

## APPENDIX C

### Qwest States with Self-Executing Service Quality Plans

ARIZONA	Self-Executing Service Quality Metrics		Separate Customer Remedy Program?
	Measure	Standard	
	1	Held Orders	<.0491% working access lines
2	Out of Service	85% clear within 24 hours	
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	

COLORADO	Self-Executing Service Quality Metrics		Separate Customer Remedy Program?
	Measure	Standard	
	1	Repair Center Access	Answer 85% of calls within 60 seconds
2	Out of Service	Cleared within 24 hours	

NEW MEXICO	Self-Executing Service Quality Metrics		Separate Customer Remedy Program?
	Measure	Standard	
	1	Primary Held Orders >30 days	.035% of switched access lines
2	Primary Held Orders >180 days	0 beyond 180 days	
3	Out of Service	(a) 85% clear within 24 hours; (b) Monthly average repair interval in a wire center <20 hours	
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	(a) facilities available—10 business days; (b) New facilities required—45 calendar days	

**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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