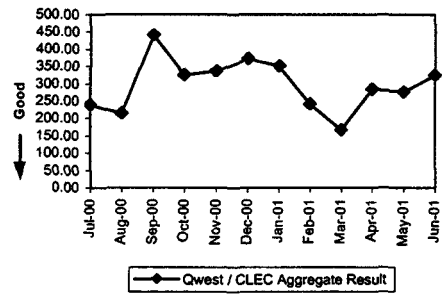
Billing Completeness (Percent) Reciprocal Compensation (BI-4B)			
Date	Numerator	Denominator	CLEC Result
Jul-00	726133.66	784170.52	92.60%
Aug-00	833658.53	841060.01	99.12%
Sep-00	903919.14	926077.05	97.61%
Oct-00	926644.97	978288.15	94.72%
Nov-00	959712.93	981032.45	97.83%
Dec-00	910279.53	940531.02	96.78%
Jan-01	755348.66	777333.32	97.17%
Feb-01	816808.82	836950.65	97.59%
Mar-01	969067.79	1003500.78	96.57%
Apr-01	807014.93	868615.82	92.91%
May-01	709228.95	722475.06	98.17%
Jun-01	760025.51	790255.5	96.17%



DB-1 - Time to Update Databases

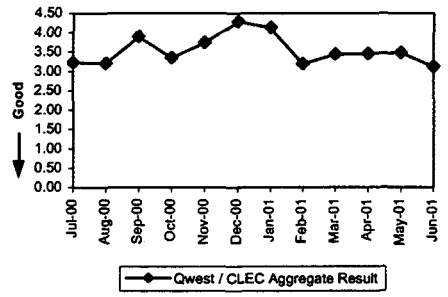
Time to Update Databases (Avg Min) E911 (DB-1 A)

Record Date	Qwest / CLEC Aggregate Result
Jul-00	239.38
Aug-00	213.88
Sep-00	439.99
Oct-00	325.57
Nov-00	335.93
Dec-00	372.25
Jan-01	351.04
Feb-01	241.15
Mar-01	166.08
Apr-01	284.07
May-01	276.23
Jun-01	324.72



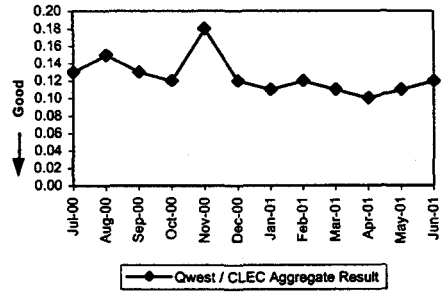
Time to Update Databases (Avg Sec) LIDB (DB-1 B)

Record Date	Qwest / CLEC Aggregate Result
Jul-00	3.23
Aug-00	3.21
Sep-00	3.89
Oct-00	3.35
Nov-00	3.74
Dec-00	4.28
Jan-01	4.13
Feb-01	3.19
Mar-01	3.44
Apr-01	3.46
May-01	3.48
Jun-01	3.12



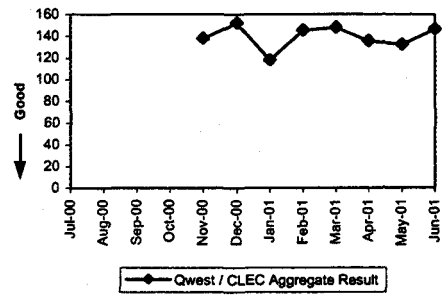
Time to Update Databases (Avg Sec) Directory Listing (DB-1 C-1)

Record Date	Qwest / CLEC Aggregate Result
Jul-00	0.13
Aug-00	0.15
Sep-00	0.13
Oct-00	0.12
Nov-00	0.18
Dec-00	0.12
Jan-01	0.11
Feb-01	0.12
Mar-01	0.11
Apr-01	0.10
May-01	0.11
Jun-01	0.12



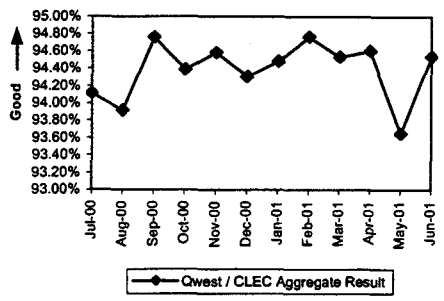
Time to Update Databases (Avg Sec) Directory Listing (DB-1 C-2)

Record Date	Qwest / CLEC Aggregate Result
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	137.89
Dec-00	152.29
Jan-01	118.02
Feb-01	145.32
Mar-01	148.11
Apr-01	135.73
May-01	132.42
Jun-01	146.45



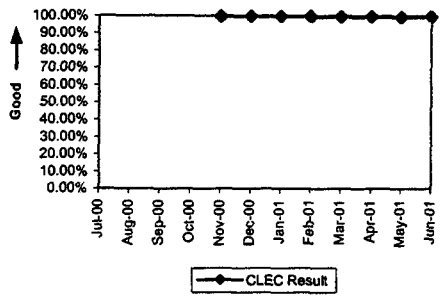
DB-2 - Accurate Database Updates

Accurate Database Updates (Percent) Directory Listing (DB-2 C-1)	
Record Date	Qwest / CLEC Aggregate Result
Jul-00	94.11%
Aug-00	93.92%
Sep-00	94.76%
Oct-00	94.39%
Nov-00	94.58%
Dec-00	94.31%
Jan-01	94.48%
Feb-01	94.77%
Mar-01	94.53%
Apr-01	94.60%
May-01	93.65%
Jun-01	94.54%



