

Arizona Service Quality Penalty Calculation - 2005

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	1,755,314	1,446,095	1,655,592	1,474,615	1,377,051	1,548,345	1,273,746	1,466,509	1,277,996	1,683,444	1,380,122	1,323,707
Calls - Total Offered *	2,105,783	1,862,566	2,053,196	1,839,486	1,845,904	2,002,876	1,901,118	2,168,966	1,923,976	1,930,146	1,784,010	1,710,929
% in > 20 sec	16.64%	22.36%	19.37%	19.84%	25.40%	22.69%	33.00%	32.39%	33.58%	12.78%	22.64%	22.63%
% in < 20 sec	83.36%	77.64%	80.63%	80.16%	74.60%	77.31%	67.00%	67.61%	66.42%	87.22%	77.36%	77.37%
Penalties (Offsets) Per Day	0	0	0	0	0	0	1,000	1,000	1,000	-4,000	0	0
Total Penalties (Offsets) Per Month	0	0	0	0	0	0	31,000	31,000	30,000	-124,000	0	0
Total Residence Access Penalties (Offsets) YTD	0	0	0	0	0	0	31,000	62,000	92,000	-32,000	-32,000	-32,000

Business - Business Office Access

Calls in <20 sec	32,632	29,587	34,813	28,078	27,710	25,961	29,237	39,020	32,525	34,003	30,840	27,806
Calls - Total Offered	36,448	32,375	35,753	30,684	29,428	28,335	32,175	42,515	35,383	35,767	32,841	29,872
% in > 20 sec	10.47%	8.61%	2.63%	8.49%	5.84%	8.38%	9.13%	8.22%	8.08%	4.93%	6.09%	6.92%
% in < 20 sec	89.53%	91.39%	97.37%	91.51%	94.16%	91.62%	90.87%	91.78%	91.92%	95.07%	93.91%	93.08%
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 SBG Access 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

Repair - Business & Residence

Calls in <20 sec	359,961	302,532	315,383	317,198	336,733	374,120	364,192	452,379	361,765	356,513	315,600	291,740
Calls - Total Offered	432,733	371,933	386,135	386,322	408,419	457,190	444,187	559,751	437,850	433,660	359,617	362,886
% in > 20 sec	16.82%	18.66%	18.32%	17.89%	17.55%	18.17%	18.01%	19.18%	17.38%	17.79%	12.24%	19.61%
% in < 20 sec	83.18%	81.34%	81.68%	82.11%	82.45%	81.83%	81.99%	80.82%	82.62%	82.21%	87.76%	80.39%
Penalties (Offsets) Per Day	0	0	0	0	0	0	0	0	0	0	-4,000	0
Total Penalties (Offsets) Per Month	0	0	0	0	0	0	0	0	0	0	-120,000	0
Total Repair Access Penalties (Offsets) YTD	0	-120,000	-120,000									

Held Orders

Held Orders	6	7	6	5	9	15	14	7	8	9	6	2
Access Lines **	1,994,522	1,989,350	1,973,169	1,958,568	1,944,553	1,930,418	1,926,151	1,920,082	1,913,340	1,908,662	1,905,483	1,898,014
% Held Orders of Access Lines	0.0003%	0.0004%	0.0003%	0.0003%	0.0005%	0.0008%	0.0007%	0.0004%	0.0004%	0.0005%	0.0003%	0.0001%
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	17,329	13,496	17,308	16,061	16,699	17,839	15,647	10,585	13,197	13,671	16,365	14,542
Total Out of Service	28,063	25,462	21,321	18,909	19,670	22,178	24,190	36,002	24,789	24,665	19,595	16,688
% Out of Service < 24 hours	61.75%	53.00%	81.18%	84.94%	84.90%	80.44%	64.68%	29.40%	53.24%	55.43%	83.52%	87.14%
Penalties (Offsets) Per Day	2,000	2,000	0	0	0	0	2,000	4,000	2,000	2,000	0	-1,000
Total Penalties (Offsets) Per Month	62,000	56,000	0	0	0	0	62,000	124,000	60,000	62,000	0	-31,000
Total Out of Service Penalties (Offsets) YTD	62,000	118,000	118,000	118,000	118,000	118,000	180,000	304,000	364,000	426,000	426,000	395,000

Total Service Quality Penalties YTD	62,000	118,000	118,000	118,000	118,000	118,000	211,000	366,000	456,000	426,000	426,000	395,000
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*Call handling includes 14-state region vs. AZ/NM district

**Retail access lines only