

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska	)	Application No. C-2940
Public Service Commission, on	)	
its own motion, seeking to	)	ORDER OPENING DOCKET AND
determine whether the retail	)	SETTING SERVICE QUALITY
service quality provided by	)	OBJECTIVES
ALLTEL is adequate.	)	Entered: May 7, 2003

BY THE COMMISSION:

O P I N I O N     A N D     F I N D I N G S

The Nebraska Public Service Commission (Commission), on its own motion, upon notice from ALLTEL that it intends to close its call center in Lincoln and reduce technical personnel, hereby commences this proceeding to determine whether the retail service quality provided by ALLTEL is adequate. By virtue of *Neb. Rev. Stat. § 86-123 (2002 Supp.)* this Commission "shall regulate the quality of telecommunications service provided by telecommunications companies..." As part of its regulatory authority over the level of service telecommunications companies provide, the Commission believes it is appropriate, and properly within its jurisdiction, to ensure that the service quality each company provides to its customers is not diminished because of management decisions made by that company. The Commission requires adequate service to be provided by each company pursuant to Title 291 Neb. Admin. Code Ch. 5, Section 002.02.

When the Commission found that ALLTEL's service quality was inadequate in August of 2001, it provided specific guidance to ALLTEL on the Commission's expectations and definitions of adequate service quality levels to be maintained not only during the course of that investigation but on an ongoing basis. Because of ALLTEL's decision to remove its call center and reduce technical personnel, the Commission has a heightened concern that the quality of service provided by ALLTEL will not meet the expectations of the Commission. This proceeding seeks to re-institute the wireline service quality standards with appropriate benchmarks and reporting requirements that began with the Commission's findings in the investigation of ALLTEL's service quality in Application No. C-2483/PI-43.<sup>1</sup>

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<sup>1</sup> The performance indicator definitions have been modified slightly as ALLTEL previously filed reports in conformance with a compliance plan which was formulated by the Commission staff and ALLTEL. In this instance, there is no compliance plan; accordingly, we made some slight modifications in Appendix

The Commission's prior findings and conclusions requiring reporting of ALLTEL's service quality were a direct result of complaints received from the public, many of which were focused on the accessibility to customer service centers and the responsiveness provided by ALLTEL. The reporting requirements established in Application No. C-2483/PI-43 were thus tailored to customer service standards such as speed of answer times, repair times, commitments met and the timely response to trouble reports. In October of 2002, the Commission released ALLTEL from its monthly reporting requirements and its obligation to meet the established benchmarks on a rolling average.<sup>2</sup> ALLTEL has now informed the public that it plans to move its call center out of Nebraska; and this move will result in a significant reduction in local work force. ALLTEL claims that it will reach certain efficiencies through this management decision.

Although we released ALLTEL from its reporting requirement by order in October of 2002, the Commission finds that in light of the recently announced reduction in force, and notwithstanding assurances provided by ALLTEL that the reduction will not affect its service, this proceeding should be opened to ensure that service quality provided by ALLTEL remains adequate. Therefore, the Commission will require ALLTEL to once again file service quality data on a monthly basis, so that the Commission can appropriately monitor ALLTEL's performance.

The Commission will require the same performance indicators to be applied and the same objectives for ALLTEL to meet as those used in Application No. C-2483/PI-43. However, the Commission expects ALLTEL to meet the objectives set by the Commission in Application No. C-2483/PI-43 every month and will not accept a rolling average to demonstrate compliance with the benchmarks. The rolling average used in Application No. C-2483/PI-43 was acceptable at that time because ALLTEL was hiring and training new customer service support staff. It was also otherwise appropriate in that case for the Commission to permit ALLTEL to gradually improve its service quality. In this case, ALLTEL has claimed the moving of the call center and the

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A-1 for clarification purposes. Moreover, the Commission will not use the rolling average process for reasons set forth in this order.