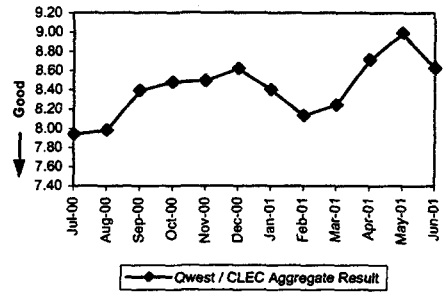
DB-2 - Accurate Database Updates

Accurate Database Updates (Percent) (DB-2 C-2)	
Record Date	CLEC Result
Jul-00	
Aug-00	
Sep-00	
Oct-00	
Nov-00	99.56%
Dec-00	99.43%
Jan-01	99.60%
Feb-01	99.56%
Mar-01	99.37%
Apr-01	99.49%
May-01	99.11%
Jun-01	99.48%



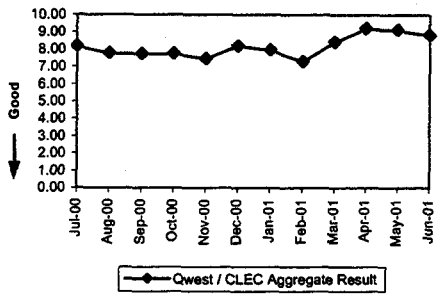
DA-1 - Speed of Answer - Directory Assistance

Speed of Answer - Directory Assistance (Avg Sec) (DA-1)	
Record Date	Qwest / CLEC Aggregate Result
Jul-00	7.94
Aug-00	7.98
Sep-00	8.39
Oct-00	8.48
Nov-00	8.49
Dec-00	8.62
Jan-01	8.40
Feb-01	8.13
Mar-01	8.24
Apr-01	8.71
May-01	8.99
Jun-01	8.63



OS-1 - Speed of Answer - Operator Services

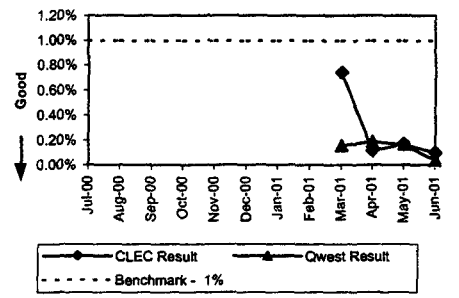
Speed of Answer - Operator Services (Avg Sec) (OS-1)	
Record Date	Qwest / CLEC Aggregate Result
Jul-00	8.17
Aug-00	7.77
Sep-00	7.73
Oct-00	7.76
Nov-00	7.45
Dec-00	8.18
Jan-01	7.97
Feb-01	7.30
Mar-01	8.42
Apr-01	9.22
May-01	9.13
Jun-01	8.83



NI-1 - Trunk Blocking

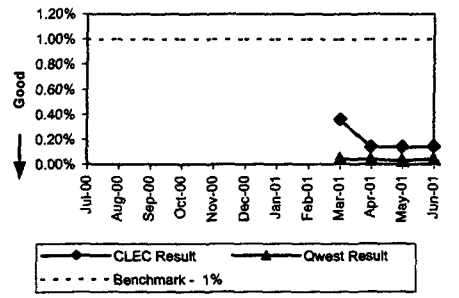
Trunk Blockage to Qwest Tandem Offices (NI-1A)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	890.38	120272	0.74%	4.54%	378.49	244635	0.15%	117.15	70.22
Apr-01	138.92	121100	0.11%	1.49%	464.05	244919	0.19%	-11.1	-7.75
May-01	216.67	127726	0.17%	1.40%	391.59	236573	0.17%	0.82	-0.5
Jun-01	129.95	131250	0.10%	0.55%	84.07	236577	0.04%	77.9	46.36



Trunk Blockage to Qwest End Offices (NI-1B)

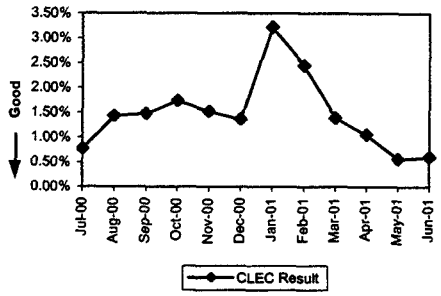
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Jul-00									
Aug-00									
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	202.97	56349	0.36%	2.12%	161.57	359986	0.04%	193.78	116.81
Apr-01	79.93	57069	0.14%	1.45%	144.23	367005	0.04%	64.47	38.2
May-01	83.52	59398	0.14%	0.77%	111.02	372388	0.03%	103.68	62.03
Jun-01	88.56	62482	0.14%	0.72%	159.75	381206	0.04%	50.06	29.43



NI-1 - Trunk Blocking

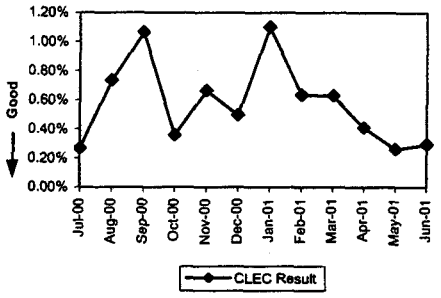
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C)

