

## ATTACHMENT A

SQP Measure	Description of Measure	Non-Compliant Performance	Maximum at risk-	Source
<b>Held Orders: 0 over 150 Working Days</b>	Customer requests for service held over 150 days.	Per occurrence maximum of \$125,000 annual per held order. Amount to be prorated based on the number of months for each held order. <sup>1</sup>	\$6,000,000 per year.	Rule 723-2-24.4.2
<b>Held Orders: Wire center-specific parameters.</b>	Customer requests for service held over 30 days.	>0 wire centers with the lesser of 50 or 5% of the total number of service applications in a wire center in a consecutive 3-month period are held service orders.	\$2,000,000 per year.	Rule 723-2.6.2.3
<b>Access to U S WEST Sales Center</b>	% Time calls to sales office are answered in the first minute.	<85% of Calls Answered in 60 Seconds or Less.	\$250,000 per year.	Rule 723-2-21.2.4
<b>Wire Centers Over 8 Reports per 100 Lines (3 Months)</b>	A count of wire centers with over 8 reports per 100 lines during a 3-month consecutive period.	>0 Wire Centers with over 8 reports per 100 lines during a 3-month consecutive period.	\$3,500,000 per year.	Rule 723-2-22.1
<b>% Out-of-Service Reports Cleared in 24 Hours</b>	% Of out-of-service trouble reports cleared within 24 hours.	>0 wire centers with <85% Cleared Within 24 Hours.	Maximum at risk: \$2,000,000 per year; Maximum of \$75,000 per wire center per year. \$15,000 per wire center per month for wire centers less than 10,000 access lines. \$25,000 per wire center per month for wire centers greater than or equal to 10,000 access lines.	Rule 723-2-22.2
<b>Access to USWC Repair Center</b>	% Time calls to repair office are answered in the first minute.	<85% Calls Answered in 60 Seconds or Less.	\$250,000 per year.	Rule 723-2-21.2.4
<b>Ancillary Services Completion</b>	% of calls to toll and directory assistance answered within 10 seconds.	<85% of calls to toll and directory assistance answered within 10 seconds.	\$100,000 per year.	Rule 723-2-21.2.3

<sup>1</sup> The calculation of a held order over 150 days shall be made on a case by case basis. U S WEST may seek waivers on an individual case by case basis.

SQP Measure	Description of Measure	Non-Compliant Performance	Maximum at risk	Source
<b>Network Reliability-Switch + Trunk + Toll Network Call Completion</b>	Sufficient central office and interoffice channel capacity plus other necessary facilities to meet minimum requirements during any normal busy hour.	<p>(a) &lt;98% of call attempts receive dial tone within 3 seconds during any normal busy hour. At U S WEST's option, it may use the call blockage measurement. Call blockage is measured by switch defects per million (DPM) during any normal busy hour.</p> <p>(b) &lt;98% correct termination of properly dialed intraoffice or interoffice calls within an extended service area during any normal busy hour by trunk group.</p> <p>(c) &lt;98% correct termination of properly dialed intraLATA or interLATA when the call is routed entirely over the network of U S WEST during any normal busy hour by trunk group.</p> <p>(d) &lt;98% correct termination of properly dialed jurisdictional toll calls during any normal busy hour by trunk group.</p>	<p>(a) Maximum incentive of \$300,000 per year. Maximum incentive of \$15,000 per switch per year. Maximum incentive of \$5000 per switch per month.</p> <p>(b) Maximum incentive of \$200,000 per year. Maximum incentive of \$3000 per year per trunk group. Maximum incentive of \$1000 per trunk group per month.</p> <p>(c) Maximum incentive of \$200,000 per year. Maximum incentive of \$3000 per trunk group per year. Maximum incentive of \$1000 per trunk group per month.</p> <p>(d) Maximum incentive of \$200,000 per year. Maximum incentive of \$3000 per trunk group per year. Maximum incentive of \$1000 per trunk group per month.</p>	Rule 723-2-21.1.1 (a-c) and Rule 723-2-21.1.2
<b>Total</b>			<b>\$15,000,000 per year.</b>	

## **ATTACHMENT B**

Basic Local Exchange (including outside the base rate area) recurring and nonrecurring

Public Access Lines recurring and nonrecurring

Switched Access recurring and nonrecurring

Centrex Plus recurring and nonrecurring

Centrex 21 recurring and nonrecurring

CENTRON I recurring and nonrecurring

ISDN recurring and nonrecurring

Direct Inward Dialing recurring and nonrecurring

DS1 recurring and nonrecurring

DS3 recurring and nonrecurring

Digital Switched Service recurring and nonrecurring

Digital Data Service recurring and nonrecurring

CLASS features and custom calling features recurring and nonrecurring

Directory Listings recurring and nonrecurring

Multiline Hunt recurring and nonrecurring

Toll recurring and nonrecurring

Toll restriction recurring and nonrecurring

Foreign Exchange recurring and nonrecurring

Analog Private Line (NAC, Voice Grade 32, Voice Grade 36) recurring and nonrecurring

*Note: Non-recurring only provided where applicable. LRIC studies may be substituted for TSLRIC studies where permitted by the Commission under a pre-existing grant of relaxed regulation.*