<sup>2</sup> The Commission found, however, that ALLTEL should continue to collect the data it once reported and maintain its service quality levels in accordance with the twelve performance objectives.

reduction in force will bring about certain efficiencies. ALLTEL obviously has had time to plan for this cut; therefore, the Commission believes rolling averages are unnecessary.

The data filed will be subject to audits by the Commission staff or its designees at the Commission's discretion. ALLTEL should make all reasonable efforts to make information available to Commission staff or its designees for any audits performed.

The Commission further finds that should ALLTEL's service performance fall below acceptable benchmarks (i.e., those established in Application No. C-2483/PI-43 as modified herein and attached hereto), the Commission will consider such substandard performance to be a violation of this order and ALLTEL will be subject to civil penalties for each violation.<sup>3</sup> The Commission will fine ALLTEL for any violations of these benchmarks in an amount not to exceed ten thousand dollars for each violation per day up to two million dollars for each violation per year pursuant to *Neb. Rev. Stat.* § 75-156.

The Commission finally finds that the reporting obligation should continue for a twelve (12) month period beginning with June data to be reported on or before July 30, 2003. Reports thereafter should be filed no later than the last day of the month following the month in which the data is collected. This reporting period will automatically lapse after the twelve (12) month period unless the Commission enters an order extending this time period.

#### O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that this proceeding be initiated to determine whether the service quality provided by ALLTEL is adequate.

IT IS FURTHER ORDERED that ALLTEL meet or exceed the benchmarks established in each of the twelve performance standards attached to this order and incorporated herein each month for the next twelve months as provided herein or be subject to civil penalties for each violation not to exceed ten thousand dollars for each violation per day up to two million

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<sup>3</sup> The service objectives ALLTEL is required to meet by the terms of this Order are detailed on the first page of the Appendix to this Order. The subsequent pages provide clarification on how the service measurements should be calculated and contain some exclusions that will be accepted by the Commission in terms of ALLTEL's calculation of its performance.

dollars for each violation per year pursuant to *Neb. Rev. Stat.* § 75-156.

IT IS FURTHER ORDERED that ALLTEL report to the Commission on a monthly basis, the service quality measurements and objectives attached hereto and incorporated by reference for a period of twelve (12) months from the date of this order as provided herein.

IT IS FINALLY ORDERED that ALLTEL submit its monthly reports to the Commission on or before the last day of each month as provided herein.

MADE AND ENTERED at Lincoln, Nebraska, this 7th day of May, 2003.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chair

ATTEST:

Deputy Director

**APPENDIX A-1**

<u>PID#</u>	<u>SERVICE MEASURE</u>	<u>MEASUREMENT STANDARD</u>
I.	<u>OPERATOR - SPEED OF ANSWER</u>	
(1)	DA-1      Speed of Answer - Directory Assistance	90% within 20 seconds; Average answer of 6.3 seconds
(2)	OS-1      Speed of Answer - Operator Services	90% within 10 seconds; Average answer of 2.5 seconds
II.	<u>BUSINESS OFFICE - SPEED OF ANSWER (RESIDENCE &amp; BUSINESS)</u>	
(3)	OP-2      Calls Answered Within 20 Seconds - Retail Business Office(s) Residence Calls	90% Answer within 20 seconds
(4)	OP-2      Calls Answered Within 20 Seconds - Retail Business Office(s) – Business Calls	90% Answer within 20 seconds
III.	<u>REPAIR SERVICE AND INSTALLATION - BUSINESS &amp; RESIDENCE SERVICE</u>	
(5)	MR-2      Calls answered within 20 Seconds - Retail Repair Center(s)	90% answer within 20 seconds
(6)	OP-3      Installation Commitments Met	98%
(7)	OP-4      Installation Interval	3 days
(8)	MR-3      Out of Service Cleared within 24 Hours	90%
(9)	MR-4      Troubles Cleared within 48 Hours	98%
(10)	MR-7      Repair Repeat Report Rate	15%
(11)	MR-9      Repair Appointments Met	95%
(12)	MR-8      Trouble Report Rate	6 Trouble Reports/ 100

