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STATE OF WASH.  
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**Qwest Corporation**  
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**Holly Dean**  
Manager – Regulatory  
Public Policy

February 14, 2005

Ms. Carole Washburn,  
Executive Secretary  
Washington Utilities and  
Transportation Commission  
1300 S. Evergreen Park Drive SW  
Olympia, Washington 98504

Attention: Kristen Russell, Bob Williamson  
RE: Docket Nos. UT-921192, UT-950200, UT-991358

Dear Ms. Washburn:

Enclosed are (5) copies of Qwest Corporation's Annual Service Quality Report to customers, in accordance with Docket Nos. UT-921192, UT-950200, UT-991358 and WAC 480-120-438 – 480-120-440. This report, based on Qwest's retail service quality performance in 2004, is being provided to all Washington retail customers in the form of a bill insert included with Qwest's February 2005 bill statements.

If you have any questions, please call me on (360) 754-3241.

Holly Dean

Enclosures

cc: Steven Johnson

monthly rate equivalent to a flat rated residence or business line rate until service is established.

**Service Restoration.** The Company will restore out-of-service conditions as soon as possible. All out-of-service conditions will be restored no later than two working days from the date the outage was originally reported. For example, if a customer calls to report an out-of-service condition on Tuesday at 2:00 p.m., their service will be restored no later than close of Company business on Thursday.

Typically, close of the Company business is 7:00 p.m. In most cases, when circumstances exist that prevent the Company from restoring service within two working days, the Company will automatically credit \$5.00 to the customer's bill. If the service cannot be restored within seven days, the customer's recurring charges for basic local exchange service will be waived, including most features. When an exchange has numerous recurring service problems, all customers served by that exchange may receive additional credits. In the event Qwest is unable to provide dial tone within 3 seconds on at least 90% of calls placed in a given wire center during normal busy hours, the customers served by that wire center will receive an automatic credit equal to the customer's recurring monthly charge for basic local exchange service, including most features, such as Call Waiting, Call Forwarding, etc. Unless the office did not meet the 90% standard, due to trouble related to customer premises equipment, extraordinary or abnormal conditions of operation such as those resulting from emergency or catastrophic or disruptive events of service caused by persons or entities other than the Company.

**Annual Service Quality Report.** Qwest will provide customers with an annual report and a copy of the Consumer Bill of Rights describing the Company's performance with respect to service quality.

**Customer Service.** Qwest will answer all customer calls on average within 60 seconds from the time the customer selects an option to speak to a live representative. Customers will be connected with a knowledgeable employee who can handle their request. Qwest will treat all customers with courtesy and respect. Customers who believe they are mistreated by a Qwest employee should ask to speak to a supervisor. If a supervisor is unavailable, the customer will be called back within 24 hours or less by a supervisor.

**Order Confirmation Number.** The Company will provide an order confirmation number to applicants for service unless it is not technically possible in which case it will be provided promptly thereafter. The confirmation number may be the billed telephone number or a unique indicator that will permit applicants for service to track and verify orders.

**Privacy.** The Company will maintain the privacy of information we obtain in the normal course of providing telephone service. As a general policy, the Company does not release confidential or customer specific information to unaffiliated third parties without the customer's agreement. The exception is when third parties are conducting business on behalf of the Company and in those cases such parties are bound by the same commitment the Company has made to its cus-

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tomers. Exceptions to this policy include, but are not limited to, the release of information for:

- legal and regulatory requirements
- directory publishing
- directory assistance and operator services
- emergency services
- billing and collection

The Company is currently required to provide certain customer information, such as billing name, address, and telephone number to facilitate billing of service to a customer's account when the customer uses a provider other than the Company. A customer's account information is released to other carriers when they give their permission or when other carriers advise the Company they have the customer's approval to access the information. This most often occurs with respect to a sale of service the other carrier wants to make, or has made. Unless the Company is advised that permission has been granted, the Company does not release the information. If a customer directs the Company in writing to release their account information, the Company will do so and provide that information as directed.

**Accuracy.** Qwest wants to make sure the information we utilize to bill our customers is correct. Qwest provides bills that are clearly organized. Any new Qwest charges or changes to the customer's service will be identified. If there are inaccuracies on a customer's bill, the customer may contact Qwest to discuss appropriate corrections.

