

Washington Retail Service Quality Requirements

The Rules and the CSGP together clearly duplicate the SQPP and in many areas exceed the SQPP requirements

Measure	Rules	CSGP	SQPP	SQPP Payment
Installation Interval > 5 Business Days	Rule 480-120-439 (4) / Rule 480-120-105: 90% orders completed in 5 business days per exchange.	Tariff Section 2.2.2: If Qwest is unable to provide primary basic service within 5 business days, waive the one-time installation charges. Waive first month's charge for basic local service and provide use of cellular phone or a \$100 bill credit for each month or partial month service is delayed or voice messaging or remote call forwarding.	90% orders completed in 5 business days	\$4,902 per month per exchange where out of compliance with standard
Installation Interval > 90 Calendar Days	Rule 480-120-439 (4) / Rule 480-120-105: 99% orders completed in 90 calendar days per exchange.	Tariff Section 2.2.2: Waive first month's charge for basic local service and provide use of cellular phone or a \$100 bill credit for each month or partial month service is delayed or voice messaging or remote call forwarding.	99% orders completed in 90 calendar days	\$4,902 per month per exchange where out of compliance with standard
Installation Commitments Met	Rule 480-120-439 (3): Must report the number of appointments missed, the total number of appointments made, and the number of appointments excluded for customer reasons or force majeure.	Tariff Section 2.2.2: Provide a \$50 credit to the customer for each due date or appointment missed		
Out of Service Repair	Rule 480-120-439 (9) / Rule 480-120-440: Clear 100% in 48 hours.	Tariff Section 2.2.2: Each customer with an OOS condition not restored in 2 working days will receive a \$5 credit. If OOS lasts for more than 7 calendar days then the customer will be credited the monthly recurring charge including any regulated features.	Clear 100% within 2 business days	\$83,333 each month out of compliance with standard
Repair Commitments Met	Rule 480-120-439 (3): Must report the number of appointments missed, the total number of appointments made, and the number of appointments excluded for customer reasons or force majeure.	Tariff Section 2.2.2: Provide a \$50 credit to the customer for each repair commitment/appointment missed		
Trouble Reports	Rule 480-120-439 (6) / Rule 480-120-438: 4 trouble reports per 100 access lines for 2 months or 4 out of 12 months.	Tariff Section 2.2.2: All customers in any exchange out of compliance with the trouble report rate standard in a given month shall receive a \$.25 credit per line for the reported month	4 trouble reports per 100 access lines for 3 months or 4 out of 12 months	\$4,902 per month per exchange where out of compliance with standard
Dial Tone Speed	Rule 480-120-439 (8) / Rule 480-120-401: Dial tone within 3 seconds for 98% of calls.	Tariff Section 2.2.2: All customers in any wire center out of compliance with the Dial Tone standard will be credited the monthly recurring charge including any regulated features.	Dial tone within 3 seconds for 90% of calls	\$2,976 per month per switch out of compliance with standard
Business Office Access	Rule 480-120-439 (10) / Rule 480-120-133: 60 second average wait time for service representatives		Answer 80% of calls within 30 seconds	\$83,333 each month out of compliance with standard
Repair Center Access	Rule 480-120-439 (10) / Rule 480-120-133: 60 second average wait time for service representatives		Answer 80% of calls within 30 seconds	\$83,333 each month out of compliance with standard
Complaint Response	Rule 480-120-166: Response within 2 business days for service affecting or 5 business days for non-service affecting.		Complete and detailed response within 2 business days	\$83,333 each month out of compliance with standard