

Arizona Service Quality Penalty Calculation - 2002

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	2,913,043	2,390,448	2,387,177	2,578,259	2,629,423	2,378,812	2,524,147	2,417,867	2,512,711	2,505,207	1,807,328	1,950,543
Calls - Total Offered *	3,774,988	2,847,577	2,964,209	3,095,958	3,208,344	2,947,647	3,372,931	3,395,784	3,059,889	2,938,395	2,376,526	2,341,318
% in > 20 sec	22.83%	16.05%	19.47%	16.72%	18.04%	19.30%	25.16%	28.80%	17.88%	14.74%	23.95%	16.69%
% in < 20 sec	77.17%	83.95%	80.53%	83.28%	81.96%	80.70%	74.84%	71.20%	82.12%	85.26%	76.05%	83.31%
Penalties (Offsets) Per Day	0	0	0	0	0	0	0	0	0	-4,000	0	0
Total Penalties (Offsets) Per Month	0	0	0	0	0	0	0	0	0	-124,000	0	0
Total Residence Access Penalties (Offsets) YTD	0	-124,000	-124,000	-124,000								

Business - Business Office Access

Calls in <20 sec	243,358	202,623	30,500	37,765	47,863	51,515	55,890	47,573	46,693	51,098	40,571	39,152
Calls - Total Offered	377,621	299,966	35,135	44,133	54,183	58,058	62,454	54,133	52,114	53,379	41,919	41,573
% in > 20 sec	35.55%	32.45%	13.19%	14.43%	11.66%	11.27%	10.51%	12.12%	10.40%	4.27%	3.22%	5.82%
% in < 20 sec	64.45%	67.55%	86.81%	85.57%	88.34%	88.73%	89.49%	87.88%	89.60%	95.73%	96.78%	94.18%
Penalties (Offsets) Per Day	1,000	1,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000
Total Penalties (Offsets) Per Month	31,000	28,000	-124,000	-120,000	-124,000	-120,000	-124,000	-124,000	-120,000	-124,000	-120,000	-124,000
Total SBG Access Penalties (Offsets) YTD	31,000	59,000	-65,000	-185,000	-309,000	-429,000	-553,000	-677,000	-797,000	-921,000	-1,041,000	-1,165,000

Repair - Business & Residence

Calls in <20 sec	426,971	356,562	395,295	386,034	378,179	389,434	451,076	449,184	415,020	408,717	327,560	333,048
Calls - Total Offered	516,511	429,847	463,412	459,220	468,753	495,518	574,101	529,360	481,264	442,709	362,204	382,342
% in > 20 sec	17.34%	17.05%	14.70%	15.94%	19.32%	21.41%	21.43%	15.15%	13.76%	7.68%	9.56%	12.89%
% in < 20 sec	82.66%	82.95%	85.30%	84.06%	80.68%	78.59%	78.57%	84.85%	86.24%	92.32%	90.44%	87.11%
Penalties (Offsets) Per Day	0	0	-4,000	0	0	0	0	0	-4,000	-4,000	-4,000	-4,000
Total Penalties (Offsets) Per Month	0	0	-124,000	0	0	0	0	0	-120,000	-124,000	-120,000	-124,000
Total Repair Access Penalties (Offsets) YTD	0	0	-124,000	-124,000	-124,000	-124,000	-124,000	-124,000	-244,000	-368,000	-488,000	-612,000

Held Orders

Held Orders	91	61	51	74	75	90	87	64	38	61	75	53
Access Lines **	2,825,749	2,814,875	2,593,382	2,567,552	2,548,541	2,529,099	2,514,827	2,500,401	2,485,888	2,476,314	2,469,531	2,459,622
% Held Orders of Access Lines	0.0032%	0.0022%	0.0020%	0.0029%	0.0029%	0.0036%	0.0035%	0.0026%	0.0015%	0.0025%	0.0030%	0.0022%
Penalties (Offsets) Per Day	-4,000	-4,000	-4,000	-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	-112,000	-124,000	-120,000	-124,000	-120,000	-124,000	-124,000	-120,000	-124,000	-120,000	-124,000
Total Held Order Penalties (Offsets) YTD	-124,000	-236,000	-360,000	-480,000	-604,000	-724,000	-848,000	-972,000	-1,092,000	-1,216,000	-1,336,000	-1,460,000

Out of Service Repair Times

Out of Service < 24 hours	20,864	19,337	18,874	18,465	18,624	19,441	28,477	25,914	24,529	24,012	19,535	21,868
Total Out of Service	22,522	20,506	20,159	19,700	19,834	21,067	34,816	29,366	31,317	27,056	21,521	25,065
% Out of Service < 24 hours	92.64%	94.30%	93.63%	93.73%	93.90%	92.28%	81.79%	88.24%	78.32%	88.75%	90.77%	87.25%
Penalties (Offsets) Per Day	-2,000	-2,000	-2,000	-2,000	-2,000	-2,000	0	-1,000	1,000	-1,000	-2,000	-1,000
Total Penalties (Offsets) Per Month	-62,000	-56,000	-62,000	-60,000	-62,000	-60,000	0	-31,000	30,000	-31,000	-60,000	-31,000
Total Out of Service Penalties (Offsets) YTD	-62,000	-118,000	-180,000	-240,000	-302,000	-362,000	-362,000	-393,000	-363,000	-394,000	-454,000	-485,000

Total Service Quality Penalties YTD	31,000	59,000	0									
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*Call handling includes 14-state region vs. AZ/NM district

**Retail access lines only