verizon

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October 13, 2016

Sara Clark, Secretary
Department of Telecommunications and Cable
Commonwealth of Massachusetts
1000 Washington Street, Suite 820
Boston, MA 02118-6500

Re: D.T.C. No. 01-31, Phase IV – Petition of Verizon New England Inc. to Waive Certain Results Under its Retail Service Quality Plan for April, May and June 2016

Dear Secretary Clark:

Verizon MA's Petition in this proceeding references certain preliminary results under the Retail Service Quality Plan for June of 2016 (*see e.g.*, Petition at 7-8, 10) and states in footnote 2 that the company will file Section 1 of the Service Quality Report for June and a version of that report revised to exclude the results for the Troubles Cleared – Business metric for June 1-6. Those documents are enclosed herewith for filing as Exhibits 4 and 5 to the Petition. As it turns out, the results in these exhibits confirm all of the preliminary figures cited in the Petition. Please accept our apologies for not filing these exhibits earlier.

Thank you for your attention to this matter.

Sincerely,

Alexander W. Moore

Enclosures
cc: Lindsay DeRoche, Director
Sandra E. Merrick, General Counsel
Donald W. Boecke, Assistant Attorney General
Lynda A. Freshman, Assistant Attorney General

Exhibit 4

Verizon Massachusetts

Quality of Service Report

June 2016

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Section 1- Service Quality Index
Section 2 - Wire Center Report
Section 3 - Major Service Outages
Section 4 - Public Access Line Data

Exhibit 4

Section 1

Service Quality Index

12 Month Rolling Average
Monthly Actuals

Corrected

Mass State

Service Quality Index
2015/2016 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

	Thresholds T	Thresholds S	2015 Jul	Pts	Aug	Pts	Sep	Pts	Oct	Pts	Nov	Pts	Dec	Pts	2016 Jan	Pts	Feb	Pts	Mar	Pts	Apr	Pts	May	Pts	Jun	Pts
Maintenance Service Items:																										
Network Trouble Report Rate	1.90	2.25	1.18	2	1.20	2	1.21	2	1.18	2	1.18	2	1.15	2	1.16	2	1.19	2	1.18	2	1.16	2	1.15	2	1.15	2
% Trbls Clrd w/i 24 hrs-Res	70	60	54	0	52	0	51	0	51	0	50	0	51	0	50	0	49	0	50	0	48	0	45	0	44	0
% Trbls Clrd w/i 24 hrs-Bus	85	75	80	1	80	1	80	1	80	1	80	1	81	1	81	1	81	1	82	1	79	1	75	1	74	0
Installation Service Items:																										
% Appts Missed for Co. Reasons																										
Total Customers	1.5	2.5	0.8	2	0.8	2	0.9	2	0.9	2	0.8	2	0.8	2	0.8	2	0.8	2	0.8	2	0.8	2	0.9	2	1.1	2
Residence Customers	1.5	2.5	0.6	2	0.6	2	0.6	2	0.6	2	0.6	2	0.6	2	0.7	2	0.7	2	0.7	2	0.7	2	0.8	2	1.0	2
Company Facilities (CF)	1.15	1.25	0.09	2	0.08	2	0.09	2	0.08	2	0.08	2	0.08	2	0.08	2	0.09	2	0.09	2	0.09	2	0.09	2	0.09	2
% Installation Trouble Reports	5.5	6.0	4.0	2	4.0	2	4.0	2	4.0	2	4.0	2	4.1	2	4.0	2	4.1	2	4.1	2	4.0	2	4.0	2	4.1	2
Service Response Items:																										
DA Avg. Speed of Answer	3.6	4.0	3.5	2	3.5	2	3.5	2	3.5	2	3.5	2	3.4	2	3.3	2	3.3	2	3.3	2	3.4	2	3.5	2	3.4	2
Toll & Assist Speed of Answer	3.6	4.0	3.2	2	3.2	2	3.2	2	3.2	2	3.3	2	3.3	2	3.3	2	3.4	2	3.4	2	3.6	2	3.6	1	3.7	1
CSB Avg. Speed of Answer	15	20	16	1	16	1	17	1	18	1	18	1	19	1	19	1	20	1	19	1	22	0	28	0	27	0
Residence Service Level	75	60	70	1	71	1	71	1	72	1	74	1	75	2	76	2	75	2	74	1	71	1	69	1	70	1
Business Service Level	75	60	66	1	66	1	66	1	67	1	68	1	68	1	69	1	70	1	71	1	69	1	64	1	66	1
Points for Response Items				7		7		7		7		7		8		8		8		7		6		5		5
Sub-Total Points for SBU's				34		33		33		33		33		33		34		34		34		33		31		31
Total SQI Points for Mass.				**41**		**40**		**40**		**40**		**40**		**41**		**42**		**42**		**41**		**39**		**36**		**36**
3 or More 'Standard' Misses				**No**		**No**		**No**		**No**		**No**		**No**		**No**		**No**		**No**		**No**		**No**		**Yes**
Monthly Service Penalty			0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00	

