

**Exhibit No. \_\_\_ (KMR-3)  
Docket No. UT-061625  
Witness: Kristen M. Russell**

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

**In the Matter of the Petition of**

**DOCKET NO. UT-061625**

**QWEST CORPORATION**

**To be Regulated Under an Alternative  
Form of Regulation Pursuant to RCW  
80.36.135**

**EXHIBIT TO  
TESTIMONY OF**

**Kristen M. Russell**

**STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

**Condensed Service Quality Requirements/Standards**

**January 29, 2007**

## SERVICE QUALITY REQUIREMENTS

WAC 480-120-439

### (3) Missed Appointment Report

- Total # of appointments made (scheduled)
- # of appointments missed
- # of appointments excluded
  - LEC notifies customer 24-hours in advance appt needs to be changed
  - Customer initiates request for new appointment
  - Missed due to force majeure, work stoppage, events beyond LECs control

\*The report must state installation and repair appointments separately.

### (4) Installation/Activation of Basic Service Report (480-120-105= standard)

- Total # orders taken (by C.O.) up to 5 access lines
- Orders with due dates > than 5 days as requested by the customer
- Of the total # taken, # of orders unable to be completed in 5 business days (or later as requested by the customer)

\* separate report each quarter - of the total # of orders taken in the quarter, # unable to be completed in 90 days

\* separate report each 6 months – of the total # of orders taken in 6 months, # unable to be completed in 180 days

### (5) Major Outage Report (480-120-412)

ANY company experiencing a major outage > than 48 hours must provide a report within 10 days of the outage

- ✓ description of outage
- ✓ time, cause, location
- ✓ # of affected access lines
- ✓ duration

### (6) Trouble Reports (480-120-438 = standard)

- number of TRs by C.O., and # of lines served by C.O.
- explanation of causes for each C.O. that exceeds SQ standard
- presented in a ratio per 100 lines in service
  - causes by CPE, inside wiring, force majeure, events beyond LECs control s/b excluded

### (7) Switching Report (480-120-401 = standard)

- Report any problems to the commission
- Identify location of switch performing < standard

**(8) Trunk Blocking Report (480-120-401 (3) & (5)= standard)**

- Report any trunk group < standard
  - Include peak percent blocking levels experienced
  - # of trunks in the trunk group
  - busy hour when peak blockage occurs
  - concerns a standard in 401 (3) or (5)
  - Remedy for trunk groups < standard for 2 consecutive months

**(9) Repair Report (480-120-440 = standard)**

- # of service interruptions
- # repaired ≤ 48 hours
- # repaired > than 48 hours
- # exempt from repair interval standard
- # of service impairments
- # repaired ≤ 72 hours
- # repaired > than 72 hours
- # exempt from repair interval standard

**(10) Business Office / Repair Answering Reports (480-120-133 = standard)**

- avg. speed of answer
- transfers to live representatives
- station busies
- unanswered calls

**Report only necessary when requested by the commission**

## STANDARDS

### **480-120-105 Co. performance standards for installation/activation (4)**

- ⓐ 90% of all orders completed within 5 business days after the order date (or later as requested by the customer) – up to 5 access lines \*\*
- ⓑ 99% of all orders – up to 5 access lines – within 90 days \*\*
- ⓒ 100% of all orders – up to 5 access lines – within 180 days

\* Exemptions apply if force majeure, CPE necessary, these orders excluded from the numerator and denominator when calculating the percentage

\*\* Standard waived if the company is a CLEC – but info is still required

### **480-120-438 Trouble Report Standard (6)**

- ⓐ must not exceed 4 TRs per 100 access lines per month for 2 consecutive months, or
- ⓑ per month for 4 months in any one 12-month period
- ⓒ does not apply to CPE, inside wiring, force majeure

### **480-120-401 Network Performance standards (7)**

Switches:

- ⓐ Dial tone must be provided within 3 seconds on 98% of calls placed
- ⓑ 98% of calls placed must not encounter intraswitch blocking
- ⓒ adequate access to an operator or recorded intercept to all vacant codes and numbers
- ⓓ <1% of intercepted calls may encounter busy/no-circuit available conditions
- ⓔ etc. . . . (3) and (5)

### **480-120-440 Repair Standards (9)**

- ⓐ Co. must repair all O/S interruptions ≤ 48 hours
- ⓑ O/S = inability to use phone for originating or receiving calls, does not apply to unregulated services such as voice messaging, inside wiring, or CPE
- ⓒ All other regulated service impairments ≤ 72 hours
- ⓓ Sundays & legal holidays not considered working days, excluded from 48 & 72 hour requirements

**480-120-133 Response time – B.O. or repair center (reg. bus. hours) (10)**

- Ⓢ call must be answered by live rep or automated call answering system

**Automated:**

- Ⓢ Avg. time must not exceed 30 seconds
- Ⓢ Option to speak with a live rep within first 60 seconds
- Ⓢ transfer caller to rep. within first 60 seconds
- Ⓢ Caller to take affirmative action to speak with a live rep
- Ⓢ Avg. time until live rep. answers call may not exceed 60 seconds

**Live Rep:**

- Ⓢ 99% of call attempts must be answered within 30 seconds