

Exhibit No. ____ (KMR-3)
Docket UT-090842
Witness: Kristen M. Russell

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Joint Application of

DOCKET UT-090842

**FRONTIER COMMUNICATION
CORPORATION AND VERIZON
COMMUNICATIONS, INC.**

**for Approval of Indirect Transfer of
Control of Verizon Northwest, Inc.**

EXHIBIT TO
TESTIMONY OF
KRISTEN M. RUSSELL
STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION

Service Quality Requirements

November 3, 2009

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

troper etarapes * 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