Total Service Penalty **0.00 %**

Exhibit 4

Mass Bay

Service Quality Index
2015/2016 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt
Maintenance Service Items:												
Network Trouble Report Rate	1.18	1.20	1.22	1.19	1.19	1.17	1.19	1.22	1.21	1.18	1.18	1.19
[RPHL] T = 1.90; S = 2.25	2	2	2	2	2	2	2	2	2	2	2	2
%Trbls Clrd w/i 24 hrs - Res	48	46	45	44	44	44	43	43	43	42	40	39
T = 70% ; S = 60%	0	0	0	0	0	0	0	0	0	0	0	0
%Trbls Clrd w/i 24 hrs - Bus	79	79	79	79	79	80	80	81	81	79	75	74
T = 85% ; S = 75%	1	1	1	1	1	1	1	1	1	1	0	0
Installation Service Items:												
% Appts. Missed-Total	0.8	0.9	0.8	0.9	0.9	0.8	0.8	0.8	0.7	0.7	0.8	1.0
Company Reasons	2	2	2	2	2	2	2	2	2	2	2	2
T = 1.5% ; S = 2.5%												
% Appts. Missed-Res.	0.6	0.6	0.6	0.6	0.7	0.7	0.6	0.6	0.6	0.7	0.7	0.9
Company Reasons	2	2	2	2	2	2	2	2	2	2	2	2
T = 1.5% ; S = 2.5%												
% Appointments Missed -	0.08	0.08	0.08	0.09	0.09	0.09	0.09	0.09	0.10	0.10	0.10	0.10
Company Facilities (CF)	2	2	2	2	2	2	2	2	2	2	2	2
T = 1.15% ; S = 1.25%												
% Installation Trouble Reports	4.4	4.5	4.4	4.5	4.5	4.6	4.6	4.6	4.6	4.6	4.6	4.6
T = 5.5% ; S = 6.0%	2	2	2	2	2	2	2	2	2	2	2	2
SQI Points for MassBay	11	11	11	11	11	11	11	11	11	11	10	10

Exhibit 4

NO/NE SBU

Service Quality Index
2015/2016 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

	2015												2016											
	Jul	Pt	Aug	Pt	Sep	Pt	Oct	Pt	Nov	Pt	Dec	Pt	Jan	Pt	Feb	Pt	Mar	Pt	Apr	Pt	May	Pt	Jun	Pt
Maintenance Service Items:																								
Network Trouble Report Rate	1.14		1.16		1.15		1.13		1.13		1.09		1.09		1.13		1.11		1.09		1.07		1.08	
[RPHL] T = 1.90; S = 2.25		2		2		2		2		2		2		2		2		2		2		2		2
%Trbls Clrd w/i 24 hrs - Res	54		53		52		52		51		52		52		51		52		51		48		47	
T = 70% ; S = 60%		0		0		0		0		0		0		0		0		0		0		0		0
%Trbls Clrd w/i 24 hrs - Bus	78		78		77		77		77		78		78		78		78		76		72		71	
T = 85% ; S = 75%		1		1		1		1		1		1		1		1		1		1		0		0
Installation Service Items:																								
% Appts. Missed-Total	0.9		0.9		1.0		1.0		0.9		0.9		0.9		0.9		0.9		0.9		1.1		1.3	
Company Reasons		2		2		2		2		2		2		2		2		2		2		2		2
T = 1.5% ; S = 2.5%																								
% Appts. Missed-Res.	0.5		0.5		0.6		0.6		0.6		0.6		0.7		0.7		0.7		0.8		0.9		1.1	
Company Reasons		2		2		2		2		2		2		2		2		2		2		2		2
T = 1.5% ; S = 2.5%																								
% Appointments Missed -	0.09		0.10		0.10		0.09		0.09		0.10		0.10		0.11		0.11		0.12		0.11		0.10	
Company Facilities (CF)		2		2		2		2		2		2		2		2		2		2		2		2
T = 1.15% ; S = 1.25%																								
% Installation Trouble Reports	3.9		3.9		3.9		3.9		4.0		4.0		4.0		4.0		4.0		3.9		3.9		3.9	
T = 5.5% ; S = 6.0%		2		2		2		2		2		2		2		2		2		2		2		2
SQI Points for North/N.E.		11		11		11		11		11		11		11		11		11		11		10		10