## Access Lines

## Appendix A-1

Directory Assistance  
(1)**DA-1 - Speed of Answer- Directory Assistance**

<b>Purpose:</b> Evaluates timeliness of customer access to ALLTEL's Directory Assistance operators, focusing on how long it takes for calls to be answered.	
<b>Description:</b> Measures the average time following first ring until a call is first picked up by the ALLTEL agent/system to answer Directory Assistance calls. <ul style="list-style-type: none"> <li>• Includes all calls to ALLTEL directory assistance during the reporting period.</li> <li>• Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the first ring is defined as when the voice response unit places the call into queue.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Seconds
<b>Measurement Standard:</b> 90% of calls in 20 seconds or average answer time of 6.3 seconds per call	
<b>Formula:</b> $\Sigma [(Date\ and\ Time\ of\ Call\ Answer) - (Date\ and\ Time\ of\ First\ Ring)] / (Total\ Calls\ Answered\ by\ Center)$ <u>Explanation:</u> Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month. <u>NOTE 1</u>	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Abandoned Calls are not included in the total number of calls answered by the center.</li> <li>• Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.</li> </ul>	
<b>Notes:</b> <ol style="list-style-type: none"> <li>1. The formula describes what is intended to be measured conceptually. Because durations are short, and volumes are very large, measurements are taken by sampling at 10-second intervals. A count of calls in the queue is taken every sampling time (10-second snapshot), and this count is multiplied by 10 to get a measurement of waiting intervals.</li> </ol>	

## Appendix A-1

## Operator Services

(2)

**OS-1 - Speed of Answer - Operator Services**

<b>Purpose:</b> Evaluates timeliness of customer access to ALLTEL's operators, focusing on how long it takes for calls to be answered.	
<b>Description:</b> Measures the time following first ring until a call is answered by the ALLTEL agent. • Includes all calls to ALLTEL's operator services during the reporting period, subject to exclusions specified below.	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Seconds
<b>Measurement Standard:</b> 90% of calls within 10 seconds or average answer time of 2.5 seconds per call.	
<b>Formula:</b> $\Sigma [(Date\ and\ Time\ of\ Call\ Answer) - (Date\ and\ Time\ of\ First\ Ring)] / (Total\ Calls\ Answered\ by\ Center)$ <p><u>Explanation:</u> Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month. <sup>NOTE 1</sup></p>	
<b>Exclusions:</b> • Abandoned Calls are not included in the total number of calls answered by the center. • Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.	
<b>Notes:</b> 1. The formula describes what is intended to be measured conceptually. Because durations are short, and volumes very large, measurements are taken by sampling at 10-second intervals. A count of calls in the queue is taken every sampling time (10-second snapshot), and this count is multiplied by 10 to get a measurement of waiting intervals.	

## Appendix A-1

Ordering and Provisioning  
(3) Residence and (4) Business

**OP-2 - Calls Answered within Twenty Seconds –  
Retail Customer Access to Business Office(s)**

<b>Purpose:</b> Evaluates the timeliness of retail customer access to ALLTEL's Business Office(s) focusing on the extent calls are answered within 20 seconds	
<b>Description:</b> Measures the percentage of Retail Business Office calls that are answered by an agent within 20 seconds of the first ring. <ul style="list-style-type: none"> <li>• Includes all calls to the Retail Business Office during the reporting period, subject to exclusions specified below.</li> <li>• Subject to the "Exclusions" specified below, abandoned calls are counted as missed.</li> <li>• First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor).</li> <li>• Answer is defined as when the call is first picked up by the ALLTEL agent.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Measurement Standard:</b> 90% of calls within 20 seconds	
<b>Formula:</b> $[(\text{Total Calls Answered by Center within 20 seconds}) / (\text{Total Calls received by Center})] \times 100$	
<u>Explanation:</u> Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Time spent in the VRU Voice Response Unit is not counted. Calls abandoned up to but not longer than 20 seconds after being placed in queue by the ACD are not counted as missed.</li> <li>• Calls received by ALLTEL other than during normal or regular business hours, Monday through Fridays, including weekends and recognized holidays.</li> <li>• Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.</li> </ul>	



