

STAFF-Wending-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