Exhibit 4

Bay Path SBU

Service Quality Index
2015/2016 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:												
Network Trouble Report Rate	1.21	1.23	1.24	1.22	1.21	1.17	1.18	1.22	1.21	1.19	1.17	1.17
[RPHL] T = 1.90; S = 2.25	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2
%Trbls Clrd w/i 24 hrs - Res	60	59	58	58	57	58	57	56	56	53	50	49
T = 70% ; S = 60%	Pt 1	Pt 0	Pt 0	Pt 0	Pt 0	Pt 0	Pt 0	Pt 0	Pt 0	Pt 0	Pt 0	Pt 0
%Trbls Clrd w/i 24 hrs - Bus	84	84	84	84	84	85	85	85	86	84	80	79
T = 85% ; S = 75%	Pt 1	Pt 1	Pt 1	Pt 1	Pt 1	Pt 1	Pt 2	Pt 2	Pt 2	Pt 1	Pt 1	Pt 1
Installation Service Items:												
% Appts. Missed-Total Company Reasons	0.8	0.8	0.8	0.8	0.7	0.7	0.7	0.7	0.7	0.8	0.9	1.1
T = 1.5% ; S = 2.5%	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2
% Appts. Missed-Res. Company Reasons	0.6	0.6	0.6	0.6	0.6	0.6	0.7	0.7	0.7	0.7	0.8	1.0
T = 1.5% ; S = 2.5%	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2
% Appointments Missed - Company Facilities (CF)	0.09	0.08	0.08	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.05
T = 1.15% ; S = 1.25%	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2
% Installation Trouble Reports	3.6	3.5	3.5	3.6	3.5	3.6	3.5	3.6	3.6	3.6	3.5	3.6
T = 5.5% ; S = 6.0%	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2	Pt 2
SQI Points for Bay Path	12	11	11	11	11	11	12	12	12	11	11	11

Exhibit 4

Massachusetts

Corrected

Service Quality Index
2015/2016 Statewide Results
(Monthly Actuals)

T = Target Level
S = Standard Level

	Thresholds T	Thresholds S	2015 Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:														
Network Trouble Report Rate	1.90	2.25	1.30	1.37	1.14	1.19	0.96	1.06	1.08	1.39	1.15	0.79	0.95	1.42
% Trbls Clrd w/i 24 hrs-Res	70	60	45	40	46	50	45	51	48	43	57	42	28	38
% Trbls Clrd w/i 24 hrs-Bus	85	75	82	79	82	82	78	85	81	75	85	57	32	72
Installation Service Items:														
% Appts Missed for Co. Reasons														
Total Customers	1.5	2.5	0.7	1.0	1.0	0.8	0.7	0.7	1.0	0.8	0.7	1.1	1.8	2.9
Residence Customers	1.5	2.5	0.6	0.9	0.9	0.7	0.6	0.6	0.9	0.7	0.7	1.1	1.5	2.5
Company Facilities (CF)	1.15	1.25	0.10	0.13	0.10	0.08	0.06	0.07	0.09	0.08	0.11	0.07	0.01	0.12
% Installation Trouble Reports	5.5	6.0	4.5	4.1	4.0	4.0	4.2	3.4	3.4	4.1	3.5	3.4	4.8	5.7
Service Response Items:														
DA Avg. Speed of Answer	3.6	4.0	3.5	2.9	3.6	3.5	2.6	3.0	2.3	3.4	3.6	4.8	4.8	3.2
Toll & Assist Speed of Answer	3.6	4.0	3.3	3.5	3.4	3.3	3.5	3.6	3.3	3.8	3.8	4.6	3.9	3.8
CSB Avg. Speed of Answer	15	20	32	15	12	24	20	24	16	24	8	44	95	14
Residence Service Level	75	60	72	74	73	75	75	78	76	69	70	45	49	78
Business Service Level	75	60	67	72	78	75	76	66	69	69	67	43	20	84

