

**STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH**

DOCKET NO. P-100, SUB 99

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of)	
Quality of Service Objectives for Local)	ORDER CONCERNING WEBSITE
Exchange Telephone Companies)	POSTING, MODIFYING
)	REPORTING FORMAT, AND
)	AMENDING RULE R9-8(d)

BY THE COMMISSION: On June 4, 2004, the Commission issued its *Order Amending Commission Rule R9-8 Effective July 1, 2004*. In its *June 4, 2004 Order*, the Commission concluded for Negotiated Issue No. 11 (website reporting), as follows:

The Commission concludes that website reporting is appropriate. The Commission upholds and affirms its decision on website reporting as outlined in the *December 27, 2002 Order*. However, the Commission finds it appropriate to hold in abeyance the specific details of the website reporting requirement and the effective date of the website reporting requirement in order to allow the parties the opportunity to negotiate on a[n] appropriate means to allow the public access to the service quality information. The parties are requested to file a report with the Commission detailing the negotiations and their specific recommendations by no later than Tuesday, August 3, 2004. The Public Staff is specifically requested to facilitate the negotiation process.

On August 3, 2004, the Public Staff, on behalf of itself and the other parties to the docket, filed its Report on Web Posting. The Public Staff noted that it had met twice with representatives from the industry to discuss this issue.

The Public Staff noted that the parties had agreed that the service quality results should be averaged over a 12-month period and updated quarterly. The Public Staff explained in a footnote that after receipt of the results from the fourth quarter of 2004, the results for each measure for each month in 2004 would be added together and divided by 12 (unless a company has applied for or received a waiver). The Public Staff noted that after receipt of the results from the first quarter of 2005, the results would be recalculated by removing the results from the first quarter of 2004 and adding in the results from the first quarter of 2005.

On August 12, 2004, the Commission issued its *Order Requesting Comments on August 3, 2004 Report on Web Posting*.

On August 30, 2004, the Commission granted the Public Staff's August 3, 2004 Motion requesting the Commission to adopt its modified format for service quality results

reporting. The Commission stated that beginning on October 20, 2004, quarterly reports filed in accordance with Commission Rule R9-8 should be in the format attached to the Public Staff's August 3, 2004 Motion.

On November 8, 2004, the Commission issued its *Order Instituting Website Posting of Service Quality Results*. In its *Order*, the Commission concluded for Issue No. 1 that it was appropriate to require the posting of service quality results (i.e., in the pass/fail format) averaged over a three-month (quarterly) period and updated quarterly.¹ The Commission also stated in Ordering Paragraph No. 5:

That service quality results will be posted on the Commission's website only (and not the Public Staff's or each individual company's website) and that the Public Staff is requested to facilitate the postings by accepting and cataloguing each company's service quality information, verifying its completeness and accuracy as needed, using the data to generate a report in a format suitable for posting, and finally, transmitting this report to the Commission Staff.

On December 7, 2004, BellSouth Telecommunications, Inc. (BellSouth), on behalf of itself and Verizon South Inc. (Verizon), Carolina Telephone and Telegraph Company (Carolina), Central Telephone Company (Central), Sprint, and the Alliance of North Carolina Independent Telephone Companies² (collectively the Companies) filed a Motion for Reconsideration requesting the Commission to reconsider its conclusion concerning Issue No. 1 in the *November 8, 2004 Order*.

On December 14, 2004, the Commission issued an Order requesting initial and reply comments on the Motion for Reconsideration.

Initial comments were filed on January 7, 2005 by the Attorney General and reply comments were filed on January 21, 2005 by the Companies.

On June 3, 2005, the Commission issued its *Order Granting Motion for Reconsideration and Accepting Negotiation of Posting Service Quality Results by Using a 12-Month Average*. In its *Order*, the Commission granted the Companies' Motion for Reconsideration, accepted the negotiation of the parties on this matter, and adopted a 12-month average, updated quarterly, for posting service quality results on the Commission's website. The Commission stated that website posting of service quality results would occur as soon as possible after the service quality reports reflecting results from April, May, and June 2005 were filed with the Commission in order to utilize a 12-month average of service quality results. Reports for the second quarter of 2005 were due by July 20, 2005.

¹ The four quarters of a calendar year would be: First – January, February, and March; Second – April, May, and June; Third – July, August, and September; and Fourth – October, November, and December.

² Includes Citizens Telephone Company, The Concord Telephone Company, Ellerbe Telephone Company, LEXCOM Telephone Company, MEBTEL Communications, North State Communications, and Randolph Telephone Company.

CONCLUSIONS

The Public Staff has been requested to facilitate the website posting of service quality results by accepting and cataloguing each company's service quality information, verifying its completeness and accuracy as needed, using the data to generate a report in a format suitable for posting, and, finally, transmitting this report to the Commission Staff.

The Public Staff has found many reporting errors, missing or delinquent reports, and reporting consistency errors. Examples of such reporting errors include:

- Company improperly reported N/A, especially for Business Office and Repair Center Answertimes. Company did not provide a footnote when using N/A or for other circumstances as required by Rule R9-8;
- Company did not use the report format approved by the Commission;
- Company only provided results at the exchange level;
- Company did not report a result in accordance with the procedures in Rule R9-8, such as reporting total number of troubles instead of troubles per 100 access lines; and
- Company left some categories blank without explanation.

