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 IDAHO PUBLIC
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BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

<p>IN THE MATTER OF QWEST CORPORATION'S FILING OF A STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS PURSUANT TO 47 U.S.C. § 252(F)</p>	<p>Docket No. QWE-T-03-24</p> <p>QWEST CORPORATION'S NOTICE OF DELETION OF EXHIBIT B-1 AND MODIFICATIONS TO EXHIBIT B OF THE STATEMENT OF GENERALLY AVAILABLE TERMS & CONDITIONS</p>
<p>MODIFICATIONS TO THE PERFORMANCE INDICATOR DEFINITIONS CONTAINED IN EXHIBIT B (PO-2 and PO-20)</p>	<p>Docket No. QWE-T-03-23</p> <p>NOTICE OF CHANGES TO THE QWEST PERFORMANCE ASSURANCE PLAN ("QPAP") FOUND IN EXHIBIT K TO THE STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS</p>

QWEST CORPORATION'S NOTICE OF DELETION OF EXHIBIT B-1 AND MODIFICATIONS TO EXHIBIT B OF THE STATEMENT OF GENERALLY AVAILABLE TERMS & CONDITIONS / NOTICE OF CHANGES TO THE QWEST PERFORMANCE ASSURANCE PLAN ("QPAP") FOUND IN EXHIBIT K TO THE STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS –

II. AGREED UPON ITEMS AND DESCRIPTION OF CHANGES

A. Aggregate Payment Report by PID and Product

As part of the Stipulation, Qwest agreed to publish on its website, beginning with September 2004 performance data, a state payment report by major PID category similar to the one Qwest currently files with the Commission. Qwest will also make available to the individual CLECs (opting in to the QPAP) in Tab 2⁵ of the CLEC payment report data showing QPAP payments at the PID/Product submeasure level including a total of the payments for Idaho for each submeasure and/or product.⁶

B. Summary of specific products affected

Line splitting: The standard to be applied for line splitting is Qwest DSL. Where it was not already in effect or otherwise agreed upon, this standard shall be applied beginning with September 2004 performance data.

Loop splitting: Loop splitting will be reported on with a diagnostic standard at such time as the CLECs order the product in any quantity for three consecutive months in the state.

xDSL-I Capable loops: This product will now be included in the OP and MR PIDs at the standards appearing in Exhibit B Version 8.0. These standards shall be applied beginning with September 2004 performance data.

PO-20: The expanded PO-20 was previously filed on June 29, 2004 with certain requests related to the PAP treatment. Qwest and the CLECs subsequently agreed in the

⁵ This report is created in excel format with "tabs" at the bottom of the workbook that identify each worksheet separately.

⁶ This agreement is not limited to CLECs participating in the Stipulation.

Stipulation to a Tier 1 Medium, no Tier 2 designation.⁷ Those parties also agreed that a measurement stabilization period and low volume exceptions were appropriate.

C. Removal of Exhibit B-1

The submissions in this filing again result in part from work during Long Term PID Administration (“LTPA”) sessions where participants identified and agreed upon a number of modifications to the PIDs. The principal change in this category is the completion of the addition to the QPAP of Expanded PO-20 and the deletion of Exhibit B-1 containing the old PO-20 along with the removal of references in the QPAP to that old version of the PID. In the Exhibit B filing referenced above, Qwest indicated that it would make a subsequent filing to remove Exhibit B-1 so that the Expanded PO-20 replaces the old PO-20 in the PIDs. This filing does that.

III. CHANGES TO EXHIBIT B APPEARING IN VERSION 8.0

A. Line Splitting Standard

Version 8.0 of Exhibit B contains changes to the MR-3, 4, 6 and 8, and OP-5A PIDs for Line Splitting to adopt the standard of parity with Qwest DSL for that product in accord with the Stipulation.

B. Loop Splitting

Version 8.0 of Exhibit B contains changes to the PO-5, OP-3 through OP-6 and OP-15 and MR-3, 4 and 6 through 8 PIDs to include Loop Splitting as a separately reported product,

⁷ The stipulating CLECs agreed that Qwest would file to add Expanded PO-20 to Tier 1 Medium (in Minnesota Tier 1B), and without a Tier 2 assignment,...” *Stipulation, page 5*. Washington Commission staff are currently pursuing Tier 2 as a separate issue.

with a diagnostic standard except that it is not reported separately in PO-5 in the (b) product category of Unbundled Loops and specified Unbundled Network Elements.

C. xDSL-I Capable Loops Inclusion

Version 8.0 of Exhibit B contains changes to include xDSL-I capable loops in: the OP-3 PID with a standard of 90%; the OP-4 PID with a standard of six business days; the OP-5A PID with a standard of parity with Qwest DSL; the OP-5B, OP-5R and OP-5T PIDs with a diagnostic standard; the OP-6 PID with a standard of parity with Qwest DSL with dispatch; the MR-3, MR-4, MR-6 and MR-8 PIDs with a standard of parity with Qwest IDSL; and the MR-10 PID with a diagnostic standard.

