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*Attorneys for Qwest Corporation*

**BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION**

IN THE MATTER OF QWEST  
CORPORATION'S (F/K/A/ U S WEST  
COMMUNICATIONS, INC.) FILING OF A  
STATEMENT OF GENERALLY  
AVAILABLE TERMS AND CONDITIONS  
PURSUANT TO 47 U.S.C. § 252(F)

**Case No. QWE-T-03-24**

**QWEST CORPORATION'S NOTICE  
OF MODIFICATION TO EXHIBIT B  
TO ITS STATEMENT OF  
GENERALLY AVAILABLE TERMS  
AND CONDITIONS**

MODIFICATIONS TO THE  
PERFORMANCE INDICATOR  
DEFINITIONS CONTAINED IN EXHIBIT B  
(December 2003-March 2004)

Qwest Corporation ("Qwest"), pursuant to 47 U.S.C. § 252(f)(3), submits the attached updated Exhibit B to its Statement of Generally Available Terms and Conditions ("SGAT").<sup>1</sup> Exhibit B contains the Performance Indicator Definitions ("PIDs"). This submission results

<sup>1</sup> Qwest is submitting "clean" and "red-lined" versions of Exhibit B, as modified.

from work completed during Long Term PID Administration (“LTPA”) sessions in which participants identified and agreed upon a number of modifications to the PIDs. These agreements were reached between Qwest and the CLECs in LTPA meetings from December 18, 2003, through March 25, 2004, and in one instance, during the subsequent impasse process.

The agreed-upon changes fall into the following categories: new product reporting and/or standards, association between certain terms in the PIDs and their corresponding entries in the “Definition of Terms” section of Exhibit B, language clarifications, PID deletion, and PID revisions.

First, new product reporting and/or standards for line sharing, line splitting and EELs were adopted. These changes may be summarized as follows:

- The parties agreed to change the standard for line sharing, in OP-6, from “Diagnostic” to “Parity with retail Qwest DSL” and in, OP-15, from “Diagnostic” to “Diagnostic (Expectation: Parity with retail Qwest DSL).” In addition, through negotiations during the impasse process, the CLECs accepted Qwest’s proposal to begin reporting line sharing in PO-2, with a diagnostic standard and to suspend PO-2 benchmark standard discussions until Triennial Review Order (“TRO”) issues are resolved.<sup>2</sup>
- Agreement was reached during LTPA to report line splitting on a disaggregated basis for OP-3, OP-4, OP-6, OP-15, MR-3, MR-4, MR-6, MR-7, and MR-8.<sup>3</sup> The following standards were also agreed upon: OP-3, 95%; OP-4, 3.3 days; OP-6, Parity with retail Qwest DSL; OP-15, Diagnostic (Expectation: Parity with retail Qwest DSL); and MR-7, Parity with retail Qwest DSL. Standards for MR-3, MR-4, MR-6, and MR-8 and a change to the existing standard of diagnostic for OP-5A are currently at impasse within the LTPA collaborative process. As a result, “TBD” (to be determined) is shown as the standard for MR-3, MR-4, MR-6, and MR-8 since the disaggregation of line

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<sup>2</sup> See CLECs’ email to the LTPA stating agreement, dated April 27, 2004 at 12:19 PM (Denver time) attached as Attachment 1 to this Notice.

<sup>3</sup> OP-3 measures installation commitments met; OP-4 measures installation intervals; OP-6 measures delayed days; OP-15 measures intervals for pending orders delayed past due dates; MR-3 measures out-of-service cleared within 24 hours; MR-4 measures all troubles cleared within 48 hours; MR-6 measures mean time to restore; MR-7 measures repair repeat report rate; and MR-8 measures trouble rate.

splitting is being added to these PIDs. However, OP-5A retains its “diagnostic” standard designation because the disaggregation of line splitting exists in the current OP-5 definition.