Therefore, the Commission finds that it is appropriate to delay the website posting of service quality results in order to obtain more accurate results.

Specifically, the Commission is directing all regulated LECs and CLPs to:

(1) review in detail the requirements of Commission Rule R9-8 (a copy of the current Rule as amended herein is attached hereto as **Appendix A**) to ensure compliance with the Rule;

(2) file all outstanding/delinquent service quality reports³ with the Commission by no later than Thursday, October 13, 2005⁴;

(3) after reviewing Rule R9-8 and the reports previously filed, file **revised**, verified reports, as necessary, or a verified statement that no revisions are necessary, by no later than Thursday, October 13, 2005;

³ Including reports representing results from July 1, 2004 through September 30, 2004; October 1, 2004 through December 31, 2004; January 1, 2005 through March 31, 2005; and April 1, 2005 through June 30, 2005.

⁴ Under Rule R9-8(e), companies are required to retain complete records of the data collected and procedures used to calculate each service quality performance result for a minimum of one year from the date a report is filed with the Commission.

(4) use **ONLY** the reporting format specified by the Commission herein. The Commission finds it appropriate to alter the reporting format adopted in the *August 30, 2004 Order* to include a column for the Objective and a detailed footnote on the use of N/A. A copy of the revised format is attached hereto as **Appendix B**. An electronic copy of the revised format can be found on the Commission's website at www.ncuc.net. However, companies which find no errors affecting previously filed reports for the period July 1, 2004 through June 30, 2005, do **not** have to refile reports simply to reflect the revised reporting format;

(5) file electronic versions of the reports in Excel format **ONLY**;

(6) file a letter on a quarterly basis with the Commission in lieu of a report if: (a) the company does not provide service in North Carolina; or (b) the company does not provide basic local residential and/or business exchange service to customers in North Carolina. The letter should specify the reason why the company has not submitted a service quality report;

(7) adhere to Ordering Paragraph No. 6 of the Commission's *November 29, 2000 Order* which stated: "That resellers of basic local residential and business exchange service and companies that purchase UNEs from ILECs to provide basic local residential and business exchange service are expected to comply with the reporting requirements. However, if a carrier is not in direct control of the results of a particular objective outlined in Rule R9-8, that carrier may place an 'N/A' for not applicable in the report for that particular objective and footnote an explanation of why the results for the objective are not within the company's control. Companies are to only use 'N/A' in circumstances where it is clear that the results of the particular objective are not within the company's control; companies should not abuse the use of 'N/A' on their reports."; and

(8) Contact the Public Staff (Scott Saillor (Scott.Saillor@ncmail.net) at 919-733-0887 or Jack Britt (William.Britt@ncmail.net) at 919-733-0884) with any specific questions on the reporting of service quality data.

Further, the Commission finds good cause to amend Rule R9-8(d) as follows:

Rule R9-8(d) Reporting Requirement. Each regulated local exchange telephone company and CLP actually providing basic local residential and/or business exchange service to customers in North Carolina shall file an original, three (3) hard copies, and two electronic copies **in Excel** on diskette of a report each calendar quarter with the Chief Clerk of the Commission detailing the monthly results of its compliance with Measures 5 – 14 as set forth in this Rule. The Chief Clerk's Office shall forward one hard copy and one electronic copy to the Public Staff – Communications Division. Companies should reflect the company name as certified by the Commission. Additionally, the hard copies and electronic copies on diskette should be clearly marked with the company name, the docket number, and the reporting period. The Commission will specify the format of the report. **Companies not providing service in North Carolina or not providing basic local residential and/or business exchange service to customers in North**

Carolina shall file a letter, in lieu of a report, each quarter specifying why a report does not have to be filed.

Finally, the Commission notes that the following footnotes will be used in the website report posted to the Commission's website, in addition to those reflected in the current posting format:

- <12 – indicates that results were reported for fewer than 12 months
- DNR – indicates the Company did not report a proper result in accordance with Rule R9-8 and Commission Orders in Docket No. P-100, Sub 99
- DNS – indicates the Company reported that it does not provide basic local exchange service in North Carolina

IT IS, THEREFORE, ORDERED as follows:

1. That each regulated LEC and CLP shall review in detail the requirements of Commission Rule R9-8 (a copy of the current Rule as amended by this Order is attached hereto as **Appendix A**) to ensure compliance with the Rule;

2. That each regulated LEC and CLP shall file all outstanding/delinquent service quality reports⁵ with the Commission by no later than Thursday, October 13, 2005⁶;

3. That, after reviewing Rule R9-8 and the reports previously filed, each regulated LEC and CLP shall file **revised**, verified reports, as necessary, or a verified statement that no revisions are necessary by no later than Thursday, October 13, 2005;

4. That regulated LECs and CLPs shall only use the reporting format specified by the Commission herein. A copy of the revised format is attached hereto as **Appendix B**. An electronic copy of the revised format can be found on the Commission's website at www.ncuc.net. However, companies which find no errors affecting previously filed reports for the period July 1, 2004 through June 30, 2005, do **not** have to refile reports simply to reflect the revised reporting format;

5. That electronic versions of the reports shall be filed in Excel format only;

6. That regulated LECs and CLPs shall file a letter on a quarterly basis with the Commission in lieu of a report if: (a) the company does not provide service in North Carolina; or (b) the company does not provide basic local residential and/or business

⁵ Including reports representing results from July 1, 2004 through September 30, 2004; October 1, 2004 through December 31, 2004; January 1, 2005 through March 31, 2005; and April 1, 2005 through June 30, 2005.

