

Arizona Service Quality Penalty Calculation - 2012

	Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	Number of Days	31	29	31	30	31	30	31	31	30	31	30	31
Residence - Business Office Access													
Calls in <20 sec		127,207	120,910	141,566	141,566	125,653	136,104	141,559	132,887	104,985			
Calls - Total Offered *		136,120	127,170	147,899	147,899	126,916	139,963	149,264	165,021	126,677			
% in > 20 sec		6.55%	4.92%	4.28%	4.28%	1.00%	2.76%	5.16%	19.47%	17.12%			
% in < 20 sec		93.45%	95.08%	95.72%	95.72%	99.00%	97.24%	94.84%	80.53%	82.88%			
Penalties (Offsets) Per Day		-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	0	0			
Total Penalties (Offsets) Per Month		-124,000	-116,000	-124,000	-120,000	-124,000	-120,000	-124,000	0	0	0	0	0
Total Residence Access Penalties (Offsets) YTD		-124,000	-240,000	-364,000	-484,000	-608,000	-728,000	-852,000	-852,000	-852,000			
Business - Business Office Access													
Calls in <20 sec		5,392	5,362	7,065	10,002	6,438	7,945	11,376	12,547	9,854			
Calls - Total Offered		6,678	6,265	7,845	11,314	7,533	9,350	12,945	14,357	11,556			
% in > 20 sec		19.26%	14.41%	9.94%	11.60%	14.54%	15.03%	12.12%	12.61%	14.73%			
% in < 20 sec		80.74%	85.59%	90.06%	88.40%	85.46%	84.97%	87.88%	87.39%	85.27%			
Penalties (Offsets) Per Day		0	-2,000	-4,000	-2,000	-2,000	0	-2,000	-2,000	-2,000			
Total Penalties (Offsets) Per Month		0	-58,000	-124,000	-60,000	-62,000	0	-62,000	-62,000	-60,000	0	0	0
Total SBG Access Penalties (Offsets) YTD		0	-58,000	-182,000	-242,000	-304,000	-304,000	-366,000	-428,000	-488,000			
Repair - Business & Residence													
Calls in <20 sec		22,375	19,218	21,547	20,867	23,365	24,915	38,315	39,240	34,945			
Calls - Total Offered		26,036	21,773	25,990	24,138	28,277	31,702	47,462	46,338	40,880			
% in > 20 sec		14.06%	11.73%	17.10%	13.55%	17.37%	21.41%	19.27%	15.32%	14.52%			
% in < 20 sec		85.94%	88.27%	82.90%	86.45%	82.63%	78.59%	80.73%	84.68%	85.48%			
Penalties (Offsets) Per Day		-2,000	-2,000	0	-2,000	0	0	0	0	-2,000			
Total Penalties (Offsets) Per Month		-62,000	-58,000	0	-60,000	0	0	0	0	-60,000	0	0	0
Total Repair Access Penalties (Offsets) YTD		-62,000	-120,000	-120,000	-180,000	-180,000	-180,000	-180,000	-180,000	-240,000			
Held Orders													
Held Orders		5	7	7	16	19	13	19	10	23			
Access Lines **		1,010,343	1,002,745	992,629	981,454	970,141	962,384	954,535	943,955	936,818			
% Held Orders of Access Lines		0.0005%	0.0007%	0.0007%	0.0016%	0.0020%	0.0014%	0.0020%	0.0011%	0.0025%			
Penalties (Offsets) Per Day		-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000			
Total Penalties (Offsets) Per Month		-124,000	-116,000	-124,000	-120,000	-124,000	-120,000	-124,000	-124,000	-120,000	0	0	0
Total Held Order Penalties (Offsets) YTD		-124,000	-240,000	-364,000	-484,000	-608,000	-728,000	-852,000	-976,000	-1,096,000			
Out of Service Repair Times													
Out of Service < 24 hours		5,372	4,388	5,104	4,515	5,593	5,789	7,800	5,777	4,145			
Total Out of Service		6,150	4,824	5,752	5,116	6,341	6,816	10,260	10,428	9,049			
% Out of Service < 24 hours		87.35%	90.96%	88.73%	88.25%	88.20%	84.93%	76.02%	55.40%	45.81%			
Penalties (Offsets) Per Day		-2,000	-4,000	-2,000	-2,000	-2,000	0	2,000	4,000	8,000			
Total Penalties (Offsets) Per Month		-62,000	-116,000	-62,000	-60,000	-62,000	0	62,000	124,000	240,000	0	0	0
Total Out of Service Penalties (Offsets) YTD		-62,000	-178,000	-240,000	-300,000	-362,000	-362,000	-300,000	-176,000	64,000			
Total Service Quality Penalties YTD		0	0	0	0	0	0	0	64,000	0	0	0	0

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

**Retail access lines only