IV. QPAP CHANGES RESULTING FROM VERSION 8.0 OF EXHIBIT B AND THE DELETION OF EXHIBIT B-1

Attachment 1 to Exhibit K includes PO-20 as a Tier 1 Medium measurement, and references to PO-20 have been removed from Table 5 and Section 7.4. Attachment 1 includes footnotes to the PO-20 measurement that reflect the low volume relief and the burn in periods applicable to this new measurement.

With this filing, Qwest has modified the QPAP to reflect the described changes. In order to ensure a smooth transition from the old PO-20 to the expanded PO-20, Qwest respectfully requests that the Commission issue its order permitting the changes to become effective no later than October 1, 2004. During implementation of PO-20 Phase 1, reporting will occur on the existing Exhibit B-1 and on the expanded PO-20 in Exhibit B, Version 7.1. Any required payments will be made under the existing Exhibit B-1 ending with July, 2004 performance data reported in August, 2004. . The measurement stabilization for each Phase will allow Qwest to adequately assess the measurement's reliability and validate results. For example, the QPAP

would apply to Phase 1 beginning with August, 2004 data reported in October, 2004 on an ongoing basis. No later than three months after the implementation of Phase 2, the QPAP would apply to both Phase 1 and Phase 2 on an ongoing basis. This cumulative approach then continues until all four phases of the expanded PO-20 are subject to the QPAP.

V. CONCLUSION

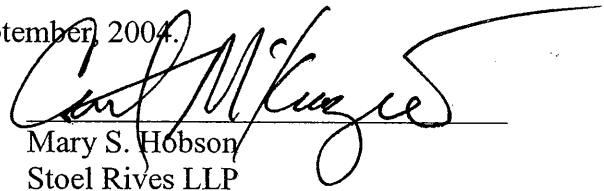
By making this filing in Docket Nos. QWE-T-03-23 and QWE-T-03-24, Qwest agrees to publish and make available for the benefit of all CLECs that have opted into the state specific PAP, an aggregate payment report as described above, requests that the Commission approve Exhibit B and the QPAP, as revised and modified, designate PO-20 as Tier 1 Medium without a Tier 2 assignment, establish a low-volume-differentiated benchmark for PO-20, and allow PO-20 a measurement stabilization for no more than three months with the implementation of each phase. Qwest requests that the Commission approve the modifications and permit the amended Exhibit B to go into effect on October 1, 2004 but in any event pursuant to 47 U.S.C. § 252(f)(3) no later than 60 days after submission. Qwest will report and make payments on the existing PO-20 contained in Exhibit B-1 until Phase 1 of expanded PO-20 becomes subject to the QPAP. Qwest requests the Commission approve the modifications relating to PO-20, tier designation, low volume relief and stabilization ("burn-in") period in the QPAP.

Further, Qwest requests pursuant to Section 16 of the QPAP, that the changes automatically apply to all existing interconnection agreements that contain Exhibit B, Exhibit B-1 and the QPAP, Exhibit K as exhibits.

VI. REQUESTED RELIEF

Qwest respectfully requests that the Commission approve the amended Exhibits B and Exhibit K, the QPAP, attached hereto and order them to become effective no later than October 1, 2004 with the simultaneous deletion of Exhibit B-1. Qwest further requests that pursuant to section 16 of Exhibit K, the changes shall automatically apply to and modify all existing interconnection agreements that currently contain Exhibit B and Exhibit K, the QPAP, as exhibits.

Respectfully submitted this 15th day of September, 2004.



Mary S. Hobson
Stoel Rives LLP

Adam Sherr
Qwest

CERTIFICATE OF SERVICE

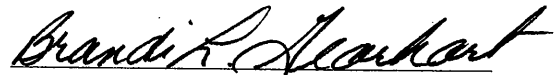
I hereby certify that on this 15th day of September, 2004, I served the foregoing **QWEST CORPORATION'S NOTICE OF DELETION OF EXHIBIT B-1 AND MODIFICATIONS TO EXHIBIT B OF THE STATEMENT OF GENERALLY AVAILABLE TERMS & CONDITIONS / NOTICE OF CHANGES TO THE QWEST PERFORMANCE ASSURANCE PLAN ("QPAP") FOUND IN EXHIBIT K TO THE STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS** as follows:

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Service Performance Indicator Definitions (PID)

14-State 271 PID Version 8.0

QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)

14-State 271 PID Version 8.0

Introduction

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

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

Qwest's Service Performance Indicator Definitions

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Electronic Gateway Availability

GA-1 – Gateway Availability – IMA-GUI

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

GA-2 – Gateway Availability – IMA-EDI

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

GA-4 – System Availability – EXACT

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

GA-6 – Gateway Availability – GUI -- Repair

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

GA-7 – Timely Outage Resolution following Software Releases

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