⁶ Under Rule R9-8(e), companies are required to retain complete records of the data collected and procedures used to calculate each service quality performance result for a minimum of one year from the date a report is filed with the Commission.

exchange service to customers in North Carolina. The letter should specify the reason why the company has not submitted a service quality report; and

7. That Commission Rule R9-8(d) Reporting Requirement is amended effective as of the date of this Order as outlined hereinabove.

ISSUED BY ORDER OF THE COMMISSION.

This the 13th day of September, 2005

NORTH CAROLINA UTILITIES COMMISSION

Gail L. Mount

Gail L. Mount, Deputy Clerk

bp091205.01

APPENDIX A

Rule R9-8. Service objectives for regulated local exchange telephone companies and competing local providers (CLPs).

(a) **Service Objectives.** Each regulated local exchange telephone company and CLP shall perform and provide service in accordance with the following uniform service objectives:

Measure No.	Description	Objective
1	Intraoffice Completion Rate	99% or more
2	Interoffice Completion Rate	98% or more
3	EAS Transmission Loss	95% or more between 2 and 10 dB
4	EAS Trunk Noise	95% or more 30 dBrc or less
5	Operator "O" Answer time	90% or more of calls answered within 10 seconds or ASA of 6 seconds
6	Directory Assistance Answer time	85% or more of calls answered within 10 seconds or ASA of 6 seconds
7	Business Office Answer time	ASA of 30 seconds
8	Repair Service Answer time	ASA of 30 seconds
9	Initial Customer Trouble Reports	4.75 or less per 100 total access lines
10	Repeat Reports	1.0 report or less per 100 total access lines
11	Out-of-Service Troubles Cleared within 24 Hours	95% or more
12	Regular Service Orders Completed within 5 Working Days	90% or more
13	New Service Installation Appointments Not Met for Company Reasons	5% or less
14	New Service Held Orders Not Completed within 30 days	0.1% or less of total access lines

(b) This rule shall not preclude flexibility in considering future circumstances that may justify changes in or exceptions to these service objectives.

(c) **Force Majeure.** A company may seek a waiver of part or all of Rule R9-8 due to force majeure. To request a waiver, a company should file adjusted data and unadjusted data along with its waiver request. In order to secure Commission approval, the waiver request should clearly demonstrate that (1) the force majeure event was sufficiently serious and unusual to warrant adjustment of the monthly service quality statistics, including a detailed description of the adverse consequences of the event on

the ratepayers' service and the company's facilities; (2) to the extent reasonably foreseeable, the company prudently planned and prepared in advance for such emergencies; (3) despite these plans and preparations, and the best efforts of the company personnel before, during, and after the event, failures to satisfy the service objectives could not reasonably have been avoided; **and** (4) the extent and nature of the adjustments requested are appropriate for the circumstances. The Commission shall grant waiver requests if the Commission finds that all four criteria have been met.

(d) **Reporting Requirement.** Each regulated local exchange telephone company and CLP actually providing basic local residential and/or business exchange service to customers in North Carolina shall file an original, three (3) hard copies, and two electronic copies in Excel on diskette of a report each calendar quarter with the Chief Clerk of the Commission detailing the monthly results of its compliance with Measures 5 – 14 as set forth in this Rule. The Chief Clerk's Office shall forward one hard copy and one electronic copy to the Public Staff – Communications Division. Companies should reflect the company name as certified by the Commission. Additionally, the hard copies and electronic copies on diskette should be clearly marked with the company name, the docket number, and the reporting period. The Commission will specify the format of the report. Companies not providing service in North Carolina or not providing basic local residential and/or business exchange service to customers in North Carolina shall file a letter, in lieu of a report, each quarter specifying why a report does not have to be filed.

Each regulated local exchange company and CLP shall report its performance results for the following six objectives on an exchange level:

- ▶ Initial Customer Trouble Reports (Measure 9);
- ▶ Repeat Reports (Measure 10);
- ▶ Out-of-Service Troubles Cleared Within 24 Hours (Measure 11);
- ▶ Regular Service Orders Completed Within 5 Working Days (Measure 12);
- ▶ New Service Installation Appointments Not Met for Company Reasons (Measure 13); and
- ▶ New Service Held Orders Not Completed Within 30 Days (Measure 14).

[COMMISSION NOTE: After one year, companies may petition the Commission for exemption from the requirement to report these results on an exchange level.]