## Appendix A-1

## Maintenance and Repair

(5)

**MR-2 - Calls Answered within 20 Seconds – Retail Repair Center****Purpose:**

Evaluates Customer access to ALLTEL's Retail Repair Center(s), focusing on the number of calls answered within 20 seconds.

**Description:**

Measures the percentage of Retail Repair Center calls answered within 20 seconds of the first ring.

- Includes all calls to the Repair Center during the reporting period, subject to exclusions specified below.
- First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor).
- Answer is defined as when the call is first picked up by the ALLTEL agent.
- Subject to the exclusions specified below, abandoned calls and busy calls are counted as not answered within 20 seconds.

**Reporting Period:** One month

**Unit of Measure:** Percent

**Measurement Standard:** 90% of calls within 20 seconds

**Formula:**

$$[(\text{Total Calls Answered by Center within 20 seconds}) / (\text{Total Calls received by Center})] \times 100$$

Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.

**Exclusions:**

- Time spent in the VRU (Voice Response Unit) is not counted. Calls abandoned up to but not longer than 20 seconds after being placed in queue by the ACD are not counted as missed.
- Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.

## Appendix A-1

## Installations

(6)

**OP-3 - Installation Commitments Met**

<b>Purpose:</b> Evaluates the extent to which ALLTEL installs services for Customers by the scheduled due date.	
<b>Description:</b> Measures the percentage of orders for which the scheduled due date is met. <ul style="list-style-type: none"> <li>• All inward orders (Change, Install, and Transfer order types) assigned a due date by ALLTEL and which are completed/closed during the reporting period are measured, subject to exclusions specified below.</li> <li>• Completion date on or before original due date is counted as a met due date.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Measurement Standard:</b> 98%	
<b>Formula:</b> $[(\text{Total Orders completed on or before the Original Due Date}) / (\text{Total Orders Completed in the Reporting Period})] \times 100$ <p><u>Explanation:</u> The percent commitments met is obtained by dividing the total number of service orders completed on or before the original due date by the total number of service orders completed during the measurement period.</p>	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Disconnect, From (another form of disconnect) and Record order types.</li> <li>• Due dates missed for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer hold for deposits or payments owed, customer changed due date to earlier appointment, or customer requested a later due date.</li> <li>• Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.</li> <li>• Records involving official company services.</li> <li>• Records with invalid due dates or application dates.</li> <li>• Records with invalid completion dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

## Appendix A-1

Installations  
(7)**OP-4 - Installation Interval****Purpose:**

Evaluates the timeliness of ALLTEL's installation of services for customers, focusing on the average time to install service.

**Description:**

Measures the average interval (in business days) between the application date and the completion date for service orders accepted and implemented.

- All inward orders (Change, Install, and Transfer order types) assigned a due date by ALLTEL and which are completed/closed during the reporting period are measured, subject to exclusions specified below. Change order types for additional lines consist of all C and P orders to add service and include changes to existing lines, such as conversions, number changes, PIC changes and class of service changes.
- Intervals for each measured event are counted in whole days: the application date is day zero (0); the day following the application date is day one (1).

**Reporting Period:** One month

**Unit of Measure:** Average Business Days

**Measurement Standard:** 3 days

**Formula:**

$\Sigma [(Order\ Completion\ Date) - (Order\ Application\ Date)] / Total\ Number\ of\ Orders\ Completed\ in\ the\ reporting\ period$

Explanation: The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) by total number of service orders completed in the reporting period.

