

Arizona Service Quality Penalty Calculation - 2013

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
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	120,558	104,815	89,731						
Calls - Total Offered *	126,405	105,298	116,021	123,089	106,903	95,128						
% in > 20 sec	10.94%	9.56%	3.65%	2.06%	1.95%	5.67%						
% in < 20 sec	89.06%	90.44%	96.35%	97.94%	98.05%	94.33%						
Penalties (Offsets) Per Day	-2,000	-4,000	-4,000	-4,000	-4,000	-4,000						
Total Penalties (Offsets) Per Month	-62,000	-112,000	-124,000	-120,000	-124,000	-120,000	0	0	0	0	0	0
Total Residence Access Penalties (Offsets) YTD	-62,000	-174,000	-298,000	-418,000	-542,000	-662,000						
Business - Business Office Access												
Calls in <20 sec	9,404	8,904	8,664	9,522	9,862	9,869						
Calls - Total Offered	13,548	11,540	11,914	11,788	11,995	12,000						
% in > 20 sec	30.59%	22.84%	27.28%	19.22%	17.78%	17.76%						
% in < 20 sec	69.41%	77.16%	72.72%	80.78%	82.22%	82.24%						
Penalties (Offsets) Per Day	1,000	0	1,000	0	0	0						
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	62,000	62,000	62,000						
Repair - Business & Residence												
Calls in <20 sec	29,610	25,989	23,229	22,323	18,477	17,469						
Calls - Total Offered	37,719	29,485	25,693	24,976	22,419	19,885						
% in > 20 sec	21.50%	11.86%	9.59%	10.62%	17.58%	12.15%						
% in < 20 sec	78.50%	88.14%	90.41%	89.38%	82.42%	87.85%						
Penalties (Offsets) Per Day	0	-2,000	-4,000	-2,000	0	-2,000						
Total Penalties (Offsets) Per Month	0	-56,000	-124,000	-60,000	0	-60,000	0	0	0	0	0	0
Total Repair Access Penalties (Offsets) YTD	0	-56,000	-180,000	-240,000	-240,000	-300,000						
Held Orders												
Held Orders	19	17	28	23	27	26						
Access Lines **	907,214	900,400	892,665	883,357	873,511	865,280						
% Held Orders of Access Lines	0.0021%	0.0019%	0.0031%	0.0026%	0.0031%	0.0030%						
Penalties (Offsets) Per Day	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000						
Total Penalties (Offsets) Per Month	-124,000	-112,000	-124,000	-120,000	-124,000	-120,000	0	0	0	0	0	0
Total Held Order Penalties (Offsets) YTD	-124,000	-236,000	-360,000	-480,000	-604,000	-724,000						
Out of Service Repair Times												
Out of Service < 24 hours	4,913	4,195	3,398	5,127	5,544	5,962						
Total Out of Service	6,834	6,348	5,855	5,786	6,078	6,681						
% Out of Service < 24 hours	71.89%	66.08%	58.04%	88.61%	91.21%	89.24%						
Penalties (Offsets) Per Day	2,000	4,000	4,000	-2,000	-4,000	-2,000						
Total Penalties (Offsets) Per Month	62,000	112,000	124,000	-60,000	-124,000	-60,000	0	0	0	0	0	0
Total Out of Service Penalties (Offsets) YTD	62,000	174,000	298,000	238,000	114,000	54,000						
Total Service Quality Penalties YTD	93,000	205,000	360,000	300,000	176,000	116,000	0	0	0	0	0	0

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

**Retail access lines only