Date	Numerator	Denominator	CLEC Result	Standard Deviation
Jul-00	705.06	92118	0.77%	3.90%
Aug-00	1371.77	96104	1.43%	7.95%
Sep-00	1446.92	98288	1.47%	8.39%
Oct-00	1787.96	103304	1.73%	8.14%
Nov-00	1653.7	108920	1.52%	8.14%
Dec-00	1601.98	117968	1.36%	6.62%
Jan-01	3734.86	116096	3.22%	10.87%
Feb-01	2975.34	121980	2.44%	8.61%
Mar-01	1703.82	122840	1.39%	6.46%
Apr-01	1336.73	126764	1.05%	5.84%
May-01	731.94	130222	0.56%	3.78%
Jun-01	809.97	134826	0.60%	4.57%



Trunk Blockage to Qwest End Offices (Percent) (NI-1D)

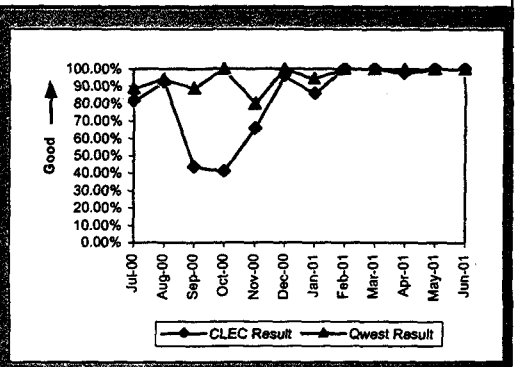
Date	Numerator	Denominator	CLEC Result	Standard Deviation
Jul-00	79.92	29858	0.27%	2.45%
Aug-00	233.02	31736	0.73%	3.55%
Sep-00	371.81	34940	1.06%	5.14%
Oct-00	137.19	38108	0.36%	1.21%
Nov-00	271.43	40796	0.67%	2.68%
Dec-00	220.73	44306	0.50%	2.81%
Jan-01	544.99	49567	1.10%	5.04%
Feb-01	318.35	50151	0.63%	3.63%
Mar-01	360.8	57309	0.63%	3.53%
Apr-01	240.49	58365	0.41%	2.99%
May-01	157.77	60262	0.26%	1.56%
Jun-01	187.91	63682	0.30%	2.03%



NP-1 - NXX Code Activation

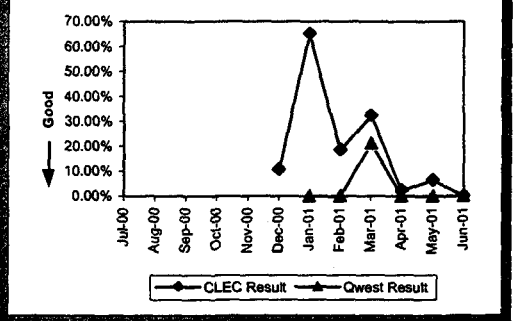
NXX Code Activation (Percent) (NP-1 A)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00	22	27	81.48%	8	9	88.89%
Aug-00	25	27	92.59%	16	17	94.12%
Sep-00	10	23	43.48%	8	9	88.89%
Oct-00	16	39	41.03%	19	19	100.00%
Nov-00	21	32	65.63%	8	10	80.00%
Dec-00	24	25	96.00%	11	11	100.00%
Jan-01	6	7	85.71%	17	18	94.44%
Feb-01	22	22	100.00%	12	12	100.00%
Mar-01	23	23	100.00%	15	15	100.00%
Apr-01	43	44	97.73%	10	10	100.00%
May-01	29	29	100.00%	5	5	100.00%
Jun-01	31	31	100.00%	2	2	100.00%



NXX Code Activation - Facility Delays (Percent) (NP-1 B)

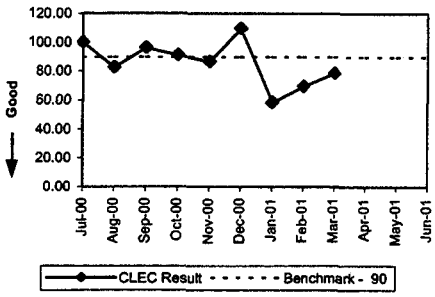
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Jul-00						
Aug-00						
Sep-00						
Oct-00						
Nov-00						
Dec-00	3	28	10.71%			
Jan-01	13	20	65.00%	0	18	0.00%
Feb-01	5	27	18.52%	0	12	0.00%
Mar-01	11	34	32.35%	4	19	21.05%
Apr-01	1	45	2.22%	0	10	0.00%
May-01	2	31	6.45%	0	5	0.00%
Jun-01	0	31	0.00%	0	2	0.00%



CP-1 - Installation Interval (Pre-Process Change) (Average Days)

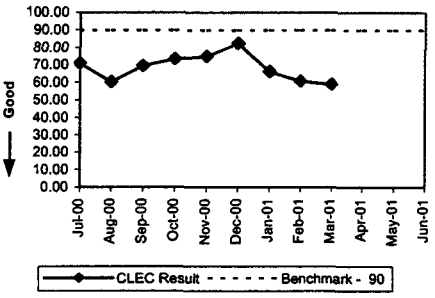
New (Virtual, Physical Caged, and Shared) (CP-1 A-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	10289	103	99.89
Aug-00	9745	118	82.58
Sep-00	6447	67	96.22
Oct-00	11273	124	90.91
Nov-00	6746	78	86.49
Dec-00	5147	47	109.51
Jan-01	2097	36	58.25
Feb-01	1805	26	69.42
Mar-01	2124	27	78.67
Apr-01			
May-01			
Jun-01			