**Exclusions:**

- Orders with customer requested due dates greater than the current standard interval.
- Orders with intervals lengthened due to customer-caused delays.
- Installation intervals missed for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer hold for deposits or payments owed, customer changed due date to earlier appointment, or customer requested a later due date.
- Force majeure events or occurrences. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.
- Records involving enhanced services, such as ISDN and T-1.
- Disconnect, From (another form of disconnect) and Record order types.
- Records involving official company services.
- Records with invalid due dates or application dates.
- Records with invalid completion dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

## Appendix A-1

## Maintenance and Repair

(8)

**MR-3 - Out of Service Cleared within 24 Hours****Purpose:**

Evaluates timeliness of repair for specified services, focusing on trouble reports where the out-of-service trouble reports were cleared within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions).

**Description:**

Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from retail customers.

- Includes all trouble reports closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below.
- Time measured is from date and time of receipt to date and time trouble is indicated as cleared.

**Reporting Period:** One month

**Unit of Measure:** Percent

**Measurement Standard:** 90% in 24 hours

**Formula:**

(Number of Out of Service Trouble Reports closed in the reporting period that are cleared within 24 hours) / (Total Number of Out of Service ("OOS") Trouble Reports closed in the reporting period) x 100

Explanation: Percentage is obtained by dividing the total number of OOS reports cleared within 24 / hours by the total number of OOS reports closed during the measurement period.

**Exclusions:**

- Trouble reports coded as follows:
  - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant, Trouble Beyond the Network Interface; and Miscellaneous - Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider)
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal ALLTEL system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time
- Time delays for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer disconnect for non-payment, customer changed due date to earlier appointment, or customer requested a later due date.
- Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.
- Trouble reports involving a "no access" delay.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.

- Trouble reports involving enhanced services, such as ISDN and T1.
- Records involving official company services.
- Records with invalid trouble receipt dates.

Appendix A-1

Maintenance and Repair  
(8)

**MR-3 - Out of Service Cleared within 24 Hours**

- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

## Appendix A-1

## Maintenance and Repair

(9)

**MR-4-All Troubles Cleared within 48 hours****Purpose:**

Evaluates timeliness of repair for specified services, focusing on trouble reports of all types (both out of service and service affecting) and on the number of such trouble reports cleared within the standard estimate for specified services, i.e. 48 hours for service-affecting conditions).

**Description:**

Measures the percentage of trouble reports for specified services, that are cleared within 48 hours of receipt of trouble reports from retail customers.

- Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below.
- Time measured is from date and time of receipt to date and time trouble is indicated as cleared.

**Reporting Period:** One month**Unit of Measure:** Percent**Measurement Standard:** 98% in 48 hours**Formula:**

$$\left[ \frac{\text{(Total Trouble Reports closed in the reporting period that are cleared within 48 hours)}}{\text{(Total Trouble Reports closed in the reporting period)}} \right] \times 100$$

**Exclusions:**

- Trouble reports coded as follows:
  - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous - Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider.
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal ALLTEL system/network monitoring purposes.
- Time delays due to "no access" are excluded from repair time.
- Time delays for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer disconnect for non-payment, customer changed due date to earlier appointment, or customer requested a later due date.
- Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.
- Sundays and Holidays shall be excluded from calculating the 48-hour time frame.
- Trouble reports involving a "no access" delay.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Trouble reports involving enhanced services, such as ISDN and T-1.
- Records involving official company services.
- Records with invalid trouble receipt dates.

- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

Appendix A-1

Maintenance and Repair  
(10)

**MR-7 - Repair Repeat Report Rate****Purpose:**

Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).

**Description:**

Measures the percentage of trouble reports that are repeated within 30 days on end user lines and circuits.

- Includes all trouble reports closed during the reporting period that are received within thirty (30) days of the previous trouble report for the same service, subject to exclusions specified below.
- In determining same service ALLTEL will compare the end user telephone number or circuit number of the trouble reports with reports received in the prior 30 days.
- Includes reports due to ALLTEL network or system causes, customer-direct and customer-relayed reports.
- The 30-day period applied in the numerator of the formula below is from the date and time that the immediately-preceding trouble report is closed to the date and time that the next, or "repeat" trouble report is received (i.e., opened).