Exhibit 4

Mass Bay

Service Quality Index
2015/2016 Statewide Results
(Monthly Actuals)

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:												
Network Trouble Report Rate *[RPHL] T = 1.90; S = 2.25*	1.37	1.35	1.13	1.20	0.98	1.08	1.19	1.35	1.17	0.86	1.00	1.58
%Trbls Clrd w/i 24 hrs - Res. *T = 70% ; S = 60%*	37	34	41	43	40	46	45	36	51	35	27	31
%Trbls Clrd w/i 24 hrs - Bus. *T = 85% ; S = 75%*	79	77	84	82	78	84	82	75	88	53	31	70
Installation Service Items:												
% Appts. Missed-Total Company Reasons *T = 1.5% ; S = 2.5%*	0.6	1.2	0.8	0.8	0.7	0.7	0.8	0.6	0.8	1.0	1.0	2.8
% Appts. Missed-Res. Company Reasons *T = 1.5% ; S = 2.5%*	0.6	1.0	0.7	0.7	0.6	0.6	0.8	0.5	0.8	1.0	0.9	2.2
% Appointments Missed - Company Facilities (CF) *T = 1.15% ; S = 1.25%*	0.07	0.20	0.10	0.11	0.06	0.07	0.09	0.10	0.15	0.07	0.00	0.21
% Installation Trouble Reports *T = 5.5% ; S = 6.0%*	5.9	4.4	3.8	4.0	4.2	3.5	3.7	4.7	3.6	4.0	6.3	7.8

Exhibit 4

NO/NE

Service Quality Index
2015/2016 Statewide Results
(Monthly Actuals)

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:												
Network Trouble Report Rate *[RPHL] T = 1.90; S = 2.25*	1.08	1.23	1.06	1.12	0.93	1.02	1.04	1.48	1.06	0.74	0.86	1.28
%Trbls Clrd w/i 24 hrs - Res. *T = 70% ; S = 60%*	47	39	48	51	48	55	46	45	58	48	33	43
%Trbls Clrd w/i 24 hrs - Bus. *T = 85% ; S = 75%*	82	78	77	80	75	81	76	71	79	57	31	70
Installation Service Items:												
% Appts. Missed-Total Company Reasons *T = 1.5% ; S = 2.5%*	1.1	1.2	1.5	0.8	0.6	0.9	1.1	1.0	0.7	1.5	2.2	2.9
% Appts. Missed-Res. Company Reasons *T = 1.5% ; S = 2.5%*	0.6	1.1	1.2	0.7	0.5	0.7	1.0	0.8	0.7	1.5	2.1	2.2
% Appointments Missed - Company Facilities (CF) *T = 1.15% ; S = 1.25%*	0.10	0.10	0.18	0.08	0.08	0.13	0.12	0.12	0.11	0.14	0.00	0.09
% Installation Trouble Reports *T = 5.5% ; S = 6.0%*	3.5	4.3	4.5	4.3	4.6	3.6	3.6	4.0	3.4	3.3	4.1	4.0

Exhibit 4

Bay Path

Service Quality Index
2015/2016 Statewide Results
(Monthly Actuals)

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:												
Network Trouble Report Rate ***[RPHL] T = 1.90; S = 2.25***	1.40	1.52	1.21	1.24	0.96	1.06	1.00	1.36	1.19	0.75	0.95	1.35
%Trbls Clrd w/i 24 hrs - Res. ***T = 70% ; S = 60%***	52	45	51	57	48	54	55	49	63	46	24	45
%Trbls Clrd w/i 24 hrs - Bus. ***T = 85% ; S = 75%***	86	84	85	85	83	90	86	82	89	66	34	76
Installation Service Items:												
% Appts. Missed-Total Company Reasons ***T = 1.5% ; S = 2.5%***	0.6	0.8	1.0	0.8	0.8	0.6	1.0	0.9	0.6	0.9	2.4	2.9
% Appts. Missed-Res. Company Reasons ***T = 1.5% ; S = 2.5%***	0.6	0.7	1.0	0.7	0.8	0.5	1.0	0.9	0.6	1.0	1.9	2.9
% Appointments Missed - Company Facilities (CF) ***T = 1.15% ; S = 1.25%***	0.11	0.09	0.05	0.06	0.06	0.03	0.05	0.04	0.07	0.02	0.03	0.04
% Installation Trouble Reports ***T = 5.5% ; S = 6.0%***	3.8	3.6	3.7	3.8	3.7	3.2	2.9	3.6	3.6	3.0	3.6	4.5