Each regulated local exchange company and CLP that uses separate call or service centers or service representatives to provide service to their business and residential customers shall file performance results for the following measures for the following categories of customers: (1) all North Carolina business¹ customers; (2) all North Carolina residential customers; and (3) all North Carolina customers:

¹ Companies are not required to report statistics for business customer groups that are not served by service or repair centers, but on an individual account basis. In the first report under the new rule, the company should note what business customer groups are excluded. If the company should thereafter change what business groups are excluded, it should notate the change on the first subsequent report.

- ▶ Business Office Answertime (Measure 7);
- ▶ Repair Service Answertime (Measure 8);
- ▶ Out-of-Service Troubles Cleared Within 24 Hours (Measure 11);
- ▶ Regular Service Orders Completed Within 5 Working Days (Measure 12);
- ▶ New Service Installation Appointments Not Met for Company Reasons (Measure 13); and
- ▶ New Service Held Orders Not Completed Within 30 Days (Measure 14).

If a company's residential call or service centers handle the calls or service for small businesses of five lines or less, the company may include the statistics for these small businesses in the residential customer category, but must notate this inclusion and verify that there is no preferential treatment given to either class of customers in its quarterly report.

Companies are not required to report statistics for customer groups that are not served by call or service centers, but on an individual account basis. In the first report following the effective date of the amendments to this rule, each company should note which customer groups are excluded from the report and notify the Commission if customer groups that are excluded should change.

[COMMISSION NOTE: After one year, companies may petition the Commission for exemption from the requirement to separately report residential, business, and combined residential and business results for these six objectives.]

The quarterly report shall be filed no later than twenty (20) days after the last day of the quarter covered by the report and the person submitting the report shall verify its accuracy under oath. Such verification shall be in the following form:

**VERIFICATION UNDER OATH
REGARDING ACCURACY OF SERVICE OBJECTIVES REPORT**

I, _____, state and attest that the attached Service Objectives Report is filed on behalf of _____ (Name of Public Utility) as required by North Carolina Utilities Commission Rule R9-8; that I have reviewed said Report and, in the exercise of due diligence, have made reasonable inquiry into the accuracy of the information provided therein; and that, to the best of my knowledge, information, and belief, all of the information contained therein is accurate and true, no material information or fact has been knowingly omitted or misstated therein, and all of the information contained in said Report has been prepared and presented in accordance with all applicable North Carolina General Statutes, Commission Rules, and Commission Orders.

Signature of Person Making Verification

Job Title

Date

Subscribed and sworn before me this the _____ day of _____, 200_.

Notary Public

My Commission Expires: _____

(e) Data Retention. Each local exchange company and CLP is required to retain complete records of the data collected and procedures used to calculate each service quality performance result for a minimum of one year from the date a report is filed with the Commission. Within this one-year period, local exchange companies and CLPs will provide, upon reasonable request by the Public Staff or Commission, breakdowns by wire center of their monthly service quality results for Measures 9 -14. If a company can show that it is unable to provide wire center level data, it may provide data at the most granular level possible, such as at the switch level.

(f) Uniform Measurement Procedures. Each company shall adhere to the following uniform measurement procedures when calculating its service objectives:

Answertimes - General Considerations

Companies are expected to engineer the switching and interoffice facilities they use to provide operator "O", directory assistance, business office services, and repair services to customers in order to minimize the possibility of lost, misdirected, or abandoned calls and to keep customer delays to a minimum, consistent with Commission requirements and industry standards. All facilities, including network, ports, and trunks, used for provision of these services shall be engineered to provide a maximum blocking probability of one percent (1%) or less. No call that has been directed to a live operator or service representative queue should be blocked from entering the queue or deflected (abandoned by company action without consent of the calling party) after it has entered a queue.

Callers to operator "O", directory assistance, business office, and repair service must be explicitly advised that they may press a "O" at any time during the call and have the call transferred to a live attendant if the respective menus exceed 45 seconds. All menu options, including any sub-menus, must be used in the calculation of the 45 seconds.

Where an opt-out message is required, the option must be offered within the first 45 seconds of the initial menu. There is no requirement for offering the opt-out message when a menu, including sub-menus, is 45 seconds or less. Calls initially directed to a menu shall be transferred to a live attendant or a live attendant queue immediately if the customer presses a key to request the transfer or within 10 seconds if the customer fails to interact with the menu system following any prompt by pressing a key of a Dual-Tone Multi-Frequency (DTMF) telephone keypad or providing a voice response.

Any company that obtains its operator "O" service, directory assistance, business office service, or repair service from another source shall identify the company that actually provides the service in its monthly report. The company that provides service to the customer is responsible for selecting a service provider that furnishes answer-time service that satisfies Commission requirements.

Companies must ensure that the monthly service quality statistics they report to the Commission reflect the performance they provide to North Carolina customers. Companies that submit performance results to the Commission reflecting region-wide or nationwide performance must be prepared to demonstrate to the Commission that the performance they provide to their North Carolina customers is equivalent to the performance they report on a region-wide or nationwide basis.