**Other Accomplishments in 2004.** In a move that confirms Qwest's commitment to the Northwest Community, Qwest and the Seattle Seahawks entered into a stadium sponsorship agreement in which the Seahawks' football stadium was named "Qwest Field." Seahawks' CEO Todd Leitwike indicated in the initial press release announcing the event that "... it was imperative to find a company that shares in our core values of community and service" and that "[i]n Qwest, we have found more than a name for the facility, we have established a partnership that will reach well beyond the playing field and into the very community that supports it." Qwest is proud to partner with the Seahawks in this great opportunity to serve our Northwest customers.

Qwest also continued to provide the kinds of leading edge services that our customers demand. In 2004, Qwest expanded its current DSL high speed internet service in Washington by more than 13%, to more than 129,562 new homes and businesses. In addition, Qwest introduced its voice over Internet protocol, or VoIP, service to business customers. Qwest's newest VoIP offering, Qwest OneFlex™ Integrated Access allows business customers to bundle their voice and data services on a high bandwidth Internet connection that dynamically adjusts to accommodate their needs, ensuring that bandwidth is always used most efficiently.

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QWEST WA 2005

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## Qwest Corporation 2004 Service Quality Performance

Qwest Corporation is regulated by the Washington Utilities and Transportation Commission. As part of the Qwest Merger Settlement Agreement between Commission Staff and the Public Counsel Section of the Washington Attorney General's Office, Qwest is providing Washington retail customers the following retail Service Quality Performance Report.

Qwest's Service Quality Program began on January 1, 2001, as part of the Merger Settlement Agreement, and may continue through December 31, 2005. This program is comprised of eight (8) retail measurements of performance. As a result of Qwest's Petition for Termination or Modification of the Service Quality Program in 2004, the Commission agreed to allow Qwest to begin complying with its general service quality rules rather than the previous service quality program requirements as of July 1, 2004. Customer credits will be paid in each category where Qwest's actual performance fell below the baseline requirement level.

Qwest will pay approximately \$1.3 million in customer credits, out of a possible \$20 million credit liability in 2004. The total amount of credits due will be divided by the total number of current Qwest Washington retail customers. Each customer will then receive a credit on their monthly bill. Qwest serves 70 exchanges in Washington.

**Processing of Orders Within Five Business Days**  
 Requirement: 90% of all applications for installation of new, transfer and change service order, for up to five residence or business (small and large business), primary access lines must be completed within five business days within each exchange.

Month	Number of exchanges in violation in 2004
January	0
February	0
March	0
April	0
May	0
June	1
July	0
August	0
September	1
October	0
November	2
December	0

Qwest completed an average of 99.2% of all retail orders for service within five business days statewide. Qwest completed 481,900 orders for new, transfer or changed service, for up to five residence or business (small and large business) primary access lines, in Washington in 2004. However, Qwest failed to meet the standard in some exchanges. Therefore, Qwest will pay \$19,608 in customer credits in this category for 2004.

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**Processing of Orders Within 90 Calendar Days**  
 Requirement: 99% of all applications for installation of new, transfer and changed service orders, for up to five residence or business (small and large business) primary access lines must be completed within 90 calendar days within each exchange.

Month	Number of exchanges in violation in 2004
January	1
February	0
March	0
April	1
May	0
June	0
July	0
August	0
September	0
October	0
November	0
December	1

Qwest completed an average of 99.99% of all retail service orders in Washington within 90 days statewide in 2004. However, Qwest failed to meet the standard in some exchanges. Therefore, Qwest will pay \$29,412 in customer credits in this category for 2004.

**Trouble Reports**  
 Requirement: *January – June 2004:* Trouble (customer repair) reports by exchange must not exceed four trouble reports per 100 access lines for three consecutive months; nor exceed four trouble reports per month in any 12 month period. *July – December 2004:* Trouble reports by exchange must not exceed four trouble reports per 100 access lines for two consecutive months; nor exceed four trouble reports per month in any 12 month period.

