

Service Quality Performance Program

The Service Quality Performance Program shall comprise eight (8) measurements of performance, as follows:

(1) Processing of Orders Within 5 Days.

Baseline: As measured on a calendar monthly basis, 90% of all applications for installation of up to five residence or business primary exchange access lines in any exchange shall be completed within five business days after the date of receipt of the applications when all tariff requirements have been met by the applicant or subscriber. In those instances where a later installation date is requested by the applicant or subscriber or where special equipment or service is involved, this time period does not apply.

Calculation of Credit: The credit payable for each month shall be an amount equal to \$333,333¹ times the percentage of Company exchanges where the Company's performance is not in compliance with this standard in such month. Such percentage shall be calculated by dividing the number of Company exchanges where the Company's performance is not in compliance with this standard in such month by the total number of Company exchanges.

Maximum Annual Credit: \$4.0 million

(2) Processing of Orders Within 90 Days.

Baseline: 99% of all applications for installation of up to five residence or business primary exchange access lines in any exchange shall be completed within ninety (90) days after the date of receipt of the applications when all tariff requirements have been met by the applicant or subscriber.

Calculation of Credit: The credit payable for each month shall be an amount equal to \$333,333² times the percentage of Company exchanges where the Company's performance is not in compliance with this standard in such month. Such percentage shall be calculated by dividing the number of Company exchanges where the Company's performance is not in compliance with this standard in such month by the total number of Company exchanges.

Maximum Annual Credit: \$4.0 million

¹ Representing \$4.0 million divided by 12 months.

² Representing \$4.0 million divided by 12 months.

(3) **Trouble Reports.**

Baseline: Trouble reports by exchange shall not exceed four trouble reports per one hundred access lines per month for three consecutive months, nor shall they exceed four trouble reports per month for four months in any one twelve-month period. This standard shall not apply to trouble reports relating to the operation of customer premises equipment, nor shall it apply to extraordinary or abnormal conditions of operation, such as those resulting from emergency or catastrophe.

Calculation of Credit: The credit payable for each month shall be an amount equal to \$333,333³ times the percentage representing the number of Company exchanges where the Company's performance is not in compliance with this standard in such month. Such percentage shall be calculated by dividing the number of Company exchanges where the Company's performance is not in compliance with this standard in such month by the total number of Company exchanges.

Maximum Annual Credit: \$4.0 million

(4) **No Dial Tone.**

Baseline: Sufficient dial central office capacity and equipment shall be provided to meet the requirement of dial tone within three seconds on at least 90% of calls placed. These credits shall not apply during periods of emergency or catastrophe, or extraordinary or abnormal conditions of operations, such as those resulting from work stoppage, holidays, civil unrest, or force majeure, or disruptions of service caused by persons or entities other than the local exchange company.

Calculation of Credit: The credit payable for each month shall be an amount equal to \$333,333⁴ times the percentage representing the number of Company central office switches where the Company's performance is not in compliance with this standard in such month. That percentage shall be calculated by dividing the number of Company central office switches where the Company's performance is not in compliance with this standard in such month by the total number of Company central office switches.

Maximum Annual Credit: \$4.0 million

(5) **Out-of-Service Conditions—Repair Intervals.**

Baseline: All reported interruptions of telecommunications service shall be restored within two business days, excluding Sundays and holidays, except interruptions caused by emergency situations, unavoidable catastrophes, force majeure, work stoppage, or failure of inside wiring or customer premises equipment. These credits shall not apply to trouble reports relating to operation of customer premises equipment, nor shall it apply to extraordinary or abnormal conditions of operation, such as those resulting from emergency or catastrophe of disruptions of service caused by persons or entities other than the local exchange company.

³ Representing \$4.0 million divided by 12 months.

⁴ Representing \$4.0 million divided by 12 months.

Calculation of Credit: The credit payable shall be \$83,333⁵ for each month in which the Company's performance is not in compliance with this standard.

Maximum Annual Credit: \$1.0 million

(6) Answer Time Performance—Repair Calls.

Baseline: Except during periods of emergency operation, the Company shall answer 80% of repair calls within thirty seconds.

Calculation of Credit: The credit payable shall be \$83,333⁶ for each month in which the Company's performance is not in compliance with this standard.

Maximum Annual Credit: \$1.0 million

(7) Complaint Response.

Baseline: Provide a complete and detailed response to the Commission Consumer Affairs Staff, in accordance with WAC 480-120-101, within two business days of receipt of a commission complaint inquiry.

Calculation of Credit: The credit payable shall be \$83,333⁷ for each month in which the Company's performance is not in compliance with this standard.

Maximum Annual Credit: \$1.0 million

(8) Answer Time Performance—Customer Service.

Baseline: Except during periods of emergency operation, each local exchange company shall answer 80% of business office calls within thirty seconds.

Calculation of Credit: The credit payable shall be \$83,333⁸ for each month in which the Company's performance is not in compliance with this standard.

Maximum Annual Credit: \$1.0 million

⁵ Representing \$1.0 million divided by 12 months.

⁶ Representing \$1.0 million divided by 12 months.

⁷ Representing \$1.0 million divided by 12 months.

⁸ Representing \$1.0 million divided by 12 months.