

SWITCHED ACCESS SERVICE QUALITY GUARANTEE PLAN

1. The quality of service measurements pertaining to switched access contained in this Stipulation exist solely for the purpose of implementing the AFOR approved for U S West Communications, Inc. ("USWC"). Nothing herein limits, supersedes, or affects any switched access performance measurement or service criteria that may exist outside of the AFOR.

2. USWC is required to meet at least 97 percent of its service installation commitments for intrastate switched access circuits (Feature Groups B, C, D) for all Colorado interexchange carriers ("IXCs"). Each failure will result in a \$10.00 payment to the affected IXC for each unmet commitment in excess of 3 percent.

Commitments will be tracked by USWC. The payment to each IXC will be determined and paid on an annual basis. This payment will be recorded "below the line" and not be used to determine ratemaking expenses.

For the purposes of this agreement, the term commitment will be equal to an Access Service Request ("ASR").

Performance here will be measured by the Firm Order Confirmation date. Due dates will be determined by the Standard Interval Guide parameters. Misses created by the customer, expedites, natural disasters and national emergencies will be excluded. Commitments will be retroactive to January 1, 1994.

3. The measurement of NXX Isolation Hours will be included within the current service quality measurement plan with a maximum weighting of 2 basis points. The weighting for the Trunk Blocking element, included in the current AFOR service quality measurement plan, will be adjusted from the present maximum weighting of 5 basis points to a maximum weighting of 3 basis points. The Trunk Blocking element will continue to be scored on a graduated basis as required in C92-854. Consistent with the original plan of the AFOR for service quality measurements, the scoring for the NXX measurement shall be on a graduated scale using the occurrence of 1 NXX Isolation Hour incident as 0 basis points and 2 or more NXX Isolation Hour incidents as -2 basis points. Between these two measurements, the scale graduation will be in terms of a .25 NXX Isolation Hour incident or 25 NXX isolation hours for either a second incident or for a single incident in excess of 100 NXX isolation hours. For example, occurrence of 1 NXX Isolation Hour incident during the year for the NXX measurement score up to a performance of 1.25 (implying an incident of 100 hours plus any other single incident of less 25 hours or a single incident of less than 125 hours but of at least 100 hours duration) would not change the AFOR quality-of-service score. In order to provide a graduation to the maximum possible score of +2 basis points, the maximum incident of less than 100 isolation hours will also have a

scale graduation using .25 NXX Isolation Hour incident or 25 NXX isolation hours. For example, if the single largest incident during the year is less than 100 isolation hours but greater than or equal to 75 NXX isolation hours, this would result in an increase of .5 points in the score; etc. The scoring for this measurement is as given in the following table:

	AFOR
NXX isolation hours	score
single incident (SI)	
SI < 25 hours	+2.00
25 ≤ SI < 50 hours	+1.50
50 ≤ SI < 75 hours	+1.00
75 ≤ SI < 100 hours	+.50
single or two incidents (S/DI)	
100 ≤ S/DI < 125	0.00
125 ≤ S/DI < 150	-.50
150 ≤ S/DI < 175	-1.00
175 ≤ S/DI < 200	-1.50
200 ≤ S/DI	-2.00

4. NXX Isolation Hours means incidents of USWC service outages which result in 100 NXX isolation hours in the combined 303 and 719 NPAs (and 970 area code at the conclusion of the permissive dialing period). An "NXX Isolation Hour" is an NXX isolated for one hour of duration. This is computed by multiplying the number of NXXs isolated during an incident, by the duration of the actual

isolation. For example, an incident in which 10 NXXs are isolated for 2 hours will be equal to 20 hours of NXX Isolation. "Isolation" means that subscribers in the 303 or 719 NPAs (and 970 area code at the conclusion of the permissive dialing period) are unable to originate an interLATA call via their interexchange Carrier (IXC). The number of incidents in which this measurement is not met will be reported by USWC based on their current technical ability.

When isolation information is reported for dispatch, it is logged into a data base; the calculation is completed at a later time. Beginning with July, 1994 data, this report will be provided quarterly. Each Carrier will receive the information pertinent to their service when there is an incident to report. Incidents resulting from acts of God, natural disasters, national emergencies and sabotage will be excluded.

5. The measurement of service quality for switched access described in paragraph 3 and 4 of this Stipulation shall apply to service provided beginning January 1, 1995.

6. All Stipulations previously entered in the Docket, shall remain in effect and are not modified by the terms of this Stipulation.