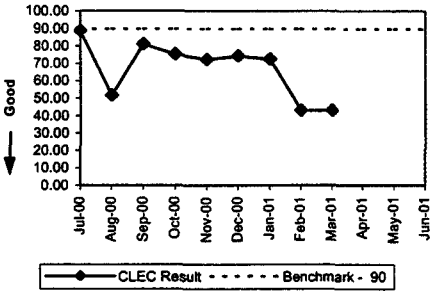
Augmented (Virtual, Physical Caged, and Shared) (CP-1 A-2)

Date	Numerator	Denominator	CLEC Result
Jul-00	6178	87	71.01
Aug-00	3249	54	60.17
Sep-00	6172	89	69.35
Oct-00	11227	153	73.38
Nov-00	4190	56	74.82
Dec-00	824	10	82.40
Jan-01	6478	98	66.10
Feb-01	3822	63	60.67
Mar-01	3184	54	58.96
Apr-01			
May-01			
Jun-01			



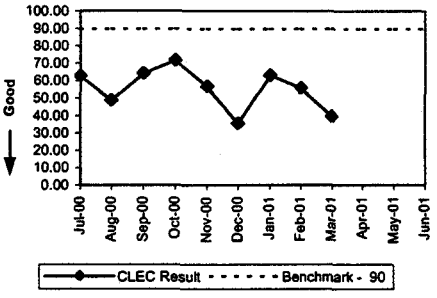
New (Cageless) (CP-1 B-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	4534	51	88.90
Aug-00	4599	89	51.67
Sep-00	4053	50	81.06
Oct-00	12535	166	75.51
Nov-00	3902	54	72.26
Dec-00	3122	42	74.33
Jan-01	1160	16	72.50
Feb-01	387	9	43.00
Mar-01	1079	25	43.16
Apr-01			
May-01			
Jun-01			



Augmented (Cageless) (CP-1 B-2)

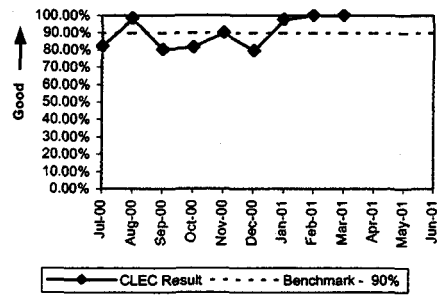
Date	Numerator	Denominator	CLEC Result
Jul-00	2890	46	62.83
Aug-00	5116	105	48.72
Sep-00	2635	41	64.27
Oct-00	2870	40	71.75
Nov-00	1250	22	56.82
Dec-00	959	27	35.52
Jan-01	3534	56	63.11
Feb-01	892	16	55.75
Mar-01	553	14	39.50
Apr-01			
May-01			
Jun-01			



CP-2 - Installation Commitments Met (Pre-Process Change) (Percent)

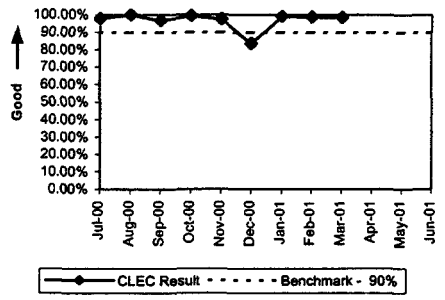
New (Virtual, Physical Caged, and Shared) (CP-2 A-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	93	113	82.30%
Aug-00	130	132	98.48%
Sep-00	65	81	80.25%
Oct-00	115	141	81.56%
Nov-00	80	89	89.89%
Dec-00	51	64	79.69%
Jan-01	44	45	97.78%
Feb-01	34	34	100.00%
Mar-01	40	40	100.00%
Apr-01			
May-01			
Jun-01			



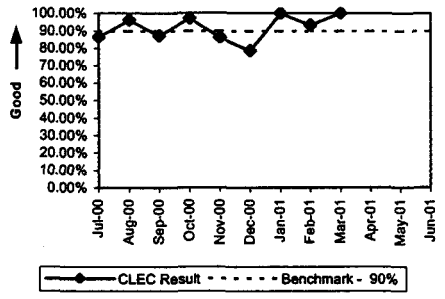
Augmented (Virtual, Physical Caged, and Shared) (CP-2 A-2)

Date	Numerator	Denominator	CLEC Result
Jul-00	85	87	97.70%
Aug-00	60	60	100.00%
Sep-00	88	91	96.70%
Oct-00	161	162	99.38%
Nov-00	73	75	97.33%
Dec-00	10	12	83.33%
Jan-01	100	101	99.01%
Feb-01	70	71	98.59%
Mar-01	58	59	98.31%
Apr-01			
May-01			
Jun-01			



