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The customer service standards currently imposed upon Qwest should be continued for the full term, as originally agreed to by Qwest. Despite its PR, the company still does not regularly meet these standards; were they to be removed, history has shown the profit motive will drive service to the lowest possible level.

Continue to enforce these standards, namely:

1. Process orders within 5 business days.
2. Process/bill orders within 90 business days.
3. Have no more than 4 trouble reports per 100 lines for 3 consecutive months.
4. Have dial tone within 3 seconds on 90 percent of calls.
5. Repair all reported interruptions within two days.
6. Answer 80% of all service report calls within 30 seconds.
7. Answer 80% of all business calls within 30 second.
8. Answer all complaints about Qwest to WUTC within two days.

Thank you,  
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