

Arizona Service Quality Penalty Calculation - 2010

	Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	Number of Days	31	28	31	30	31	30	31	31	30	31	30	31
Residence - Business Office Access													
Calls in <20 sec		131,133	140,168	143,137									
Calls - Total Offered *		152,917	164,139	182,380									
%in > 20 sec		14.25%	14.60%	21.52%									
%in < 20 sec		85.75%	85.40%	78.48%									
Penalties (Offsets) Per Day		-2,000	-2,000	0									
Total Penalties (Offsets) Per Month		-62,000	-56,000	0	0	0	0	0	0	0	0	0	0
Total Residence Access Penalties (Offsets) YTD		-62,000	-118,000	-118,000									
Business - Business Office Access													
Calls in <20 sec		17,640	14,706	15,605									
Calls - Total Offered		20,342	18,088	20,521									
%in > 20 sec		13.28%	18.70%	23.96%									
%in < 20 sec		86.72%	81.30%	76.04%									
Penalties (Offsets) Per Day		-2,000	0	0									
Total Penalties (Offsets) Per Month		-62,000	0	0	0	0	0	0	0	0	0	0	0
Total SBG Access Penalties (Offsets) YTD		-62,000	-62,000	-62,000									
Repair - Business & Residence													
Calls in <20 sec		49,428	41,055	41,238									
Calls - Total Offered		60,705	46,057	49,218									
%in > 20 sec		18.58%	10.86%	16.21%									
%in < 20 sec		81.42%	89.14%	83.79%									
Penalties (Offsets) Per Day		0	-2,000	0									
Total Penalties (Offsets) Per Month		0	-56,000	0	0	0	0	0	0	0	0	0	0
Total Repair Access Penalties (Offsets) YTD		0	-56,000	-56,000									
Held Orders													
Held Orders		16	15	13									
Access Lines **		1,286,068	1,275,168	1,263,377									
%Held Orders of Access Lines		0.0012%	0.0012%	0.0010%									
Penalties (Offsets) Per Day		-4,000	-4,000	-4,000									
Total Penalties (Offsets) Per Month		-124,000	-112,000	-124,000	0	0	0	0	0	0	0	0	0
Total Held Order Penalties (Offsets) YTD		-124,000	-236,000	-360,000									
Out of Service Repair Times													
Out of Service < 24 hours		7,301	10,208	12,134									
Total Out of Service		8,436	12,937	14,771									
%Out of Service < 24 hours		86.55%	78.91%	82.15%									
Penalties (Offsets) Per Day		-1,000	1,000	0									
Total Penalties (Offsets) Per Month		-31,000	28,000	0	0	0	0	0	0	0	0	0	0
Total Out of Service Penalties (Offsets) YTD		-31,000	-3,000	-3,000									
Total Service Quality Penalties YTD		0	0	0									

*Call handling includes 14-state region vs. AZ/NM district

**Retail access lines only