

Overall Standards of Service 2010

STANDARD	SERVICE CATEGORY	TARGET
OTS	<p>FAULT REPAIR</p> <p>The speed with which faults due to failure of the service provider's equipment or systems are repaired. Faults due to inside wiring or customer owned equipment are not included.</p>	80% of faults should be repaired within a 24 hour period.
OTS 2	<p>REPEATED LOSS OF SERVICE</p> <p>This refers to the repeated or frequent loss of phone service of the same nature, within 30 days of the occurrence of the original fault, and due to problems on the service provider's network.</p> <p>Loss of service is defined as the absence of a dial tone.</p>	No more than 5% of faults should reoccur within 30 days of repair of first failure.
OTS3	<p>WORKING PAYPHONES</p> <p>The number of payphones which are fully functional on a daily basis.</p>	At least 95% of the public payphones should be in working order daily.
OTS4	<p>TRUNK BLOCKING</p> <p>This is the percentage of originated calls on a single network which have been successfully completed during designated peak traffic periods.</p>	At least 95% of the calls should be completed during peak traffic.
OTS5	<p>BILLING ACCURACY</p> <p>This reflects the accuracy of the service provider's billing system as given by the information presented.</p> <p>A billing error may be a mistake on a monthly statement defined as:</p> <ul style="list-style-type: none"> ▪ Charges for a product or service that list the wrong date or amount, or is not in keeping with the officially communicated rates or prices; ▪ Charges for products and/or services not requested and/or delivered; ▪ Mathematical or calculation errors; ▪ Failure to send a bill to the customer's current address provided the service provider receives notification of a change of address, in writing, at least 30 days before the billing period ends. 	Billing errors must be no more than 0.5% of the total bills issued.

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	Billing errors do not include charges due to fraud or faulty customer equipment. They also do not include the reflection of overdue amounts on subsequent bills if that amount was paid after the due date or pertain to format or frequency.	
OTS 6 (NEW)	CUSTOMER SERVICE RESPONSE TIME This refers to the time it takes for a representative to respond to customer service call from the time the phone rings.	At least 80% must be answered by a service representative within 60 seconds of being handed off by the Interactive Voice Response (IVR) System to the service representative queue.
OTS 7 (NEW)	IVR RESPONSE TIME This refers to the time it takes for the Interactive Voice Response (IVR) System to respond to a customer call.	At least 80% of calls to the customer service number must be answered by the IVR within 30 seconds of making the call.