Companies without automatic answer-time testing may evaluate their answer-time performance by manually placing test calls as long as they place a sufficient number of calls at appropriate times to ensure that a statistically valid and representative sample is obtained each month. These companies should note on their reports that their answer-times are calculated through random sampling and should describe the methodology used, including the number of test calls completed per month and the times such calls were made.

Operator "O" Answer-time (Measure 5):

Measured quantity: (a) The percentage of operator "O" calls from North Carolina each month that reach a live operator within 10 seconds; or (b) the average length of time it takes for calls from North Carolina to operator "O" telephone numbers to be answered each month.

Measurement procedures:

(1) **For calls routed directly to live operators (no initial menu):** Each answer-time measurement shall begin at the instant the call arrives at the switch serving the operator service positions and continue until a live operator prepared to offer immediate assistance answers the call. The answer-time for the call is the interval between these two time measurements. Companies may utilize a recorded branding announcement, not over 10 seconds in length, after the call has reached the switch. The timing for a branded call will begin at the end of the recorded announcement and continue until a

live operator prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements.

(2) For calls initially routed to an automated menu: Each answer time measurement shall begin at the instant the call enters the queue leading to a live operator and continue until a live operator prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements.

(3) For calls initially routed to an automated menu and handled without the intervention of a live operator: The answer time for these calls should be counted as one second.

The monthly performance figure reported to the Commission may be calculated as a % in x seconds or as an average speed of answer.

(a) % in x seconds format: Operator "O" answer time =

$$\frac{100 \times \text{Total Operator "O" calls with answer times of 10.0 seconds or less}}{\text{Total calls routed to live "O" operators}}$$

Companies shall exclude from the numerator and denominator of this calculation data for all calls in which the caller abandons the call within 10 seconds after it (1) arrives at the switch serving the operator service positions (for calls routed directly to a live operator) or (2) enters the queue leading to a live "O" operator (for calls initially routed to a menu). The operator "O" answer time calculation shall reflect all other "O" calls that are routed to live operators, including calls abandoned after 10 seconds.

(b) Average speed of answer format: Operator "O" answer time =

$$\frac{\text{Sum of queue holding times for all Operator "O" calls}}{\text{Total Operator "O" calls}}$$

Monthly reporting requirement: Companies shall report either the percentage of Operator "O" calls from North Carolina answered within 10 seconds by a live "O" Operator or their Operator "O" average speed of answer using the appropriate formula set forth above to the nearest tenth of a percent.

Directory Assistance (DA) Answer Time (Measure 6):

Measured quantity: (a) The percentage of calls from North Carolina to all publicly available local DA telephone numbers each month that access a live DA operator within 10 seconds; or (b) the average length of time it takes for calls from North Carolina to all publicly available local DA telephone numbers to be answered each month.

Measurement procedures:

(1) For calls routed directly to live DA operators (no initial menu): Each answer time measurement shall begin at the instant the call arrives at the switch serving the DA operator positions and continue until a live DA operator prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements. Companies may utilize a recorded branding announcement, not over 10 seconds in length, after the call has reached the switch. The timing for a branded call will begin at the end of the recorded announcement and continue until a live DA operator prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements.

(2) For calls initially routed to an automated menu: Each answer time measurement shall begin at the instant the call enters the queue leading to a live DA operator and continue until a live DA operator prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements.

(3) For calls initially routed to an automated menu and handled without the intervention of a live DA operator: The answer time for these calls should be counted as one second.

The monthly performance figure reported to the Commission may be calculated as a % in x seconds or as an average speed of answer.

(a) % in x seconds format: DA answer time =

$$\frac{100 \times \text{Total number of DA calls with answer times of 10.0 seconds or less}}{\text{Total calls made to DA and routed to live operators}}$$

Companies shall exclude from the numerator and denominator of this calculation data for all calls in which the caller abandons the call within 10 seconds after it (1) arrives at the switch serving the live DA operator positions (for calls routed directly to a live DA operator) or (2) enters the queue leading to a live DA operator (for calls initially routed to a menu). The DA answer time calculation shall reflect all other DA calls that are routed to live DA operators, including calls abandoned after 10 seconds.

(b) Average speed of answer format: DA answer time =

$$\frac{\text{Sum of queue holding times for all DA calls}}{\text{Total DA calls}}$$

Monthly reporting requirement: Companies shall report either the percentage of DA calls from North Carolina answered within 10 seconds by a live DA operator or their DA average speed of answer using the appropriate formula set forth above to the nearest tenth of a percent.

Business Office Answer Time (Measure 7):

Measured quantity: The average length of time it takes for calls from North Carolina to all publicly available company business office telephone numbers to be answered each month.

Measurement procedures:

(1) For calls routed directly to live business office representatives (no initial menu): Each answer time measurement shall begin at the instant the call arrives at the switch serving the business office representative positions and continue until a live business office representative prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements.

(2) For calls initially routed to an automated menu and then routed to a live business office representative: Answer time measurement shall begin at the instant the call enters the queue leading to a live business office representative and continue until a live business office representative prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements.

(3) For calls initially routed to an automated menu and handled without the intervention of a live business office representative: The answer time for these calls should be counted as one second.