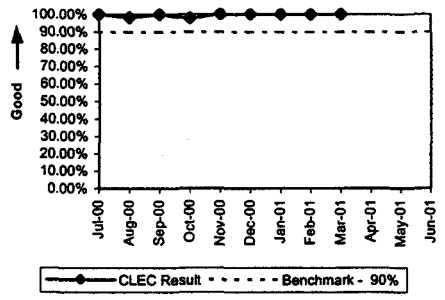
New (Cageless) (CP-2 B-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	45	52	86.54%
Aug-00	102	106	96.23%
Sep-00	48	55	87.27%
Oct-00	199	205	97.07%
Nov-00	56	65	86.15%
Dec-00	44	56	78.57%
Jan-01	19	19	100.00%
Feb-01	14	15	93.33%
Mar-01	29	29	100.00%
Apr-01			
May-01			
Jun-01			



Augmented (Cageless) (CP-2 B-2)

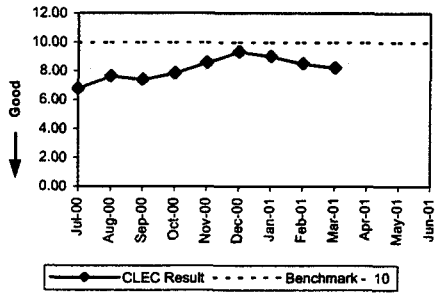
Date	Numerator	Denominator	CLEC Result
Jul-00	47	47	100.00%
Aug-00	112	114	98.25%
Sep-00	41	41	100.00%
Oct-00	45	46	97.83%
Nov-00	41	41	100.00%
Dec-00	36	36	100.00%
Jan-01	58	58	100.00%
Feb-01	29	29	100.00%
Mar-01	17	17	100.00%
Apr-01			
May-01			
Jun-01			



CP-3 - Feasibility Study Interval (Pre-Process Change) (Average Days)

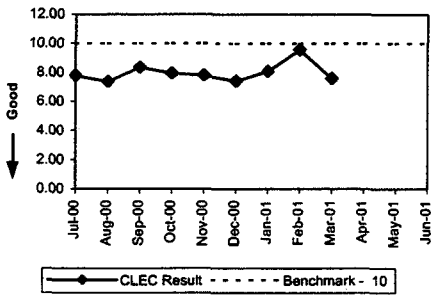
New (Virtual, Physical Caged, and Shared) (CP-3 A-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	122	18	6.78
Aug-00	458	60	7.63
Sep-00	289	39	7.41
Oct-00	1050	134	7.84
Nov-00	120	14	8.57
Dec-00	28	3	9.33
Jan-01	18	2	9.00
Feb-01	170	20	8.50
Mar-01	189	23	8.22
Apr-01			
May-01			
Jun-01			



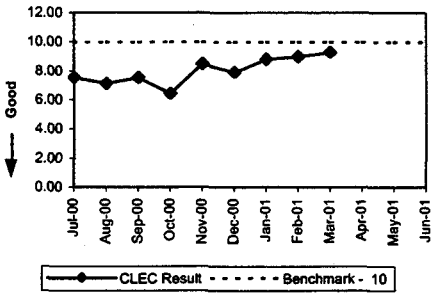
Augmented (Virtual, Physical Caged, and Shared) (CP-3 A-2)

Date	Numerator	Denominator	CLEC Result
Jul-00	257	33	7.79
Aug-00	383	52	7.37
Sep-00	576	69	8.35
Oct-00	754	95	7.94
Nov-00	414	53	7.81
Dec-00	541	73	7.41
Jan-01	242	30	8.07
Feb-01	220	23	9.57
Mar-01	91	12	7.58
Apr-01			
May-01			
Jun-01			



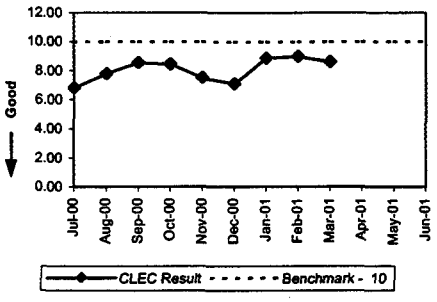
New (Cageless) (CP-3 B-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	469	62	7.56
Aug-00	371	52	7.13
Sep-00	143	19	7.53
Oct-00	302	47	6.43
Nov-00	238	28	8.50
Dec-00	309	39	7.92
Jan-01	88	10	8.80
Feb-01	18	2	9.00
Mar-01	158	17	9.29
Apr-01			
May-01			
Jun-01			



Augmented (Cageless) (CP-3 B-2)

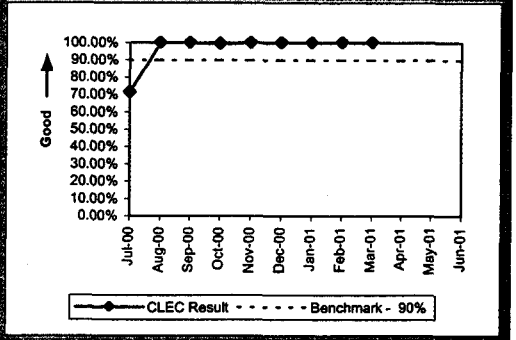
Date	Numerator	Denominator	CLEC Result
Jul-00	109	16	6.81
Aug-00	70	9	7.78
Sep-00	137	16	8.56
Oct-00	523	62	8.44
Nov-00	158	21	7.52
Dec-00	256	36	7.11
Jan-01	337	38	8.87
Feb-01	36	4	9.00
Mar-01	69	8	8.62
Apr-01			
May-01			
Jun-01			



