

SERVICE QUALITY PERFORMANCE

SQP Measure	Description of Measure	Non-Compliant Performance	Maximum at Risk
<p>% Out-of-Service Reports Cleared in 24 Hours</p>	<p>% Out-of-Service trouble reports cleared within 24 hours.</p>	<p>>0 wire centers with <85% Cleared Within 24 Hours. (a) Monthly adjustments would be permitted for the following categories based on the company's audit response to Staff: i) no access; ii) customer requests a date longer than 24 hours; iii) Fire (where service cannot be repaired due to fire damage or no access by fire department); iv) Trouble beyond the Network Interface Device, which is a deregulated services; v) Extraordinary acts of nature such as floods and catastrophic events such as major cable cuts. Extraordinary acts of nature and catastrophic events are intended to represent acts of nature or catastrophes where it is not physically possible to repair in 24 hours. If the company seeks a monthly adjustment under this section, the company will provide notice to Staff and the OCC of the exclusions, and Staff and the OCC will have thirty (30) days to notify the company that they do not accept the monthly adjustment. (b) Repeat trouble tickets will be excluded from the bill credit if there is one or more repeat trouble tickets in the same 30 day reporting cycle. A repeat failure in the next and successive reporting cycles, however, would be subject to additional monthly credits. Only one month's credit to a customer's account would be permitted in each reporting cycle.</p>	<p>For each Residence and Business out of service ticket, which is not repaired in 24 hours, that customer would receive a bill credit of either the primary flat-rated residential access line price or flat-rated business price for customers who have 1 to 3 access lines.</p>
<p>Access to Repair Center</p>	<p>% Time calls to repair office are answered in the first minute.</p>	<p><85% Calls Answered in 60 Seconds or Less.</p>	<p>\$250,000 per year.</p>

ATTACHMENT 6

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Held Orders: 0 over 150 Working Days	Customer requests for service held over 150 days.		
Held Orders: Wire center-specific parameters.	Customer requests for service held over 30 days.		
Access to Sales Center	% Time calls to sales office are answered in the first minute.		
Wire Centers Over 4 Reports per 100 Lines	A count of wire centers with four (4) reports per 100 lines during calendar year. One free miss (failure) per wire center per year is permitted.		
Network Reliability - Switch + Local Trunk Network Call Completion	Sufficient central office and interoffice channel capacity plus other necessary facilities to meet minimum requirements during any normal busy hour.		