

STAFF-Wendling-Exhibit No. 1
Docket No. 90A-665T
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SERVICE PERFORMANCE MEASUREMENTS

Measurement	Weight	Objective		Staff Result	Staff Score	U S WEST Result	U S WEST Score
-----A-----	-----B-----	-----C-----	-----D-----	-----E-----	-----F-----	-----G-----	
Maintenance:							
1 Report Rate	25	1.70 -	2.20	2.12	-17.00	2.12	-17.00
2 Repeat Rate	10	0.24 -	0.31	0.27	1.43	0.27	1.43
3 WC>8RPHL/3 Months	20	120.00 -	208.00	156	3.64	158	2.90
CUSTOMER SURVEY							
4 H&PS	5	52.00 -	60.00	51.5	-5.00	51.5	-5.00
5 SBS	5	56.00 -	63.00	47.9	-5.00	47.9	-5.00
PROVISIONING							
6 Held Orders	15	600.00 -	750.00	1,118	-15.00	1,118	-15.00
7 Switch Availability	5	99.990% -	99.998%	99.998%	5.00	99.998%	5.00
8 Trunk Blocking	5	1.00 -	2.00	1.08	4.20	1.08	4.20
CUSTOMER ACCESS							
9 Toll Calls	1	70.00 -	75.00	77.83	1.00	77.24	1.00
10 Directory Assistance	1	75.00 -	80.00	81.44	1.00	81.48	1.00
11 SBS Service Center	2	17.00 -	22.00	50.00	-2.00	50.00	-2.00
12 SBS Repair Center	2	85.00 -	91.00	84.43	-2.00	84.93	-2.00
13 HPS Service Center	2	85.00 -	91.00	67.40	-2.00	67.40	-2.00
14 HPS Repair Center	2	85.00 -	91.00	62.34	-2.00	61.18	-2.00
15	Total Net Score				-33.74		-34.47
16	Total Negative Score				-50.00		-50.00
17	Total Positive Score				16.26		15.53