

## Attachment 2

| Measure  | Merger/Rule Standards  | SQPP Payment   |
|--|--|--|
| <b>1. Orders Completed &lt; 5 Business Days</b>  |  |  |
| - SQPP   | 90% per exchange   | \$4,902 per month per exchange where out of compliance with standard |
| <b>New Rule 480-120-105</b>                      | Same as SQPP   |  |
| <b>2. Orders Completed &lt; 90 Calendar Days</b> |  |  |
| - SQPP   | 99% per exchange   | \$4,902 per month per exchange where out of compliance with standard |
| <b>New Rule 480-120-105</b>                      | Same as SQPP   |  |
| <b>3. Trouble Reports</b>                        |  |  |
| - SQPP   | Shall not exceed 4 reports per 100 access lines per month for 3 consecutive months or 4 out of 12 months | \$4,902 per month per exchange where out of compliance with standard |
| <b>New Rule 480-120-438</b>                      | 4 / 100 lines / mo. for <u>2 mos.</u> or 4 out of 12 mos.  |  |
| <b>4. Out-of-Service Repair</b>                  |  |  |
| - SQPP   | 100% within 2 business days  | \$83,333 each month out of compliance with standard                  |
| <b>New Rule 480-120-440</b>                      | 100% within <u>48 hrs.</u>   |  |
| <b>5. Business Office Access</b>                 |  |  |
| - SQPP   | Answer 80% of calls in 30 seconds  | \$83,333 each month out of compliance with standard                  |
| <b>New Rule 480-120-133</b>                      | <u>60 sec. avg. wait time for svc. representative</u>  |  |
| <b>6. Repair Center Access</b>                   |  |  |
| - SQPP   | Answer 80% of calls in 30 seconds  | \$83,333 each month out of compliance with standard                  |
| <b>New Rule 480-120-133</b>                      | <u>60 sec. avg. wait time for svc. representative</u>  |  |
| <b>7. Dial Tone Speed</b>                        |  |  |
| - SQPP   | Dial tone in 3 seconds for 90% of calls  | \$2,976 per month per switch out of compliance with standard         |
| <b>New Rule 480-120-401</b>                      | Dial tone in 3 seconds for <u>98%</u> of calls   |  |
| <b>8. Complaint Response</b>                     |  |  |
| - SQPP   | Complete and detailed response within 2 bus. days  | \$83,333 each month out of compliance with standard                  |
| <b>New Rule 480-120-166</b>                      | <u>Response w/in 2 bus. days svc. affecting / 5 bus. days non-svc. affecting</u>                         |  |