CP-4 - Feasibility Study Commitments Met (Pre-Process Change) (Percent)

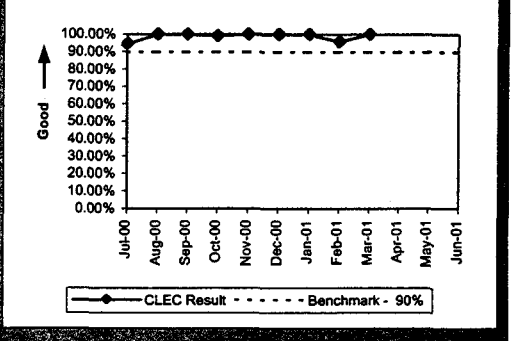
New (Virtual, Physical Caged, and Shared) (CP-4 A-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	20	28	71.43%
Aug-00	60	60	100.00%
Sep-00	47	47	100.00%
Oct-00	133	134	99.25%
Nov-00	14	14	100.00%
Dec-00	8	8	100.00%
Jan-01	5	5	100.00%
Feb-01	20	20	100.00%
Mar-01	23	23	100.00%
Apr-01			
May-01			
Jun-01			



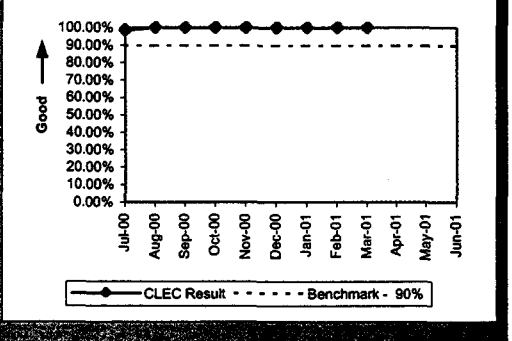
Augmented (Virtual, Physical Caged, and Shared) (CP-4 A-2)

Date	Numerator	Denominator	CLEC Result
Jul-00	34	36	94.44%
Aug-00	53	53	100.00%
Sep-00	69	69	100.00%
Oct-00	97	98	98.98%
Nov-00	53	53	100.00%
Dec-00	77	77	100.00%
Jan-01	33	33	100.00%
Feb-01	22	23	95.65%
Mar-01	13	13	100.00%
Apr-01			
May-01			
Jun-01			



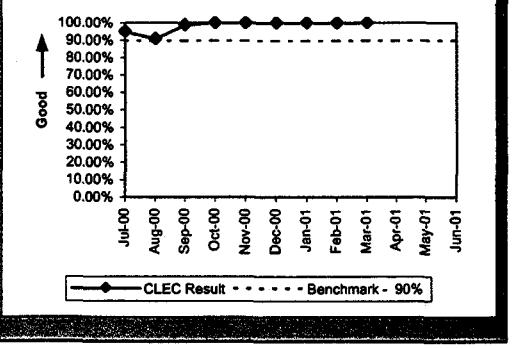
New (Cageless) (CP-4 B-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	69	70	98.57%
Aug-00	58	58	100.00%
Sep-00	21	21	100.00%
Oct-00	47	47	100.00%
Nov-00	28	28	100.00%
Dec-00	39	39	100.00%
Jan-01	12	12	100.00%
Feb-01	5	5	100.00%
Mar-01	19	19	100.00%
Apr-01			
May-01			
Jun-01			



Augmented (Cageless) (CP-4 B-2)

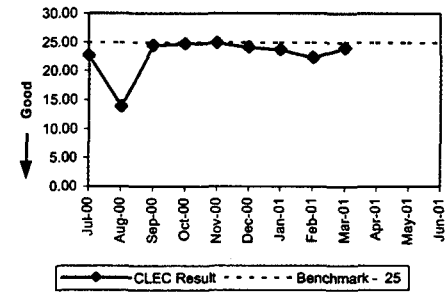
Date	Numerator	Denominator	CLEC Result
Jul-00	19	20	95.00%
Aug-00	10	11	90.91%
Sep-00	81	82	98.78%
Oct-00	68	68	100.00%
Nov-00	21	21	100.00%
Dec-00	41	41	100.00%
Jan-01	39	39	100.00%
Feb-01	4	4	100.00%
Mar-01	8	8	100.00%
Apr-01			
May-01			
Jun-01			



CP-5 - Quote Interval (Pre-Process Change) (Average Days)

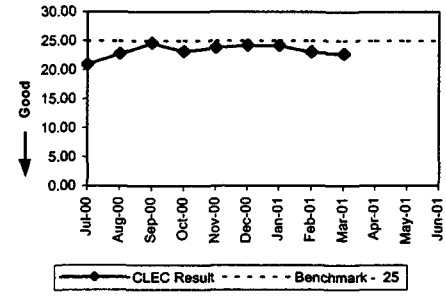
New (Virtual, Physical Caged, and Shared) (CP-5 A-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	385	17	22.65
Aug-00	249	18	13.83
Sep-00	293	12	24.42
Oct-00	544	22	24.73
Nov-00	1616	65	24.86
Dec-00	265	11	24.09
Jan-01	71	3	23.67
Feb-01	134	6	22.33
Mar-01	216	9	24.00
Apr-01			
May-01			
Jun-01			