The monthly performance figure reported to the Commission shall be calculated as follows:

Business office answer time =

$$\frac{\text{Sum of queue holding times for all business office calls}}{\text{Total business office calls}}$$

Live business office representatives are expected to be available to handle incoming calls from North Carolina for a minimum of nine hours per day Monday through Friday, excluding company holidays.

Monthly reporting requirement: Companies shall report their business office average speed of answer using the formula set forth above to the nearest tenth of a percent.

Repair Service Answer Time (Measure 8):

Measured quantity: The average length of time it takes for calls from North Carolina to all publicly available company repair service telephone numbers to be answered each month.

Measurement procedures:

(1) For calls routed directly to live repair service representatives (no initial menu): Each answer time measurement shall begin at the instant the call arrives at the switch serving the repair service representative positions and continue until a live repair service representative prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements.

(2) For calls initially routed to an automated menu and then routed to a live repair service representative: Answer time measurement shall begin at the instant the call enters the queue leading to a live repair service representative and continue until a live repair service representative prepared to offer immediate assistance answers the call. The answer time for the call is the interval between these two time measurements.

(3) For calls initially routed to an automated menu and handled without the intervention of a live repair service representative: The answer time for these calls should be counted as one second.

The monthly performance figure reported to the Commission shall be calculated as follows:

Repair service answer time =

$$\frac{\text{Sum of queue holding times for all repair service calls}}{\text{Total repair service calls}}$$

For carriers with 10,000 access lines or more, live repair service representatives are expected to be available to handle incoming calls from North Carolina customers 24 hours a day, seven days a week.

Monthly reporting requirement: Companies shall report their repair service average speed of answer using the formula set forth above to the nearest tenth of a percent.

Trouble Reports, Service Orders, and Customer Appointments – General Considerations

A trouble report is defined as “any report from a subscriber or end user of telephone service to the telephone company indicating improper functioning or defective conditions with respect to the operation of telephone facilities over which the telephone company has control.” Such reports shall be date and time stamped immediately upon receipt and date and time stamped again immediately after the troubles have been cleared by company personnel. **Note:** Whenever Rule R9-8 requires a date and/or time stamp, the date and/or time stamp may be recorded electronically or otherwise so long as the date and/or time is saved for future reference.

Service orders and new service installation appointment requests shall also be date and time stamped immediately upon receipt and again after the service order has been completed or the new service installation appointment has been met.

Reported troubles that involve different access lines shall be regarded as separate troubles, even if the access lines terminate at the same premises, and/or the troubles result from a common cause, such as damaged cable or defective common equipment at a central office.

Each company shall file with its initial quarterly report a detailed list of the specific categories of troubles, service orders, and appointments it considers excludable for purposes of reporting trouble reports, service ordering, or appointment statistics. This list should reflect exclusion of such categories as inside wiring, terminal equipment, voice mail, and long distance services. Each company shall notify the Commission promptly in writing of any changes to this list.

Subsequent reports and duplicate reports of previously reported troubles that have not been cleared by the company shall not be included in either initial or repeat trouble report totals.

Initial Customer Trouble Reports (Measure 9):

Measured quantity: The number of initial troubles reported by telephone company subscribers in proportion to the number of total company access lines.

Company measurement procedures: Companies should continuously track the initial trouble reports that are received by their trouble reporting center(s). The statistic reported to the Commission shall be computed by taking the count of initial troubles reported in a given area between 12:00 midnight at the beginning of the first day of the calendar month and 12:00 midnight at the end of the last day of the same month, dividing this figure by the total access lines in service in that same area at the end of the last day of the month, and multiplying the quotient by 100.

Initial customer trouble reports =

$$\frac{100 \times \text{initial trouble reports received during month}}{\text{Total access lines in service at the end of month}}$$

Troubles associated with nonregulated equipment, products, or services, and subsequent reports of the same trouble that are made after the initial report has been received but before the company has cleared the trouble condition should be excluded from the numerator of this formula. Companies shall identify in their quarterly reports the specific categories of equipment, products, or services that they consider nonregulated and exempt from Commission jurisdiction for initial trouble reporting purposes. Carriers may request a waiver of this requirement, and the Commission may grant such a waiver for good cause shown.

In the event a company systematically excludes the initial troubles reported by a class or classes of customers (for example, large business customers) from the troubles counted in the numerator of this calculation, the company shall also exclude the access lines for the same class(es) of customers from the total access lines figure appearing in the denominator. The company shall explain in its quarterly service quality report any deviation between the access line count used for monthly reporting of initial troubles per 100 access lines and the total access line count which it furnishes each month in its access line report.

Reporting requirement: All companies shall file statistics on initial customer trouble reports per 100 total access lines. Figures shall be reported to the nearest hundredth of a percent. Each company shall report a separate figure for its entire North Carolina service area and each exchange. If the monthly figure for any exchange exceeds 7.125 per 100 access lines, a brief explanation should be provided for the failure to meet this objective.

Repeat Reports (Measure 10):

Measured quantity: The number of repeat troubles reported by telephone company subscribers in proportion to the number of company access lines.

