



Service Performance Indicator Definitions (PID)

14-State 271 PID Version 7.1

QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)

14-State 271 PID Version 7.1

Introduction

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

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

Qwest's Service Performance Indicator Definitions

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Electronic Gateway Availability

GA-1 – Gateway Availability – IMA-GUI

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

GA-2 – Gateway Availability – IMA-EDI

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| 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-3 – Gateway Availability – EB-TA

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

GA-4 – System Availability – EXACT

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| 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: $([(\text{Number of Hours and Minutes EXACT is Available to CLECs During Reporting Period}] \div [\text{Number of Hours and Minutes of Scheduled Availability During Reporting Period}]) \times 100$ | |
| Exclusions: None | |
| Product Reporting: None | Standard: 99.25 percent |
| Availability: Available | Notes: |

GA-6 – Gateway Availability – GUI -- Repair

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| 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

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| 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: $\left[\frac{\text{((Total outages detected within two weeks of a Software Release that are resolved within 48 hours of the time Qwest detects the outage) } \div \text{ (Total number of outages detected within two weeks of Software Releases resolved in the Reporting Period))}}{1} \right] \times 100$ | |
| 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). |

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

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

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

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

PO-2 – Electronic Flow-through

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

PO-2 – Electronic Flow-through (continued)

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| <p>Product Reporting:</p> <ul style="list-style-type: none"> • Resale • Unbundled Loops (with or without Local Number Portability) • Local Number Portability • UNE-P (POTS) and UNE-P (Centrex 21) • Line Sharing | <p>Standards:</p> <p>PO-2A: CO: CO PO-2B benchmarks minus 10 percent ^{NOTE 2} All Other States: Diagnostic</p> <p>PO-2B: ^{NOTE 2}</p> <table border="1" data-bbox="620 428 1401 596"> <tr> <td>Resale:</td> <td>95%</td> </tr> <tr> <td>Unbundled Loops:</td> <td>85%</td> </tr> <tr> <td>LNP:</td> <td>95%</td> </tr> <tr> <td>UNE-P (POTS & Centrex 21):</td> <td>95%</td> </tr> <tr> <td>Line Sharing:</td> <td>Diagnostic ^{NOTE 3}</td> </tr> </table> | | Resale: | 95% | Unbundled Loops: | 85% | LNP: | 95% | UNE-P (POTS & Centrex 21): | 95% | Line Sharing: | Diagnostic ^{NOTE 3} |
| Resale: | 95% | | | | | | | | | | | |
| Unbundled Loops: | 85% | | | | | | | | | | | |
| LNP: | 95% | | | | | | | | | | | |
| UNE-P (POTS & Centrex 21): | 95% | | | | | | | | | | | |
| Line Sharing: | Diagnostic ^{NOTE 3} | | | | | | | | | | | |
| <p>Availability: Available (except as follows):</p> <p>Combined reporting of UNE-P (POTS) and UNE-P (Centrex 21) – beginning with Jul 04 data on the Aug 04 report.</p> <p>Line Sharing – beginning with Jul 04 data on the Aug 04 report</p> | <p>Notes:</p> <ol style="list-style-type: none"> 1. The list of LSR types classified as eligible for flow through is contained in the “LSRs Eligible for Flow Through” matrix. This matrix also includes availability for enhancements to flow through. Matrix will be distributed through the CMP process. 2. In Colorado the standard for PO-2 is considered met if the standard for either PO-2A or PO-2B is met. For both PO-2A and PO-2B, the benchmark percentages shown apply to the aggregations of PO-2A-1 and PO-2A-2 (i.e., the combined PO-2A result) and of PO-2B-1 and PO-2B-2 (i.e., the combined PO-2B result). 3. The standard and future disaggregated reporting of the Line Sharing product is TBD, pending resolution of TRO issues. | | | | | | | | | | | |

PO-3 – LSR Rejection Notice Interval

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

PO-4 – LSRs Rejected

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

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

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

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

Exclusions:

- LSRs/ASRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the “Standards” section below, or service/request types, deemed to be projects.
- Hours on Weekends and holidays. (Except for PO-5A which only excludes hours outside the scheduled up time).
- LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Duplicate LSR numbers. (Exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #'s.)
- Invalid start/stop dates/times.

Additional PO-5D exclusion:

- Records with invalid application or confirmation dates.

| Product Reporting: | Standards: | |
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| <ul style="list-style-type: none"> • For PO-5A, -5B and -5C: <ul style="list-style-type: none"> (a) Resale services UNE-P (POTS) and UNE-P Centrex (b) Unbundled Loops and specified Unbundled Network Elements. (c) LNP • For PO-5D: LIS Trunks. | <ul style="list-style-type: none"> • For PO-5A (all): | 95% within 20 minutes ^{NOTE 2} |
| | <ul style="list-style-type: none"> • For PO-5B (all): | 90% within standard FOC intervals (specified below) |
| | <ul style="list-style-type: none"> • For PO-5C (manual): | 90% within standard FOC intervals specified below PLUS 24 hours ^{NOTE 3} |
| | <ul style="list-style-type: none"> • For PO-5D (LIS Trunks): | 85% within eight business days |
| | Standard FOC Intervals for PO-5B and PO-5C | |
| | Product Group ^{NOTE 1} | FOC Interval |
| | Resale | 24 hours |
| | Residence and Business POTS | |
| | ISDN-Basic | |
| | – Conversion As Is | |
| | – Adding/Changing features | |
| | – Add primary directory listing to established loop | |
| | – Add call appearance | |
| | Centrex Non-Design | |
| | with no Common Block Configuration | |
| | Centrex line feature changes/adds/removals (all) | |
| | LNP | 1-24 lines |
| | Unbundled Loops | 1-24 loops |
| | 2/4 Wire analog | |
| | DS3 Capable | |
| | Sub-loop | 1-24 sub-loops |
| | [included in Product Reporting group (b)] | |
| | Line Sharing/Line Splitting | 1-24 shared |
| | [included in Product Reporting group (b)] | loops |
| | Unbundled Network Element-Platform (UNE-P POTS) | 1 – 39 lines |

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

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

PO-6 – Work Completion Notification Timeliness

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

PO-7 – Billing Completion Notification Timeliness

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

PO-7 – Billing Completion Notification Timeliness (continued)

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

PO-8 – Jeopardy Notice Interval

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

PO-9 – Timely Jeopardy Notices

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