- The parties agreed to apply the categories and standards for EELs as they apply in the Colorado Performance Assurance Plan, to PO-5, OP-3, OP-4, OP-6, MR-5, MR-6, MR-7, and MR-8.

Second, certain terms that appear in a PID’s definition have been associated with their corresponding explanations in the “Definition of Terms” section of Exhibit B. The parties agreed to accomplish this association for electronic versions of Exhibit B through a Hyperlink. A Hyperlink takes the reader of the document to the definition in the Definition of Terms section when the reader either clicks on the term, or holds down the CTRL key and then clicks the term. The first appearance of these linked terms (Application Date, Business Day, Interval Zone 1/Zone 2, Inward Activity, Lack of Facilities, MSA/Non-MSA, Projects, Ready for Service (RFS), Ready for Service Date (RFS Date), and Repeat Report) are underlined in blue in each of the PIDs where they appear. In the electronic version of the redlined Exhibit B, the Hyperlink is also shown in blue to distinguish it from other types of changes in the PID. In conjunction with the Hyperlink of “Inward Activity,” the parties agreed to remove some of the language in the applicable PIDs that also appeared in the definition. Therefore in PO-9 the parenthetical phrase, “with ‘I’ and ‘T’ action coded line USOCs,” has been removed.

Third, the parties agreed to clarify certain language on the Introduction page i, and in PIDs BI-1, MR-3, MR-4, MR-5, MR-6, MR-9, BI-3A.<sup>4</sup> Language was changed to increase the clarity, accuracy, or completeness of the PIDs, but not to change the meaning of the PIDs. Specifically, the changes either update information or make certain terms and phrases consistent

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<sup>4</sup> BI-1 measures the time to provide recorded usage records; MR-5 measures all troubles cleared within 4 hours; MR-9 measures repair appointments met; and BI-3A measures billing accuracy – adjustments for errors – for UNEs and resale.

throughout the PID. For MR-3, MR-4, MR-5, MR-6, and MR-9 where the phrase “of receipt” is being replaced by “that Qwest is first notified of the trouble by CLEC,” the parties agreed that the time interval begins when the repair trouble ticket is created.

Fourth, agreement was reached to delete PO-10, “LSR Accountability.”

Fifth, agreement was reached to revise MR-7, “Repair Repeat Report Rate”, to more closely tie a repeated trouble report with the initial trouble report. This revision results in the PID being reported one month in arrears to provide the time to identify a repeat trouble report that occurs within 30 days of the initial trouble report (i.e., July’s results would be reported in September).

Last, the parties adopted language from PO-1 and PO-19 in the Arizona PIDs.<sup>5</sup>

- The standards of 25 seconds for the ninth pre-order transaction, i.e., “Connecting Facilities Assignment,” and 30 seconds for the tenth pre-order transaction, i.e., “Meet Point Inquiry,” were agreed upon. In the merged PO-1 PID, these benchmarks were stated for Arizona only and “TBD” was the listed standard for the other 13 states. With this PID update the Arizona standards are being adopted region-wide.
- The Arizona version of PO-19 has two sub-measures while the prior version of PO-19 for the other 13 states only had one. The additional sub-measure measures the extent that SATE mirrors production by identifying the percentage of transactions that produce comparable results in SATE and the production environment. The Arizona version is being adopted region-wide.

All of these above-mentioned changes were discussed by the LTPA in one or more of the weekly LTPA sessions. A number of Staff members from various state commissions attended those discussions as well. The parties agreed that these substantive changes would be submitted together after completion of the negotiation sessions, rather than individually as agreement was

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<sup>5</sup> PO-1 measures pre-order/order response times; and PO-19 measures the accuracy of SATE, the Stand-Alone Test Environment.

reached. Since the last negotiation session took place on Thursday, March 25, 2004, Qwest now submits these agreed-upon changes.

