

Qwest Service Quality Standards

- 1 Out of service
Standard Repair 85% of all out-of-service troubles within one business day
- 2 All troubles cleared
Standard Repair 90% of all troubles within 2 business days
- 3 3 - Day provisioning
Standard Install 85% of all new, transfer, and change orders within 3 business days
- 4 Provisioning commitments met
Standard Meet 90% of all new, transfer and change provisioning commitments
- 5 Repair commitments report
Standard Meet 90% of all repair commitments
- 6 Held orders
Standard Allow no more than 5 held orders per 1000 new, transfer and change orders at the end of any month on a statewide basis.
- 7 Dial tone speed
Standard Provide dial tone within three seconds on at least 98% of tested calls placed during average daily busy hours
- 8 Utah interconnection trunk blocking
Standard Assure that no interconnection trunk exceeds 2% blocking
- 9 Utah average time in queue
Standard Assure that incoming repair and business office calls experience no more than a 35 second time in queue on average.