**Reporting Period:** One month**Unit of Measure:** Percent**Measurement Standard:** 15%**Formula:**

$$\left[ \frac{\text{(Total repeated trouble reports closed within the reporting period that were received within 30 calendar days of when the preceding initial trouble report closed)}}{\text{(Total number of Trouble Reports Closed in the reporting period)}} \right] \times 100.$$

**Exclusions:**

- Trouble reports coded as follows:
  - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous – Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider.
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal ALLTEL system/network monitoring purposes.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.
- Trouble reports involving enhanced services, such ISDN and T-1.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.



## Appendix A-1

Maintenance and Repair  
(11)**MR-9 - Repair Appointments Met****Purpose:**

Evaluates the extent to which ALLTEL repairs services for Customers by the appointment date and time.

**Description:**

Measures the percentage of trouble reports for which the appointment date and time is met.

- Includes all trouble reports closed during the reporting period, subject to exclusions specified below.
- Time measured is from date and time of receipt to date and time trouble is indicated as cleared.

**Reporting Period:** One Month

**Unit of Measure:** Percent

**Measurement Standard:** 95%

**Formula:**

$$\left[ \frac{\text{(Total Trouble Reports Cleared by appointment date and time)}}{\text{(Total Trouble Reports Closed in the Reporting Period)}} \right] \times 100$$

**Exclusions:**

- Trouble reports coded as follows:
  - Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous - Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider.
  - Due dates missed for standard categories of customer and non-ALLTEL reasons. Standard categories of customer reasons are: previous service at the location did not have a customer requested disconnect order issued, no access to customer premises, customer disconnection for non-payment, customer changed due date to earlier appointment, or customer requested a later due date when the technician arrived to do the work.
- Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.
- Subsequent trouble reports of any trouble before the original trouble report is closed.
- Information tickets generated for internal ALLTEL system/network monitoring purposes.
- Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

## Appendix A-1

Maintenance and Repair  
(12)**MR-8 – Trouble Report Rate**

<b>Purpose:</b> Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.	
<b>Description:</b> Measures trouble reports by product and compares them to the number of lines in service. <ul style="list-style-type: none"> <li>• Includes all trouble reports closed during the reporting period, subject to exclusions specified below.</li> <li>• Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting.</li> </ul>	
<b>Reporting Period:</b> One month	<b>Unit of Measure:</b> Percent
<b>Measurement Standard:</b> 6 reports per 100 lines	
<b>Formula:</b> $[(\text{Total number of trouble reports closed in the reporting period involving the specified service grouping}) / \text{Total number of the specified services that are in service in the reporting period}] \times 100$	
<b>Exclusions:</b> <ul style="list-style-type: none"> <li>• Trouble reports coded as follows: <ul style="list-style-type: none"> <li>- Trouble reports coded to disposition codes for: Customer Action; Non-Telco Plant; Trouble Beyond the Network Interface; and Miscellaneous - Non-Dispatch, non-ALLTEL (includes CPE, Customer Instruction, Carrier, Alternate Provider.</li> </ul> </li> <li>• Subsequent trouble reports of any trouble before the original trouble report is closed.</li> <li>• Force majeure events. ALLTEL shall footnote the data relating to such occurrences in its service reports and shall identify any such events in ALLTEL's cover letter transmitting monthly service reports to the Commission.</li> <li>• Information tickets generated for internal ALLTEL system/network monitoring purposes.</li> <li>• Trouble reports on the day of installation before the installation work is reported by the technician/installer as complete.</li> <li>• Trouble reports involving enhanced services, such as ISDN and T-1.</li> <li>• Records involving official company services.</li> <li>• Records with invalid trouble receipt dates.</li> <li>• Records with invalid cleared or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	

