

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of the Application of)	DOCKET NO. UT-991358
)	
US WEST, INC., and QWEST)	SEVENTEENTH SUPPLEMENTAL
COMMUNICATIONS)	ORDER
INTERNATIONAL, INC.)	
)	ORDER DIRECTING QWEST TO
For an Order Disclaiming Jurisdiction,)	FILE CUSTOMER SERVICE
or in the Alternative, Approving the)	GUARANTEE REPORTS
US WEST, INC., and QWEST)	
COMMUNICATIONS)	
INTERNATIONAL INC. Merger)	
)	
.....)	

SYNOPSIS

- 1 The Commission orders Qwest to file certain Customer Service Guarantee Program information in monthly reports.

BACKGROUND

- 2 On June 19, 2000, in the Ninth Supplemental Order in this docket the Washington Utilities and Transportation Commission (Commission) approved the merger of U S WEST, Inc. and Qwest Communications International, Inc., and approved the Service Quality Performance Program (SQPP) and Customer Service Guarantee Program as conditions of the merger. On June 7, 2004, the Commission convened a hearing on Qwest’s petition for termination or modification of the SQPP. On June 30, 2004, the Commission entered its Sixteenth Supplemental Order Denying Termination of Service Quality Program and Granting Modification.

- 3 In response to issues raised during the hearing and the discovery that Qwest is not reporting certain information regarding its Customer Service Guarantee program, the Commission directed Staff in the Sixteenth Supplemental Order to draft an order directing “Qwest to report current and historical information in reports that continue for the duration of the [Customer Service Guarantee] program unless terminated earlier by order of the Commission Executive Secretary, pursuant to authority granted in RCW 80.04.080.” The terms of the Customer Service Guarantee programs are set forth in Qwest’s tariff WN U-40, Exchange and Network Services Washington, Section 2.2.2.B.
- 4 On July 30, 2004, Staff submitted a draft order as directed. Subsequently, Qwest informally requested the opportunity to discuss terms of the order with Staff. The request was consistent with Commission processes, and was granted. The Company, Commission Staff, and Public Counsel all participated in subsequent discussions regarding the scope and language of reporting requirements.
- 5 On October 13, 2004, Staff submitted a revised draft order, which it represents is acceptable to Staff, to Public Counsel, and to the Company. The modified proposed order includes the reporting procedures and elements contained in Appendix A to this order.
- 6 The Commission finds that the reports ordered herein are reasonable and are necessary to evaluate properly Qwest’s performance and its costs associated with the service guarantee program. The Commission concludes that it has jurisdiction to require Qwest Corporation to make the periodic reports as specified in Appendix A. *RCW 80.04.080.*

ORDER

THE COMMISSION ORDERS:

- 7 Qwest Corporation must provide monthly reports of its performance and credits under the Customer Service Guarantee Program for the duration of the program, unless terminated earlier by order of the Commission Executive Secretary. The reports must conform with the requirements in Appendix A to this order.

- 8 The Commission retains jurisdiction over the subject matter and Qwest Corporation to effectuate the provisions of this Order.

Dated at Olympia, Washington, and effective this 22nd day of October 2004.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

MARILYN SHOWALTER, Chairwoman

RICHARD HEMSTAD, Commissioner

PATRICK J. OSHIE, Commissioner

APPENDIX A

Required Reporting -- Customer Service Guarantee Program Credits

(pursuant to the 16th Supplemental Order in Docket No. UT-991358)

Qwest shall report the information specified below to the Commission and the Public Counsel Section of the Office of Attorney General. Qwest must file monthly reports with the Commission within thirty days after the end of the month in which the activity reported on takes place (e.g., a report concerning activities in December must be reported by January 30).

The report shall contain customer service guarantee program information for the previous month and shall be reported in a single document. The report shall provide information separately for business and residential customers to the extent separate information is available to the Company.

The report shall be considered public information unless the terms of WAC 480-07-160 are fully complied with and the information deemed confidential by the Company, if any, qualifies as confidential information pursuant to WAC 480-07-160(2).

Qwest must file reports for the duration of the program or until terminated by order of the Commission Secretary, whichever is sooner. Within thirty days of entry of this Order, Qwest will provide reports beginning with the period July 2004.¹ Commission Staff, Public Counsel, and Qwest will work in good faith to resolve any questions or clarifications regarding these reporting requirements.

A. Missed Appointments and Commitments.

The following information must be reported each month describing the guaranteed

¹The Commission recognizes that historical information related to the program was provided by Qwest as Exhibit 1035C in the June 7, 2004 hearing. Qwest will provide similar historical information as provided in Exhibit 1035C for the full calendar year 2004 in its December 2004 report, since the monthly reports for 2004 will begin with the July 2004 report.

missed appointments and guaranteed missed commitments program as outlined in Qwest’s Washington Exchange and Network Services tariff.