Exhibit 4

Exhibit 5

Verizon Massachusetts

Quality of Service Report

June 2016

Table of Contents:

Section 1- Service Quality Index
Section 2 - Wire Center Report
Section 3 - Major Service Outages
Section 4 - Public Access Line Data

Section 1

Service Quality Index

12 Month Rolling Average
Monthly Actuals

Mass State

Service Quality Index
2015/2016 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

	Thresholds T	Thresholds S	2015 Jul	Pts	Aug	Pts	Sep	Pts	Oct	Pts	Nov	Pts	Dec	Pts	2016 Jan	Pts	Feb	Pts	Mar	Pts	Apr	Pts	May	Pts	Jun	Pts
Maintenance Service Items:																										
Network Trouble Report Rate	1.90	2.25	1.18	2	1.20	2	1.21	2	1.18	2	1.18	2	1.15	2	1.16	2	1.19	2	1.18	2	1.16	2	1.15	2	1.15	2
% Trbls Clrd w/i 24 hrs-Res	70	60	54	0	52	0	51	0	51	0	50	0	51	0	50	0	49	0	50	0	48	0	45	0	44	0
% Trbls Clrd w/i 24 hrs-Bus	85	75	80	1	80	1	80	1	80	1	80	1	81	1	81	1	81	1	82	1	79	1	75	1	75	0
Installation Service Items:																										
% Appts Missed for Co. Reasons																										
Total Customers	1.5	2.5	0.8	2	0.8	2	0.9	2	0.9	2	0.8	2	0.8	2	0.8	2	0.8	2	0.8	2	0.8	2	0.9	2	1.1	2
Residence Customers	1.5	2.5	0.6	2	0.6	2	0.6	2	0.6	2	0.6	2	0.6	2	0.7	2	0.7	2	0.7	2	0.7	2	0.8	2	1.0	2
Company Facilities (CF)	1.15	1.25	0.09	2	0.08	2	0.09	2	0.08	2	0.08	2	0.08	2	0.08	2	0.09	2	0.09	2	0.09	2	0.09	2	0.09	2
% Installation Trouble Reports	5.5	6.0	4.0	2	4.0	2	4.0	2	4.0	2	4.0	2	4.1	2	4.0	2	4.1	2	4.1	2	4.0	2	4.0	2	4.1	2
Service Response Items:																										
DA Avg. Speed of Answer	3.6	4.0	3.5	2	3.5	2	3.5	2	3.5	2	3.5	2	3.4	2	3.3	2	3.3	2	3.3	2	3.4	2	3.5	2	3.4	2
Toll & Assist Speed of Answer	3.6	4.0	3.2	2	3.2	2	3.2	2	3.2	2	3.3	2	3.3	2	3.3	2	3.4	2	3.4	2	3.6	2	3.6	1	3.7	1
CSB Avg. Speed of Answer	15	20	16	1	16	1	17	1	18	1	18	1	19	1	19	1	20	1	19	1	22	0	28	0	27	0
Residence Service Level	75	60	70	1	71	1	71	1	72	1	74	1	75	2	76	2	75	2	75	1	72	1	69	1	70	1
Business Service Level	75	60	66	1	66	1	66	1	67	1	68	1	68	1	69	1	70	1	71	1	69	1	64	1	65	1
Points for Response Items				7		7		7		7		7		8		8		8		7		6		5		5
Sub-Total Points for SBU's				34		33		33		33		33		33		34		34		34		33		31		31
Total SQI Points for Mass.				**41**		**40**		**40**		**40**		**40**		**41**		**42**		**42**		**41**		**39**		**36**		**36**
3 or More 'Standard' Misses				**No**		**No**		**No**		**No**		**No**		**No**		**No**		**No**		**No**		**No**		**No**		**Yes**
Monthly Service Penalty			0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00		0.00	
Total Service Penalty		0.00 %																								

