

U S WEST COMMUNICATIONS

STATE: Washington
DOCKET NO: UT-991358
CASE DESCRIPTION: U S WEST/Qwest Merger
INTERVENOR: Public Counsel
REQUEST NO: PC 10-118S1

REQUEST:

Qwest's Petition to Terminate states in part, at footnote six on page 4:

⁶ The Customer Service Guarantee Program is filed in Qwest's Exchange and Network Services Tariff, WN U-40, Section 2.2.2 B., Customer Service Guarantee Programs. The programs provide customers credits for missed appointments and commitments; delayed primary basic exchange service; out-of-service conditions; dial tone within 3 seconds; and trouble report rate. The annual credits under these programs were \$5.7M in 2001, \$3.9M in 2002, and \$2.2M in 2003.

Please provide the dollar amount issued by Qwest to customers, in accordance with the various customer guarantees outlined in Qwest's Exchange and Network Services Tariff, WN U-40, Section 2.2.2 B, for each of the guarantees identified below. Please provide annual data for 2001, 2002, and 2003.

I. Guaranteed Appointments and Commitments

a. Service Types (Section 2.2.2 B 1a)

- i. Reconnect Existing Service
- ii. Connect Permanent Service
- iii. Repair of existing service when a customer is unable to receive and/or place a telephone call.

b. Guaranteed Appointment (Section 2.2.2 B 1b)

c. Guaranteed Commitments (Section 2.2.2 B 1c)

II. Delayed Primary Basic Exchange Alternative (Section 2.2.2. B 2)

- a. credit of first month's basic local service charge
- b. waiver of installation charges
- c. credit of \$100 for each month or partial month service is delayed beyond the due date

III. Out-of-Service Trouble Condition Credit

- a. credit for out of service not cleared within two working days (Section 2.2.2.B 3a)
- b. credit for out of service condition exceeding seven calendar days (Section 2.2.2B 3b)

IV. No Dial Tone Credit (Section 2.2.2 B 4)

V. Trouble Report Rate Credit (Section 2.2.2. B 5)

For example, with respect to the \$5.7M in customer credits provided in 2001

under the Customer Service Guarantee Program, please indicate the amount of customer credits issued in 2001 as part of the Guaranteed Appointment and Commitment program, with a breakdown of the total amount of customer credits provided by Qwest for 1) reconnecting existing service, 2) connecting permanent service, and 3) repair of existing service.

RESPONSE:

Please see Confidential Attachment A.

Respondent: Christine Motz
Holly Dean

SUPPLEMENTAL RESPONSE DATED 4/9/04:

Transposed number in response to 2001 Missed Commitment Repair.

Data for Additional Out of Service Adjusted 2003 was off \$1 due to rounding. Data for Additional Out of Service Adjusted 2002 was reported with data that was not revised.

Data for Additional Out of Service Adjusted 2001 had incorrect total, due to data reported the same for Oct & Nov.

Please see Revised Confidential Attachment A with corrections.

Respondent: Christine Motz
Holly Dean