

DISCUSSION QUESTIONS
For
WORKSHOP ON SERVICE QUALITY AND SERVICE CREDITS
(September 19, 2001)

Aggregate Service Quality

1. Should the monthly installation standard be **up to five access lines or one residence and two business** lines?
2. Should the time for installation for determining compliance on a monthly basis be **five days or seven days or date given by company**?
3. Should installation standards be set on a **statewide or exchange** basis?
4. Should companies be required to install access lines on a timely basis **90% or 95% or ramping up to 95%** each month?
5. Should companies be required to install 99% of orders in **90 days or 180 days**?
6. Should companies be required to report on held orders **monthly, quarterly or when the standard is not met or no reporting**?
7. Should companies be required to report on orders held for **“lack of facilities”** or orders **held for all reasons**?
8. Should companies not be required to report held orders if the cost to companies to track and report them exceeds some amount? What amount? A percentage of total telecommunications expenditure?

Customer-level Service Quality

9. For orders for a *first residence line or first two business lines*, companies should be required to install service in **five business days or seven business days or a company determined date**?
10. For orders for up to five access lines (but excluding first residence and first two business lines) should companies be required to install service in **five business days, seven business days, or a company determined date**?
11. For orders for all other services, should companies be required to install service in **five business days, seven business days, or a company determined date**?

12. Should companies be required to complete 100% orders of every type within **180 days** or **365 days** or should there be **no 100% requirement**?

Customer Credits for Installation

13. If the first residential or first two business lines are not provided as required by rule (e.g. company chosen or suggested date, five business days, etc.), should there be a **credit** or **no credit**?
14. If up to five access lines are not provided as required by rule, should there be a **credit** or **no credit**?
15. If any service is not provided as required by rule, should there be a **credit** or **no credit**?
16. If the company is competitively classified, should it provide **credits** or **no credits**?
- a. Credit for **first residence and first two business lines**?
 - b. Credit for up to **five lines**?
 - c. Credit for **all services**?
 - d. Credit for **all services except** first residence and first two business lines?
17. If the customer is another telecommunications company, should there be a **credit** or **no credit**?
18. Should credits be **fixed dollar amount** or a **percentage or multiplier** of **recurring** or **non-recurring charges** or **both**?
19. Should credit amounts for first residence and first two business lines and other services be the **same** or **greater**?
20. Should credits **multiply** or be **one-time only**?
21. If multiply, should rate of multiplication for first residence and first two business lines compared to other services be the **same** or **greater**?
22. Should credits be **automatic** or **only if requested**?

Missed Appointment Credits

23. Should appointments be in **two hour blocks, four-hour blocks** or **day-long blocks** or **no requirement**?
24. Should there be a **credit** or **no credit** for missed appointments?
25. Should a credit be a **fixed amount** or based on **non-recurring** or **recurring charges** or **both**?
26. Is a \$50 dollar credit **too high** or **too low** or **correct**?

Pro-Rata Credits for Out-of-Service Conditions

27. Companies **should** or **should not** be required to give pro-rata credits?
28. Should credits be for **access line service only** or for **all services**?
29. If pro-rata credits are required, should they be required for the **first minute of down time** or the **after 24 consecutive hours** or after **some greater time**?
30. Should the credits be limited to loss of service **caused by company error** or **human error** or for **all causes**?