Qwest met more than 99% of total repair commitments in 2004. However, Qwest failed to meet the standard in one exchange for two consecutive months in September and October. Therefore, Qwest will pay \$4,902 in customer credit in this category for 2004.

**No Dial-Tone**  
 Requirement: *January – June 2004:* At least 90% of all calls placed must reach dial-tone within three seconds. *July – December 2004:* At least 98% of all calls placed must reach dial-tone within three seconds.

More than 99.99% of all Qwest Washington retail customers initiated calls reached dial-tone within three seconds in 2004. Due to outstanding service, Qwest will not pay customer credits in this category for 2004.

**Out-of-Service Conditions**  
 Requirement: *January – June 2004:* All reported interruptions of telecommunications service must be restored within two business days excluding Sundays and holidays. *July – December 2004:* All reported interruptions of telecommunications service must be restored within 48 hours excluding Sundays and holidays.

Between January and June, Qwest completed an average of 98.84% of all service outages within two business days. Between July and December, Qwest completed 97.6% of all outages in less than 48 hours. Qwest failed to meet the standard of restoring all interruptions on time in 2004. Therefore, Qwest will pay \$958,333 in customer credits in this category for 2004.

Month	Number of tickets not cleared in two business days
January	101
February	63
March	70
April	252
May	108
June	108

  

Month	Number of tickets not cleared in 48 hours
January	133
February	139
March	149
April	196
May	228
June	228

**Answer Time Performance - Repair**  
 Requirement: *January – June 2004:* Except during periods of emergency operation, Qwest must answer 80% of repair calls within 30 seconds or less. *July – December 2004:* The average time until a live representative answers a call must not exceed 60 seconds from the time the caller selects the appropriate option to speak to a live representative.

Based on Qwest's outstanding performance, customer credits will not be paid in this category for 2004.

Month	Percentage of calls answered in 30 seconds
January	84.7%
February	84.7%
March	84.7%
April	84.4%
May	84.7%
June	85.0%

  

Month	Average time (seconds) in queue
January	18
February	17
March	25
April	26
May	26
June	19

**Answer Time Performance - Customer Service (Business Office)**  
 Requirement: *January – June 2004:* Except during periods of emergency operation, Qwest must answer 80% of its calls to the Business Office within 30 seconds or less. *July – December 2004:* The average time until a live representative answers a call must not exceed 60 seconds from the time the caller selects the appropriate option to speak to a live representative.

Qwest failed to meet the standard in this category 4 out of 12 months in 2004. Therefore, Qwest will pay \$333,333 in customer credits in this category for 2004.

Month	Percentage of calls answered in 30 seconds
January	71.3%
February	69.45%
March	84.4%
April	87.92%
May	71.8%
June	71.8%

  

Month	Average time (seconds) in queue
January	23
February	29
March	24
April	18
May	24
June	15

**Complaint Response**

Requirement: *January – June 2004:* When a complaint is referred to the Washington Utilities and Transportation Commission, Qwest must provide a complete and detailed response to the Commission within two business days of receipt of the complaint inquiry. *July – December 2004:* When a complaint is referred to the Washington Utilities and Transportation Commission, Qwest must provide a complete and detailed response to the Commission within two business days of receipt of the complaint inquiry for service affecting complainants and within five business days for non-service affecting complainants.

Due to outstanding service, Qwest will not pay customer credit in this category in 2004.

**Consumer Bill of Rights**

This notice contains important information about your rights as a Qwest customer and our responsibilities as your telecommunications provider.

**Appointments and Commitments:** Qwest will honor all appointments and commitments made to customers. When a customer orders a new service or schedules an appointment, we will meet the scheduled date. Should Qwest fail to meet its commitment, in most cases the customer will be entitled to a \$50.00 credit for being inconvenienced.

**Installation of Primary Basic Local Exchange Service:** If Qwest cannot complete a customer's order for new service within five working days, we will credit the customer's account for the first month's basic service charge unless the customer selects the use of a temporary cellular telephone. Qwest will also waive installation charges for basic local service. Customers will be given the option of receiving a \$100.00 primary service credit for each month or partial month that the service is delayed or the use of a temporary cellular telephone at a