Qwest respectfully requests that the Commission permit the attached revised Exhibit B to go into effect no later than 60 days after submission in accordance with 47 U.S.C. § 252(f)(3). Qwest further requests that the Commission deem this revised Exhibit B to modify the SGAT and existing interconnection agreements that currently contain the PIDs as an exhibit.

Submitted this 5<sup>th</sup> day of May, 2004.

Qwest Corporation



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Mary S. Hobson  
Stoel Rives LLP

Adam L. Sherr  
Qwest

*Attorneys for Qwest Corporation*

**CERTIFICATE OF SERVICE**

I hereby certify that on this 5<sup>th</sup> day of May, 2004, I served the foregoing **QWEST CORPORATION'S NOTICE OF MODIFICATION TO EXHIBIT B TO ITS STATEMENT OF GENERALLY AVAILABLE TERMS AND CONDITIONS** upon all parties of record in this matter as follows:

Jean D. Jewell, Secretary	<input checked="" type="checkbox"/>	Hand Delivery
Idaho Public Utilities Commission	<input type="checkbox"/>	U. S. Mail
472 West Washington	<input type="checkbox"/>	Overnight Delivery
P.O. Box 83720	<input type="checkbox"/>	Facsimile
Boise, ID 83702	<input type="checkbox"/>	Email
Telephone: (208) 334-0300		
Facsimile: (208) 334-3762		
<a href="mailto:jjewell@puc.state.id.us">jjewell@puc.state.id.us</a>		

Weldon Stutzman	<input checked="" type="checkbox"/>	Hand Delivery
Deputy Attorney General	<input type="checkbox"/>	U. S. Mail
Idaho Public Utilities Commission	<input type="checkbox"/>	Overnight Delivery
472 West Washington	<input type="checkbox"/>	Facsimile
P.O. Box 83720	<input type="checkbox"/>	Email
Boise, ID 83702		
Telephone: (208) 334-0300		
Facsimile: (208) 334-3762		

*Brandi L. Gearhart*

Brandi L. Gearhart, PLS  
Legal Assistant to Mary S. Hobson  
Stoel Rives LLP

**From:** Maiser@puclist.state.id.us on behalf of Chad Warner [chad.warner@mci.com]  
**Sent:** Tuesday, April 27, 2004 12:19 PM  
**To:** LT271@puclist.state.id.us  
**Subject:** RE: Extension on Qwest's Responses to CLECs' Counterproposals for PO-2 and Reporting of xDSLi Loops

Covad, MCI, and Qwest have had follow up discussions related to the PO-2 impasse on Benchmarks for Line Sharing and Covad and MCI are willing to accept the last Qwest proposal submitted on April 9, 2004. Parties agree that Qwest will begin reporting Line Sharing results separately as diagnostic beginning with the July results (reporting in August) and suspend discussions of a benchmark until the until TRO issues reach resolution.

Thanks,

Chad Warner  
Carrier Management (Qwest Region)  
303-217-4214  
V 625-4214

-----Original Message-----

**From:** Maiser@puclist.state.id.us [mailto:Maiser@puclist.state.id.us] On Behalf Of Buhler, Dean  
**Sent:** Wednesday, April 21, 2004 2:37 PM  
**To:** LT271@puclist.state.id.us  
**Subject:** Extension on Qwest's Responses to CLECs' Counterproposals for PO-2 and Reporting of xDSLi Loops

LTPA,

Qwest originally planned on providing its responses to the CLECs' counterproposals regarding PO-2 (UNE-P Centrex 21 and linesharing) and the reporting of xDSLi capable loops by today. I just talked to John Kern and gained his approval to provide our responses on Wednesday, April 28th.

Thank you,

Dean Buhler

You are currently subscribed to the LT271 E-mail list (Hosted by Idaho Public Utilities Commission). To unsubscribe send a message to whart@puc.state.id.us.

You are currently subscribed to the LT271 E-mail list (Hosted by Idaho Public Utilities Commission). To unsubscribe send a message to whart@puc.state.id.us.