Company measurement procedures: Companies should continuously track the repeat trouble reports that are reported to their trouble reporting center(s). A repeat trouble is a trouble reported on an access line for which another trouble or troubles has been reported within the preceding 30 days and subsequently cleared. The statistic reported to the Commission shall be computed by taking the count of repeat troubles reported in a given area between 12:00 midnight at the beginning of the first day of the calendar month and 12:00 midnight at the end of the last day of the same month, dividing this figure by the total access lines in service in that same area at the end of the last day of the month, and multiplying the quotient by 100.

Repeat customer trouble reports =

$$\frac{100 \times \text{repeat trouble reports received during month}}{\text{Total access lines in service at end of month}}$$

Repeat troubles associated with nonregulated equipment, products, or services shall be excluded from the count appearing in the numerator of this formula. Companies shall identify in their quarterly reports the specific categories of equipment, products, or services that they consider nonregulated and exempt from Commission jurisdiction for repeat trouble reporting purposes. Carriers may request a waiver of this requirement, and the Commission may grant such a waiver for good cause shown.

In the event that a company systematically excludes the repeat troubles reported by a class or classes of customers (for example, large business customers) from the troubles counted in the numerator of this calculation, the company shall also exclude the access lines for the same class(es) of customers from the total access lines figure appearing in

the denominator. The company shall explain in its quarterly service quality report any deviation between the access line count used for monthly reporting of repeat troubles per 100 access lines and the total access line count which it furnishes each month in its access line report.

Monthly reporting requirement: All companies shall file statistics on repeat customer trouble reports per 100 access lines. Figures shall be reported to the nearest hundredth of a percent. Each company shall report a separate figure for its entire North Carolina service area, and for each exchange. If the monthly figure for any exchange exceeds 1.5 per 100 access lines, a brief explanation should be provided for the failure to meet this objective.

Out-of-Service Troubles Cleared Within 24 Hours (Measure 11):

Measured quantity: The percentage of total out-of-service troubles that are cleared within 24 hours during the reporting month.

Company measurement procedures: Companies should continuously track the out-of-service troubles (troubles involving inability to make outgoing calls or receive incoming calls, or line impairments so severe that they render voice communication impossible) that are reported by company subscribers and end users. Each out-of-service trouble report should be date and time stamped immediately upon receipt and date and time stamped immediately after the trouble condition is cleared. The time taken to clear the trouble is the difference between these two times. To obtain the reported statistic, the company shall count the number of out-of-service troubles that was cleared during the calendar month and within 24 hours of their receipt, divide this figure by the total number of out-of-service trouble reports cleared during the calendar month, and then multiply by 100 to obtain the percentage cleared within 24 hours:

Out-of-service troubles cleared within 24 hours =

$$\frac{100 \times \text{total out-of-service troubles cleared within 24 hours during month}}{\text{Total out-of-service troubles cleared during month}}$$

Troubles associated with nonregulated equipment, products, or services and troubles that do not involve out-of-service conditions shall be excluded from the troubles counted in the numerator and denominator of this formula. Companies shall identify in their monthly reports the specific categories of equipment, products, or services that they consider nonregulated and exempt from Commission jurisdiction for out-of-service trouble reporting purposes. Carriers may request a waiver of this requirement, and the Commission may grant such a waiver for good cause shown. Troubles in which the customer specifically requested an appointment beyond 24 hours shall be excluded from the troubles counted in the numerator and denominator of this formula.

Monthly reporting requirement: All companies shall file statistics on out-of-service troubles cleared within 24 hours of receipt, reported to the nearest tenth of a percent.

Each company shall report a separate figure for its entire North Carolina service area and for each exchange. If the monthly figure for any exchange is below 80%, a brief explanation should be provided for the failure to meet this objective.

Regular Service Orders Completed Within 5 Working Days (Measure 12):

Measured quantity: The percentage of regular service orders that are completed during any calendar month within five working days of receipt by the company.

Company measurement procedures: Companies should continuously track the receipt and completion dates and times of all regular service orders (service orders placed by residential customers and by business customers with five or fewer access lines). Each regular service order should be date and time stamped immediately upon receipt by the company and date and time stamped immediately after the order has been completed. The reported statistic shall be calculated as follows:

Regular service orders completed within 5 working days =

$$\frac{100 \times \text{regular service orders completed during month within 5 working days of receipt}}{\text{Total regular service orders completed during month}}$$

For purposes of this calculation, “working days” shall be considered to be all days except Saturdays, Sundays, New Year’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, provided these are observed as paid company holidays.

Orders for nonregulated equipment, products, or services shall be excluded from both the numerator and denominator of this formula. Companies shall identify in their quarterly reports the specific categories of equipment, products, or services that they consider nonregulated and exempt from Commission jurisdiction for regular service order reporting purposes. Carriers may request a waiver of this requirement, and the Commission may grant such a waiver for good cause shown. Orders wherein a customer specifically requests an appointment beyond 5 days and/or the delay was specifically and solely caused by the customer should be excluded from both the numerator and denominator of this formula.

