## **APPENDIX C**

Qwest States with	Solf-Executing	Service	Quality Plans
Qwest States with	Sen-Executing	SCIVICE	Quality I lans

ΝĀ	Self-Executing Service Quality Metrics			Separate Customer Remedy
	Measure		Standard	Program?
	1	Held Orders	<.0491% working access lines	Yes. Remedies paid for:
ON	2	Out of Service	85% clear within 24 hours	<ul> <li>Provisioning Interval</li> <li>Held Orders</li> <li>Installation Commitment</li> <li>Out of Service</li> <li>Repair Commitment</li> </ul>
ARIZON	3	Residence Bus. (Sales) Office Access	Answer 80% of calls within 60 seconds	
	4	Business Bus. (Sales) Office Access	Answer 80% of calls within 60 seconds	
	5	Repair Center Access	Answer 80% of calls within 60 seconds	

	Self-Executing Service Quality Metrics			Separate Customer Remedy	
0	Measure		Standard	Program?	
COLORAD	1	Repair Center Access	Answer 85% of calls within 60 seconds	Yes. Remedies paid for: • Provisioning Interval	
	2	Out of Service	Cleared within 24 hours	<ul><li>Held Orders</li><li>Installation Commitment</li></ul>	
				<ul><li>Out of Service</li><li>Repair Commitment</li></ul>	

	Self-Executing Service Quality Metrics			Separate Customer Remedy	
NEW MEXICO	Measure		Standard	Program?	
	1	Primary Held Orders >30 days	.035% of switched access lines	Yes. Remedies paid for: • Provisioning Interval	
	2	Primary Held Orders >180 days	0 beyond 180 days	<ul> <li>Held Orders</li> <li>Installation Commitment*</li> </ul>	
	3	Out of Service	<ul> <li>(a) 85% clear within 24 hours;</li> <li>(b) Monthly average repair interval in a wire center &lt;20 hours</li> </ul>	<ul> <li>Instantion Communent*</li> <li>Out of Service</li> <li>Repair Commitment</li> </ul>	
	4	Trouble Report Rate	5 reports per month per 100 access lines per wire center		
	5	Repeat Trouble Reports	<18% of total monthly trouble reports, per wire center		
	6	Provision POTS per exchange	96% within 5 days		
	7	Design services install per wire center	<ul> <li>(a) facilities available—10</li> <li>business days;</li> <li>(b) New facilities required—45</li> <li>calendar days</li> </ul>		

## Sources:

1) Self-Executing Service Quality Measures and Standards, Arizona and Colorado: Exh. No. 53C; New Mexico: Exh. No. 2, Attachment P, *Final Order on Pricing and Quality of Service*, Appendix B, p. 1.

2) Customer Remedy Programs, Exh. No. 63C.

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