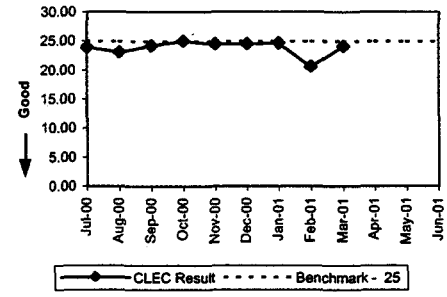
Augmented (Virtual, Physical Caged, and Shared) (CP-5 A-2)

Date	Numerator	Denominator	CLEC Result
Jul-00	230	11	20.91
Aug-00	706	31	22.77
Sep-00	836	34	24.59
Oct-00	1366	59	23.15
Nov-00	1047	44	23.80
Dec-00	605	25	24.20
Jan-01	1109	46	24.11
Feb-01	323	14	23.07
Mar-01	409	18	22.72
Apr-01			
May-01			
Jun-01			



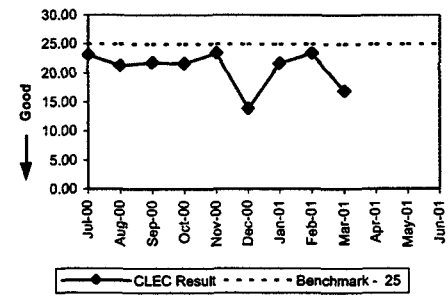
New (Cageless) (CP-5 B-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	383	16	23.94
Aug-00	693	30	23.10
Sep-00	849	35	24.26
Oct-00	150	6	25.00
Nov-00	613	25	24.52
Dec-00	564	23	24.52
Jan-01	592	24	24.67
Feb-01	206	10	20.60
Mar-01	169	7	24.14
Apr-01			
May-01			
Jun-01			



Augmented (Cageless) (CP-5 B-2)

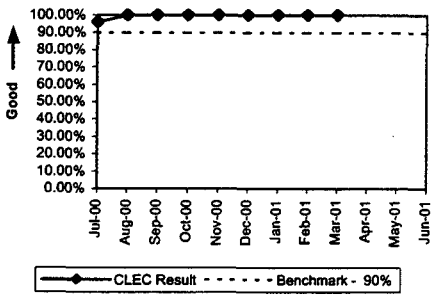
Date	Numerator	Denominator	CLEC Result
Jul-00	139	6	23.17
Aug-00	362	17	21.29
Sep-00	458	21	21.81
Oct-00	1038	48	21.62
Nov-00	493	21	23.48
Dec-00	111	8	13.88
Jan-01	498	23	21.65
Feb-01	515	22	23.41
Mar-01	135	8	16.88
Apr-01			
May-01			
Jun-01			



CP-6 - Quote Commitments Met (Pre-Process Change) (Percent)

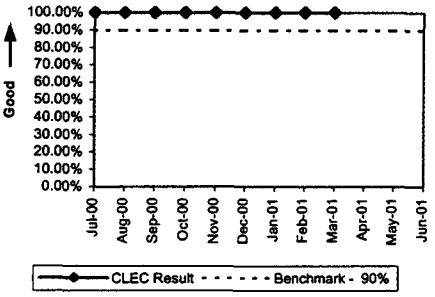
New (Virtual, Physical Caged, and Shared) (CP-6 A-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	24	25	96.00%
Aug-00	29	29	100.00%
Sep-00	22	22	100.00%
Oct-00	36	36	100.00%
Nov-00	80	80	100.00%
Dec-00	11	11	100.00%
Jan-01	4	4	100.00%
Feb-01	6	6	100.00%
Mar-01	12	12	100.00%
Apr-01			
May-01			
Jun-01			



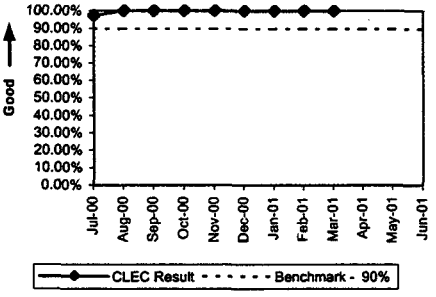
Augmented (Virtual, Physical Caged, and Shared) (CP-6 A-2)

Date	Numerator	Denominator	CLEC Result
Jul-00	14	14	100.00%
Aug-00	34	34	100.00%
Sep-00	50	50	100.00%
Oct-00	86	86	100.00%
Nov-00	87	87	100.00%
Dec-00	49	49	100.00%
Jan-01	75	75	100.00%
Feb-01	22	22	100.00%
Mar-01	20	20	100.00%
Apr-01			
May-01			
Jun-01			



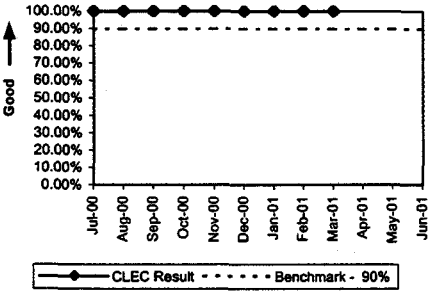
New (Cageless) (CP-6 B-1)

Date	Numerator	Denominator	CLEC Result
Jul-00	35	36	97.22%
Aug-00	72	72	100.00%
Sep-00	47	47	100.00%
Oct-00	18	18	100.00%
Nov-00	78	78	100.00%
Dec-00	23	23	100.00%
Jan-01	33	33	100.00%
Feb-01	10	10	100.00%
Mar-01	8	8	100.00%
Apr-01			
May-01			
Jun-01			



