

**Service Quality Performance Program (UT-991358) vs. Public Counsel’s Recommended SQIP
 Qwest AFOR Proceeding (UT-061625)**

		Service Quality Performance Program (SQPP) UT-991358 (As Modified by Sixteenth Supp. Order)			Public Counsel’s Recommended Service Quality Incentive Plan (SQIP) UT-061625		
	Performance Measure (relevant WAC)	SQPP standard	SQPP Payment Calculation	SQPP Max. Annual Payment	SQIP standard	SQIP Payment Calculation (monthly)	SQIP Max Annual Payment
1	Orders Completed < 5 Business Days (WAC 480-120-105)	90% in each exchange for each month	\$333,333 times % of exchanges out of compliance each month (\$4,902 per exchange)	\$4 million	same	\$250,000 times % of exchanges out of compliance each month (\$3,676 per exchange)	\$3 million
2	Orders Completed < 90 Calendar Days (WAC 480-120-105)	99% in each exchange for each month	\$333,333 times % of exchanges out of compliance each month (\$4,902 per exchange)	\$4 million	same	\$250,000 times % of exchanges out of compliance each month (\$3,676 per exchange)	\$3 million
3	Trouble Reports (WAC 480-120-438)	No more than 4 per 100 lines for 2 consecutive months or 4 out of 12 months	\$333,333 times % of exchanges out of compliance each month	\$4 million	same	\$250,000 times % of exchanges out of compliance each month	\$3 million
4	Dial Tone Speed (WAC 480-120-401)	Dial tone within 3 seconds for 98% of calls	\$333,333 times % of central office switches out of compliance each month	\$4 million	same	\$166,666 times % of central office switches out of compliance each month	\$2 million
5	Out of Service – Repair Interval (WAC 480-120-440)	All reported interruptions (100%) shall be restored within 48 hours	Monthly calculation: $\geq 99.50 = 0$ $\geq 99.0 < 99.5 = \$41,665$ $< 99.0 = \$83,333$	\$1 million	same	$\geq 99.50\% = 0$ $99.0 - 99.49\% = \$41,665$ $\leq 98.99\% = \$83,333$	\$1 million

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6	Telephone Answer Time – Repair Center (WAC 480-120-133)	60 Second Average Wait Time for Service representative	\$83,333 each month out of compliance	\$1 million	same	\$83,333 each month out of compliance	\$1 million
7	Telephone Answer Time – Business Office (WAC 480-120-133)	60 Second Average Wait Time for Service representative	\$83,333 each month out of compliance	\$1 million	same	\$83,333 each month out of compliance	\$1 million
8	Complaint Response (WAC 480-120-166)	Response within 2 business days for service complaints; 5 business days for complaints where service is not affected.	5 or fewer violations = zero 6 – 10 violations per month = \$41,666 11 or more violations = \$83,333	\$1 million	same	5 or fewer violations = zero 6 – 10 violations per month = \$41,666 11 or more violations = \$83,333	\$1 million
9	Interoffice Facilities (Trunk Blockage) WAC 480-120-401(3)	N/A	N/A	N/A	Trunk Blocking Standards during Avg. Busy Hour as set forth in WAC 480-120-401(3) for Intertoll & Intertandem, Local & EAS Interoffice, and E911.	\$27,777 ea month out of compliance for each: - Intertoll & Intertandem - Local & EAS Interoffice - E911 (max. \$83,333 ea. month)	\$1 million
TOTAL Maximum Annual Penalty				\$20 million			\$16 million