Missed Appointments (Sec. 2.2.2.B.1.b) Missed Commitments (Sec. 2.2.2.B.1.c)

The number of scheduled appointments during previous month.	The number of commitments during previous month.
The number of appointments missed due to the Company.	The number of commitments missed due to the Company.
The number of appointments missed due to the customer.	The number of commitments missed due to the customer.
The number of customers receiving credits for missed appointments.	The number of customers receiving credits for missed commitments.
The dollar amount of missed appointments credits appearing on customer bills.	The dollar amount of missed commitments credits appearing on customer bills.
The total number of exclusions each month as determined by the Company from a performance reporting perspective.	The total number of exclusions each month as determined by the Company from a performance reporting perspective.

Additional requirements:

1. Qwest will provide in its July 2004 report an explanation of the exception criteria used to determine credit eligibility (i.e., data extracted from the customer service order such as the application date, subsequent due dates, and the completion date; and other data regarding order delays and why the due date was missed such as order 'miss' codes.)
2. Qwest will provide, at the request of Commission Staff or Public Counsel, on an occasional basis, a breakdown of the monthly exclusions categorized by the criteria discussed above.
3. Qwest will provide, at the request, of Commission Staff or Public Counsel, on an occasional basis, the number of scheduled appointments and the number of scheduled commitments categorized by order or repair type, from a performance reporting perspective.

B. Delayed Primary Exchange Alternative

The following information must be reported describing the delayed primary basic exchange alternative program (Sec. 2.2.2.B.2):

1. The number of completed orders for installation of primary local exchange service.
2. The number or completed orders installed within five business days.
3. The total dollar amount of credits appearing on customer bills for:
 - a. First month's basic local service.
 - b. Installation charges.
 - c. One hundred dollar credits.
 - d. Any additional credits related to delayed primary exchange alternative (held orders).
4. The number of customers selecting and total the amount of credits paid by the company for providing:
 - a. One hundred dollar credit. *
 - b. Cellular loaner. *
 - c. Paging. *
 - d. Voice mail. *

* Any tariff changes related to the options available in 4(a) – 4(d) will effect the reporting requirements contained in this order.

Additional requirement:

Qwest will provide in its July 2004 report an explanation of the exception criteria used to evaluate orders delayed beyond five business days.

C. Out of Service Trouble Conditions.

The following information must be reported describing the out of service trouble condition credit program (Sec. 2.2.2.B.3):

1. The number of out of service repair reports cleared within two working days.
2. The number of out of service repair reports cleared within seven calendar

- days.
3. The percentage of out of service repair reports cleared within two working days.
 4. The percentage of out of service repair reports cleared within seven calendar days.
 5. The number of out of service reports not cleared within two calendar days minus any exceptions.
 6. The number of out of service reports not cleared within seven calendar days minus any exceptions.
 7. The percentage of out of service repair reports not cleared within two working days (minus any exceptions).
 8. The percentage of out of service repair reports not cleared within seven calendar days (minus any exceptions).
 9. The dollar amount of two day out-of-service condition credits.
 10. The dollar amount of seven day out-of-service condition credits.
 11. Documentation of any episodes in which the company determined credits for two day out of service are excepted and the reason(s) for any such exceptions.
 12. Documentation of any episodes in which the company determined credits for seven day out of service are excepted and the reason(s) for any such exceptions.

Additional requirement:

Qwest will continue to provide the OOS Summary as filed prior to July 1, 2004 (reflecting the total number of OOS tickets for the month, the number of tickets less than two working days, percent less than two working days, number missed less than two working days, percent missed less than two working days, OOS Less than seven days, percent less than seven days, number missed less than seven days and the percent missed less than seven days).

D. No Dial Tone.

The following information must be reported describing the no dial tone credit program (Sec. 2.2.2.B.4):

1. Name of each wire center(s) out of compliance.
2. Number of customers served, for each wire center out of compliance.
3. Dollar amount of credits paid.

4. Documentation of any episodes in which the company determined credits are excepted and the reason(s) for any such exceptions.

E. Trouble Report Rate.

The following information must be reported describing the trouble report rate credit program (Sec. 2.2.2.B.5):

1. Name of each exchange(s) out of compliance.
2. Number of customers served, for each exchange out of compliance.
3. Dollar amount of credits paid.
4. Documentation of any episodes in which the company determined credits are excepted and the reason(s) for any such exceptions.