**Attachment 1**



**Service Performance Indicator Definitions (PID)**

**14-State 271 PID Version 7.0**

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# **QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)**

## **14-State 271 PID Version 7.0**

### **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.

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## Electronic Gateway Availability

### GA-1 – Gateway Availability – IMA-GUI

<b>Purpose:</b> 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.	
<b>Description:</b> 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"> <li>• Scheduled Up Time hours for preorder, order, and provisioning transactions are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> </ul> 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"> <li>• Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>• Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level. Results will be reported as follows: GA-1A IMA Graphical User Interface Gateway GA-1D SIA system
<b>Formula:</b> $([\text{Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period}] \div [\text{Number of Hours and Minutes of Scheduled Availability Time During Reporting Period}]) \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b>  Available	<b>Notes:</b>

## GA-2 – Gateway Availability – IMA-EDI

<b>Purpose:</b> Evaluates the quality of CLEC access to the IMA-EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs.	
<b>Description:</b> 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"> <li>• Scheduled Up Time hours for IMA-EDI based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>. Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>• Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level. (See GA-1D for reporting of SIA system availability.)
<b>Formula:</b> $\left( \frac{[\text{Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period}]}{[\text{Number of Hours and Minutes of Scheduled Availability Time During Reporting Period}]} \right) \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b> Available	<b>Notes:</b>

### GA-3 – Gateway Availability – EB-TA

<b>Purpose:</b> Evaluates the quality of CLEC access to the EB-TA interface, focusing on the extent the gateway is actually available to CLECs.	
<b>Description:</b> Measures the availability of EB-TA (Electronic Bonding – Trouble Administration) interface and reports the percentage of scheduled availability time the EB-TA Interface is available. <ul style="list-style-type: none"> <li>Scheduled Up Time hours are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> <li>Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>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.</li> <li>An outage is a critical or serious loss of functionality, attributable to the specified gateway or component (i.e., EB-TA), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $\left( \frac{\text{[Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period]}}{\text{[Number of Hours and Minutes of Scheduled Availability During Reporting Period]}} \right) \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b> Available	<b>Notes:</b>

#### GA-4 – System Availability – EXACT

<b>Purpose:</b> 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.	
<b>Description:</b> 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"> <li>• Scheduled Up Time hours are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> <li>• Time System is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>• Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $([Number\ of\ Hours\ and\ Minutes\ EXACT\ is\ Available\ to\ CLECs\ During\ Reporting\ Period] \div [Number\ of\ Hours\ and\ Minutes\ of\ Scheduled\ Availability\ During\ Reporting\ Period]) \times 100$	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b> Available	<b>Notes:</b>

## GA-6 – Gateway Availability – GUI -- Repair

<b>Purpose:</b>	
Evaluates the quality of CLEC access to the GUI Repair electronic gateway, focusing on the extent the gateway is actually available to CLECs.	
<b>Description:</b>	
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"> <li>• Scheduled Up Time” hours are based on the currently published hours of availability found on the following website: <a href="http://www.qwest.com/wholesale/cmp/ossHours.html">http://www.qwest.com/wholesale/cmp/ossHours.html</a>.</li> <li>• Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</li> <li>• Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC aggregate results	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b>	
[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	
<b>Exclusions:</b> None	
<b>Product Reporting:</b> None	<b>Standard:</b> 99.25 percent
<b>Availability:</b> Available	<b>Notes:</b>