Augmented (Cageless) (CP-6 B-2)

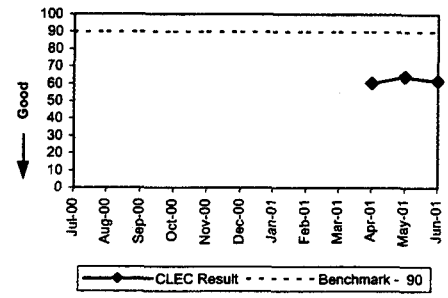
Date	Numerator	Denominator	CLEC Result
Jul-00	11	11	100.00%
Aug-00	26	26	100.00%
Sep-00	25	25	100.00%
Oct-00	114	114	100.00%
Nov-00	37	37	100.00%
Dec-00	22	22	100.00%
Jan-01	34	34	100.00%
Feb-01	28	28	100.00%
Mar-01	8	8	100.00%
Apr-01			
May-01			
Jun-01			



CP-1 - Collocation Completion Interval (Average Days)

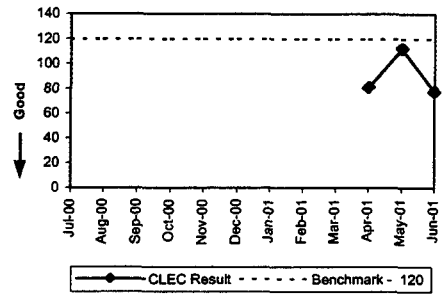
Scheduled Interval 90 Calender Days or Less (CP-1A)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	121	2	60.50	34.65
May-01	192	3	64.00	7.55
Jun-01	185	3	61.67	8.08



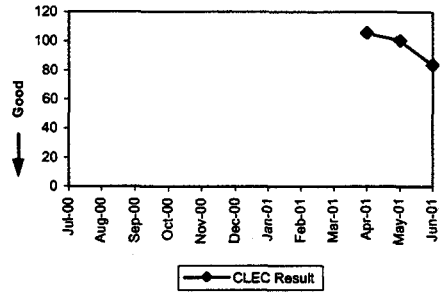
Scheduled Interval 91 to 120 Calendar Days (CP-1B)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	324	4	81.00	28.01
May-01	224	2	112.00	1.41
Jun-01	388	5	77.60	14.08



Scheduled Interval 121 to 150 Calendar Days (CP-1C)

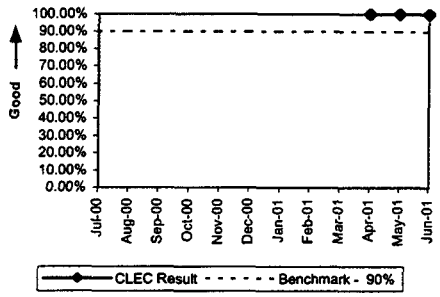
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	3380	32	105.62	21.15
May-01	1410	14	100.71	32.80
Jun-01	1258	15	83.87	26.88



CP-2 - Collocations Completed within Scheduled Intervals (Percent)

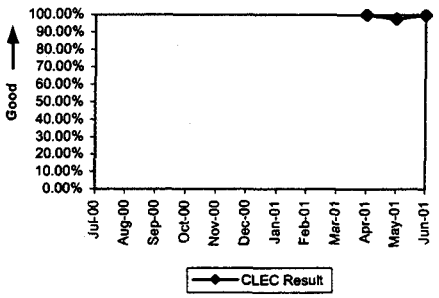
Non-Forcasted & Late Collocations (CP-2B)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	6	6	100.00%	0.00%
May-01	5	5	100.00%	0.00%
Jun-01	8	8	100.00%	0.00%



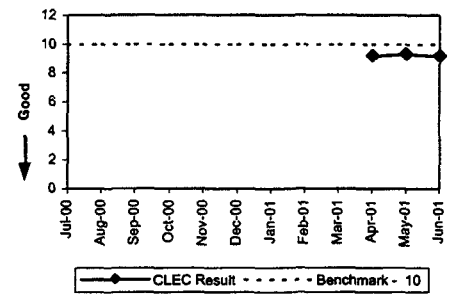
Collocations with Intervals Longer than 120 Days (CP-2C)

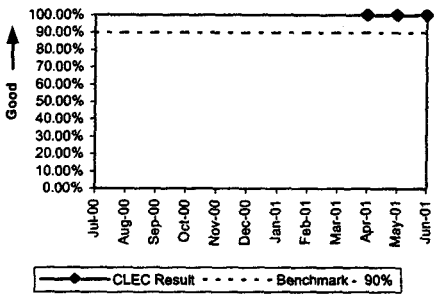
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	76	76	100.00%	0.00%
May-01	39	40	97.50%	15.61%
Jun-01	28	28	100.00%	0.00%



CP-3 - Collocation Feasibility Study Interval (Average Days)

Collocation Feasibility Study Interval (CP-3)				
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	459	50	9.18	0.96
May-01	400	43	9.30	0.91
Jun-01	375	41	9.15	1.42



CP-4 - Collocation Feasibility Study Commitments Met (Percent)

Collocation Feasibility Study Commitments Met (CP-4)				
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Jul-00				
Aug-00				
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	61	61	100.00%	0.00%
May-01	50	50	100.00%	0.00%
Jun-01	45	45	100.00%	0.00%