Exhibit 5

Mass Bay

Service Quality Index
2015/2016 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt
Maintenance Service Items:												
Network Trouble Report Rate	1.18	1.20	1.22	1.19	1.19	1.17	1.19	1.22	1.21	1.18	1.18	1.19
[RPHL] T = 1.90; S = 2.25	2	2	2	2	2	2	2	2	2	2	2	2
%Trbls Clrd w/i 24 hrs - Res	48	46	45	44	44	44	43	43	43	42	40	39
T = 70% ; S = 60%	0	0	0	0	0	0	0	0	0	0	0	0
%Trbls Clrd w/i 24 hrs - Bus	79	79	79	79	79	80	80	81	81	79	75	74
T = 85% ; S = 75%	1	1	1	1	1	1	1	1	1	1	0	0
Installation Service Items:												
% Appts. Missed-Total Company Reasons	0.8	0.9	0.8	0.9	0.9	0.8	0.8	0.8	0.7	0.7	0.8	1.0
T = 1.5% ; S = 2.5%	2	2	2	2	2	2	2	2	2	2	2	2
% Appts. Missed-Res. Company Reasons	0.6	0.6	0.6	0.6	0.7	0.7	0.6	0.6	0.6	0.7	0.7	0.9
T = 1.5% ; S = 2.5%	2	2	2	2	2	2	2	2	2	2	2	2
% Appointments Missed - Company Facilities (CF)	0.08	0.08	0.08	0.09	0.09	0.09	0.09	0.09	0.10	0.10	0.10	0.10
T = 1.15% ; S = 1.25%	2	2	2	2	2	2	2	2	2	2	2	2
% Installation Trouble Reports	4.4	4.5	4.4	4.5	4.5	4.6	4.6	4.6	4.6	4.6	4.6	4.6
T = 5.5% ; S = 6.0%	2	2	2	2	2	2	2	2	2	2	2	2
SQI Points for MassBay	11	11	11	11	11	11	11	11	11	11	10	10

Exhibit 5

NO/NE SBU

Service Quality Index
2015/2016 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt	Pt
Maintenance Service Items:												
Network Trouble Report Rate	1.14	1.16	1.15	1.13	1.13	1.09	1.09	1.13	1.11	1.09	1.07	1.08
[RPHL] T = 1.90; S = 2.25	2	2	2	2	2	2	2	2	2	2	2	2
%Trbls Clrd w/i 24 hrs - Res	54	53	52	52	51	52	52	51	52	51	48	47
T = 70% ; S = 60%	0	0	0	0	0	0	0	0	0	0	0	0
%Trbls Clrd w/i 24 hrs - Bus	78	78	77	77	77	78	78	78	78	76	72	72
T = 85% ; S = 75%	1	1	1	1	1	1	1	1	1	1	0	0
Installation Service Items:												
% Appts. Missed-Total Company Reasons	0.9	0.9	1.0	1.0	0.9	0.9	0.9	0.9	0.9	0.9	1.1	1.3
T = 1.5% ; S = 2.5%	2	2	2	2	2	2	2	2	2	2	2	2
% Appts. Missed-Res. Company Reasons	0.5	0.5	0.6	0.6	0.6	0.6	0.7	0.7	0.7	0.8	0.9	1.1
T = 1.5% ; S = 2.5%	2	2	2	2	2	2	2	2	2	2	2	2
% Appointments Missed - Company Facilities (CF)	0.09	0.10	0.10	0.09	0.09	0.10	0.10	0.11	0.11	0.12	0.11	0.10
T = 1.15% ; S = 1.25%	2	2	2	2	2	2	2	2	2	2	2	2
% Installation Trouble Reports	3.9	3.9	3.9	3.9	4.0	4.0	4.0	4.0	4.0	3.9	3.9	3.9
T = 5.5% ; S = 6.0%	2	2	2	2	2	2	2	2	2	2	2	2
SQI Points for North/N.E.	11	11	11	11	11	11	11	11	11	11	10	10