## GA-7 – Timely Outage Resolution following Software Releases

<b>Purpose:</b> 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.	
<b>Description:</b> <ul style="list-style-type: none"> <li>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 <sup>NOTE 1</sup> within 48 hours of detection by the Qwest monitoring group or reporting by a CLEC/co-provider.</li> <li>Includes software releases associated with the following OSS interfaces in Qwest: IMA-GUI, IMA-EDI, and CEMR, Exchange Access, Control, &amp; Tracking (EXACT) <sup>NOTE 2</sup>, Electronic Bonding– Trouble Administration (EB -TA) <sup>NOTE 3</sup></li> <li>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 <sup>NOTE 4</sup> 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.</li> <li>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.</li> </ul>	
<b>Reporting Period:</b> Monthly	<b>Unit of Measure:</b> Percent
<b>Reporting Comparisons:</b> CLEC Aggregate	<b>Disaggregation Reporting:</b> Region-wide level.
<b>Formula:</b> $[(\text{Total outages detected within two weeks of a Software Release that are resolved within 48 hours of the time Qwest detects the outage}) \div (\text{Total number of outages detected within two weeks of Software Releases resolved in the Reporting Period})] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>Outages in releases prior to any CLEC migrating to the release.</li> <li>Duplicate reports attributable to the same software defect.</li> </ul>	
<b>Product Reporting:</b> None	<b>Standards:</b> Volume = 1-20: 1 miss Volume > 20: 95%
<b>Availability:</b>  Available	<b>Notes:</b> <ol style="list-style-type: none"> <li>"Resolved" means that service is restored to the reporting CLEC, as experienced by the CLEC.</li> <li>EXACT is a Telecordia system. Only releases for changes initiated by Qwest for hardware or connectivity will be included in this measurement.</li> <li>Outages reported under EB-TA are the same as outages in MEDIACC.</li> <li>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).</li> </ol>

## Pre-Order/Order

### PO-1 – Pre-Order/Order Response Times

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

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

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

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

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

## PO-2 – Electronic Flow-through

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

**PO-2 – Electronic Flow-through (continued)**

<p><b>Product Reporting:</b></p> <ul style="list-style-type: none"> <li>• Resale</li> <li>• Unbundled Loops (with or without Local Number Portability)</li> <li>• Local Number Portability</li> <li>• UNE-P (POTS)</li> <li>• Line Sharing</li> </ul>	<p><b>Standards:</b></p> <p><b>PO-2A:</b></p> <p><b>CO:</b> CO PO-2B benchmarks minus 10 percent <sup>NOTE 2</sup></p> <p><b>All Other States:</b> Diagnostic</p> <p><b>PO-2B:</b> <sup>NOTE 2</sup></p> <table border="1" data-bbox="617 431 1337 588"> <tr> <td>Resale:</td> <td>95%</td> </tr> <tr> <td>Unbundled Loops:</td> <td>85%</td> </tr> <tr> <td>LNP:</td> <td>95%</td> </tr> <tr> <td>UNE-P:</td> <td>95%</td> </tr> <tr> <td>Line Sharing:</td> <td>Diagnostic <sup>NOTE 3</sup></td> </tr> </table>		Resale:	95%	Unbundled Loops:	85%	LNP:	95%	UNE-P:	95%	Line Sharing:	Diagnostic <sup>NOTE 3</sup>
Resale:	95%											
Unbundled Loops:	85%											
LNP:	95%											
UNE-P:	95%											
Line Sharing:	Diagnostic <sup>NOTE 3</sup>											
<p><b>Availability:</b></p> <p>Available (except as follows):</p> <p>Line Sharing – beginning with Jul 04 data on the Aug 04 report</p>	<p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. The list of LSR types classified as eligible for flow through is contained in the "LSRs Eligible for Flow Through" matrix. This matrix also includes availability for enhancements to flow through. Matrix will be distributed through the CMP process.</li> <li>2. In Colorado the standard for PO-2 is considered met if the standard for either PO-2A or PO-2B is met. For both PO-2A and PO-2B, the benchmark percentages shown apply to the aggregations of PO-2A-1 and PO-2A-2 (i.e., the combined PO-2A result) and of PO-2B-1 and PO-2B-2 (i.e., the combined PO-2B result).</li> <li>3. The standard and future disaggregated reporting of the Line Sharing product is TBD, pending resolution of TRO issues.</li> </ol>											

### PO-3 – LSR Rejection Notice Interval

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

## PO-4 – LSRs Rejected

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



