

Arizona Service Quality Penalty Calculation - 2013

	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		112,577	95,227	111,786									
Calls - Total Offered *		126,405	105,298	116,021									
% in > 20 sec		10.94%	9.56%	3.65%									
% in < 20 sec		89.06%	90.44%	96.35%									
Penalties (Offsets) Per Day		-2,000	-4,000	-4,000									
Total Penalties (Offsets) Per Month		-62,000	-112,000	-124,000	0	0	0	0	0	0	0	0	0
Total Residence Access Penalties (Offsets) YTD		-62,000	-174,000	-298,000									
Business - Business Office Access													
Calls in <20 sec		9,404	8,904	8,664									
Calls - Total Offered		13,548	11,540	11,914									
% in > 20 sec		30.59%	22.84%	27.28%									
% in < 20 sec		69.41%	77.16%	72.72%									
Penalties (Offsets) Per Day		1,000	0	1,000									
Total Penalties (Offsets) Per Month		31,000	0	31,000	0	0	0	0	0	0	0	0	0
Total SBG Access Penalties (Offsets) YTD		31,000	31,000	62,000									
Repair - Business & Residence													
Calls in <20 sec		29,610	25,989	23,229									
Calls - Total Offered		37,719	29,485	25,693									
% in > 20 sec		21.50%	11.86%	9.59%									
% in < 20 sec		78.50%	88.14%	90.41%									
Penalties (Offsets) Per Day		0	-2,000	-4,000									
Total Penalties (Offsets) Per Month		0	-56,000	-124,000	0	0	0	0	0	0	0	0	0
Total Repair Access Penalties (Offsets) YTD		0	-56,000	-180,000									
Held Orders													
Held Orders		19	17	28									
Access Lines **		907,214	900,400	892,665									
% Held Orders of Access Lines		0.0021%	0.0019%	0.0031%									
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		4,913	4,195	3,398									
Total Out of Service		6,834	6,348	5,855									
% Out of Service < 24 hours		71.89%	66.08%	58.04%									
Penalties (Offsets) Per Day		2,000	4,000	4,000									
Total Penalties (Offsets) Per Month		62,000	112,000	124,000	0	0	0	0	0	0	0	0	0
Total Out of Service Penalties (Offsets) YTD		62,000	174,000	298,000									
Total Service Quality Penalties YTD		93,000	205,000	360,000	0	0	0	0	0	0	0	0	0
*Call handling includes 14-state region vs. AZ/NM district													
**Retail access lines only													