Exhibit 5

Bay Path SBU

Service Quality Index
2015/2016 Statewide Results
12 Month Rolling Average

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:												
Network Trouble Report Rate	1.21	1.23	1.24	1.22	1.21	1.17	1.18	1.22	1.21	1.19	1.17	1.17
[RPHL] T = 1.90; S = 2.25	2	2	2	2	2	2	2	2	2	2	2	2
%Trbls Clrd w/i 24 hrs - Res	60	59	58	58	57	58	57	56	56	53	50	49
T = 70% ; S = 60%	1	0	0	0	0	0	0	0	0	0	0	0
%Trbls Clrd w/i 24 hrs - Bus	84	84	84	84	84	85	85	85	86	84	80	79
T = 85% ; S = 75%	1	1	1	1	1	1	2	2	2	1	1	1
Installation Service Items:												
% Appts. Missed-Total Company Reasons	0.8	0.8	0.8	0.8	0.7	0.7	0.7	0.7	0.7	0.8	0.9	1.1
T = 1.5% ; S = 2.5%	2	2	2	2	2	2	2	2	2	2	2	2
% Appts. Missed-Res. Company Reasons	0.6	0.6	0.6	0.6	0.6	0.6	0.7	0.7	0.7	0.7	0.8	1.0
T = 1.5% ; S = 2.5%	2	2	2	2	2	2	2	2	2	2	2	2
% Appointments Missed - Company Facilities (CF)	0.09	0.08	0.08	0.08	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.05
T = 1.15% ; S = 1.25%	2	2	2	2	2	2	2	2	2	2	2	2
% Installation Trouble Reports	3.6	3.5	3.5	3.6	3.5	3.6	3.5	3.6	3.6	3.6	3.5	3.6
T = 5.5% ; S = 6.0%	2	2	2	2	2	2	2	2	2	2	2	2
SQI Points for Bay Path	12	11	11	11	11	11	12	12	12	11	11	11

Exhibit 5

Massachusetts

Exhibit 5

Service Quality Index
2015/2016 Statewide Results
(Monthly Actuals)

T = Target Level
S = Standard Level

	Thresholds T	Thresholds S	2015 Jul	Aug	Sep	Oct	Nov	Dec	2016 Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:														
Network Trouble Report Rate	1.90	2.25	1.30	1.37	1.14	1.19	0.96	1.06	1.08	1.39	1.15	0.79	0.95	1.42
% Trbls Clrd w/i 24 hrs-Res	70	60	45	40	46	50	45	51	48	43	57	42	28	38
% Trbls Clrd w/i 24 hrs-Bus	85	75	82	79	82	82	78	85	81	75	85	57	32	78
Installation Service Items:														
% Appts Missed for Co. Reasons														
Total Customers	1.5	2.5	0.7	1.0	1.0	0.8	0.7	0.7	1.0	0.8	0.7	1.1	1.8	2.9
Residence Customers	1.5	2.5	0.6	0.9	0.9	0.7	0.6	0.6	0.9	0.7	0.7	1.1	1.5	2.5
Company Facilities (CF)	1.15	1.25	0.10	0.13	0.10	0.08	0.06	0.07	0.09	0.08	0.11	0.07	0.01	0.12
% Installation Trouble Reports	5.5	6.0	4.5	4.1	4.0	4.0	4.2	3.4	3.4	4.1	3.5	3.4	4.8	5.7
Service Response Items:														
DA Avg. Speed of Answer	3.6	4.0	3.5	2.9	3.6	3.5	2.6	3.0	2.3	3.4	3.6	4.8	4.8	3.2
Toll & Assist Speed of Answer	3.6	4.0	3.3	3.5	3.4	3.3	3.5	3.6	3.3	3.8	3.8	4.6	3.9	3.8
CSB Avg. Speed of Answer	15	20	32	15	12	24	20	24	16	24	8	44	95	14
Residence Service Level	75	60	72	74	73	75	75	78	76	69	70	45	49	78
Business Service Level	75	60	67	72	78	75	76	66	69	69	67	43	20	84

Exhibit 5

Mass Bay

Service Quality Index
2015/2016 Statewide Results
(Monthly Actuals)