Monthly reporting requirement: All companies shall report the percentage of regular service orders completed during the calendar month within five working days of receipt by the company. Figures shall be reported to the nearest tenth of a percent. Each company shall report a separate figure for its entire North Carolina service area and for each exchange. If the monthly figure for any exchange is below 80%, a brief explanation should be provided for the failure to meet this objective.

New Service Installation Appointments Not Met for Company Reasons (Measure 13):

Measured quantity: The percentage of new service installation appointments that are scheduled to be completed during the calendar month but are missed due to company reasons.

Company measurement procedures: Companies shall maintain a record of the new service installation appointments that are scheduled to be completed during each calendar month. The company shall track the scheduled dates and times for these appointments and the actual completion dates and times and, for those appointments that are not kept, shall maintain a detailed record of the reason(s) for failure to keep them. The percentage of new service installation appointments missed during the calendar month due to company reasons shall be calculated as follows:

New service installation appointments not met for company reasons =

$$\frac{100 \times \text{new service installation appointments not met because of company reasons}}{\text{New service installation appointments scheduled to be met}}$$

Any new service installation appointment missed due to customer actions shall be excluded from the numerator of this formula.

Appointments associated with installation or moving of, or changes or repairs to, nonregulated equipment, products, or services shall be excluded from the numerator and denominator of this formula. Companies shall identify in their quarterly reports the specific categories of equipment, products, or services that they consider nonregulated and exempt from Commission jurisdiction for customer appointments reporting purposes. Carriers may request a waiver of this requirement, and the Commission may grant such a waiver for good cause shown.

Companies, at a minimum, shall offer customers scheduling premises appointments the opportunity to select from a set of two or more four-hour appointment “windows” that will be made available for each day that appointments are being scheduled. An appointment will be considered “missed” if the company representative responsible for performing the premises work fails to arrive at the premises and begin work within the appointment window, or if the representative fails to complete the requested work by 12:00 midnight at the end of the appointment date.

Monthly reporting requirement: Companies shall file the percentage of total new service installation appointments not met during the month for company reasons to the nearest tenth of a percent. Each company shall report a separate figure for its entire North Carolina service area and for each exchange. If the monthly figure for any exchange exceeds 7.5%, a brief explanation should be provided for the failure to meet this objective.

New Service Held Orders Not Completed Within 30 Days (Measure 14):

Measured quantity: The number of new access line orders that, at any time during the calendar month, have been held for over 30 calendar days following receipt, in proportion to the total company access lines in service.

Company measurement procedures: Companies shall date and time stamp each new service order immediately upon receipt and shall identify and count all orders during the calendar month that have not been completed within 30 days from the date and time they were received. Each such order shall be counted as a new service held order not completed within 30 days. The total number of new service held orders not completed within 30 days shall be reported to the Commission as a percentage of total company access lines as of midnight at the end of the last day of the month:

New service held orders not completed within 30 days =

$$\frac{100 \times \text{new service orders not completed within 30 days at any time during month}}{\text{Total access lines in service at the end of month}}$$

Delays caused by the customer that prevent the company from completing an order within 30 days of receipt shall be excluded from the numerator of this formula. Further, orders with customer-requested appointments beyond 30 days shall be excluded from the numerator of this formula.

New service orders for nonregulated equipment, products, or services shall be excluded from the numerator of this formula. Companies shall identify in their monthly reports the specific categories of equipment, products, or services that they consider nonregulated and exempt from Commission jurisdiction for new service held order reporting purposes. Carriers may request a waiver of this requirement, and the Commission may grant such a waiver for good cause shown.

In the event a company systematically excludes the new service held orders for a class or classes of customers (for example, large business customers) from the held orders counted in the numerator of this calculation, the company shall also exclude the access lines for the same class(es) of customers from the total access lines figure appearing in the denominator. The company shall explain in its quarterly service quality report any deviation between the access line count used for monthly reporting of held orders and the total access line count which it furnishes each month in its access line report.

Monthly reporting requirement: Companies shall report the percentage of new service held orders not completed within 30 days, to the nearest hundredth of a percent. Each company shall report a separate figure for its entire North Carolina service area and for each exchange. If the monthly figure for any exchange is above 0.15% of total access lines, a brief explanation should be provided for the failure to meet this objective.

(g) Directory Assistance Listing Updates. Carriers must update their DA customer listings in any directory database the company maintains and/or controls within 48 hours of a service order resulting in a new or changed listing, excluding Saturdays, Sundays, and holidays or within 48 hours excluding Saturdays, Sundays, and holidays of either notification of such a new or changed listing or receipt of a completed service order from another carrier or DA provider. Carriers that provide DA to their customers from a third party should select a provider that updates new or changed listings within 48 hours of notification; these carriers must provide updated information to the third party provider within 24 hours of receipt.

(h) Directory Assistance Refunds. Carriers are required to provide DA refunds, upon request, for an incorrect listing provided to a DA customer. Carriers are further required to provide an annual bill insert to customers informing them of the uniform DA refund policy and to publish the uniform DA refund policy prominently in the directory assistance section of each local telephone directory.