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:												
Network Trouble Report Rate ***[RPHL] T = 1.90; S = 2.25***	1.37	1.35	1.13	1.20	0.98	1.08	1.19	1.35	1.17	0.86	1.00	1.58
%Trbls Clrd w/i 24 hrs - Res. ***T = 70% ; S = 60%***	37	34	41	43	40	46	45	36	51	35	27	31
%Trbls Clrd w/i 24 hrs - Bus. ***T = 85% ; S = 75%***	79	77	84	82	78	84	82	75	88	53	31	78
Installation Service Items:												
% Appts. Missed-Total Company Reasons ***T = 1.5% ; S = 2.5%***	0.6	1.2	0.8	0.8	0.7	0.7	0.8	0.6	0.8	1.0	1.0	2.8
% Appts. Missed-Res. Company Reasons ***T = 1.5% ; S = 2.5%***	0.6	1.0	0.7	0.7	0.6	0.6	0.8	0.5	0.8	1.0	0.9	2.2
% Appointments Missed - Company Facilities (CF) ***T = 1.15% ; S = 1.25%***	0.07	0.20	0.10	0.11	0.06	0.07	0.09	0.10	0.15	0.07	0.00	0.21
% Installation Trouble Reports ***T = 5.5% ; S = 6.0%***	5.9	4.4	3.8	4.0	4.2	3.5	3.7	4.7	3.6	4.0	6.3	7.8

Exhibit 5

NO/NE

Service Quality Index
2015/2016 Statewide Results
(Monthly Actuals)

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:												
Network Trouble Report Rate ***[RPHL] T = 1.90; S = 2.25***	1.08	1.23	1.06	1.12	0.93	1.02	1.04	1.48	1.06	0.74	0.86	1.28
%Trbls Clrd w/i 24 hrs - Res. ***T = 70% ; S = 60%***	47	39	48	51	48	55	46	45	58	48	33	43
%Trbls Clrd w/i 24 hrs - Bus. ***T = 85% ; S = 75%***	82	78	77	80	75	81	76	71	79	57	31	74
Installation Service Items:												
% Appts. Missed-Total Company Reasons ***T = 1.5% ; S = 2.5%***	1.1	1.2	1.5	0.8	0.6	0.9	1.1	1.0	0.7	1.5	2.2	2.9
% Appts. Missed-Res. Company Reasons ***T = 1.5% ; S = 2.5%***	0.6	1.1	1.2	0.7	0.5	0.7	1.0	0.8	0.7	1.5	2.1	2.2
% Appointments Missed - Company Facilities (CF) ***T = 1.15% ; S = 1.25%***	0.10	0.10	0.18	0.08	0.08	0.13	0.12	0.12	0.11	0.14	0.00	0.09
% Installation Trouble Reports ***T = 5.5% ; S = 6.0%***	3.5	4.3	4.5	4.3	4.6	3.6	3.6	4.0	3.4	3.3	4.1	4.0

Exhibit 5

Bay Path

Service Quality Index
2015/2016 Statewide Results
(Monthly Actuals)

T = Target Level
S = Standard Level

	2015						2016					
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Maintenance Service Items:												
Network Trouble Report Rate ***[RPHL] T = 1.90; S = 2.25***	1.40	1.52	1.21	1.24	0.96	1.06	1.00	1.36	1.19	0.75	0.95	1.35
%Trbls Clrd w/i 24 hrs - Res. ***T = 70% ; S = 60%***	52	45	51	57	48	54	55	49	63	46	24	45
%Trbls Clrd w/i 24 hrs - Bus. ***T = 85% ; S = 75%***	86	84	85	85	83	90	86	82	89	66	34	81
Installation Service Items:												
% Appts. Missed-Total Company Reasons ***T = 1.5% ; S = 2.5%***	0.6	0.8	1.0	0.8	0.8	0.6	1.0	0.9	0.6	0.9	2.4	2.9
% Appts. Missed-Res. Company Reasons ***T = 1.5% ; S = 2.5%***	0.6	0.7	1.0	0.7	0.8	0.5	1.0	0.9	0.6	1.0	1.9	2.9
% Appointments Missed - Company Facilities (CF) ***T = 1.15% ; S = 1.25%***	0.11	0.09	0.05	0.06	0.06	0.03	0.05	0.04	0.07	0.02	0.03	0.04
% Installation Trouble Reports ***T = 5.5% ; S = 6.0%***	3.8	3.6	3.7	3.8	3.7	3.2	2.9	3.6	3.6	3.0	3.6	4.5

Exhibit 5