

BURLINGTON TELECOM  
CABLE TELEVISION CUSTOMER SERVICE  
QUALITY & COMPLAINT STANDARDS,  
MONITORING & REPORTING PLAN

This document establishes the method by which Burlington Telecom shall monitor and evaluate the quality of service provided to its customers and track complaints by customers in the State of Vermont. It shall be referred to throughout the document as "Service Quality Plan" or "SQP."

Section I: Service Quality Performance Areas

Burlington Telecom's service quality is subject to the following 16 performance areas and standards.

- A. At least 90 percent of calls to a customer service representative shall be answered within 30 seconds under normal operating conditions.
- B. Under normal operating conditions, average monthly calls abandoned shall not exceed four percent of total calls reaching Burlington Telecom.
- C. Under normal operating conditions, the customer will receive a busy signal less than three percent of the time.
- D. Under normal operating conditions, at least 95 percent of standard installations shall be performed within 7 business days after the order has been placed.
- E. Under normal operating conditions, at least 95 percent of the time work on service interruptions (nil or no picture trouble calls) shall begin promptly and in no event later than 24 hours after the interruption becomes known to Burlington Telecom.
- F. Under normal operating conditions, at least 95 percent of the time work on non-nil service calls shall begin the next business day after notification of the service problem.
- G. At least 95 percent of the time under normal operating conditions, Burlington Telecom shall offer a four-hour "appointment window" during normal business hours.
- H. At least 95 percent of the time under normal operating conditions, appointments shall not be cancelled after the close of business on the business day prior to the scheduled appointment.
- I. At least 95 percent of the time under normal operating conditions, the customer shall be contacted in advance if a company representative is running late for an appointment and shall be unable to keep the appointment as scheduled. These customers shall have the opportunity to reschedule at a time convenient for them.

- J. In all cases of billing complaints, Burlington Telecom shall acknowledge all billing complaints not later than three business days after receipt.
- K. In all cases of billing complaints in which the proposed disposition offered by Burlington Telecom is contested by the consumer, the company shall have 15 business days from the date on which the consumer contested to provide a final disposition.
- L. All refunds shall be issued no later than either: (a) the customer's next billing cycle following resolution of the request or 30 days, whichever is earlier; or (b) the return of the equipment supplied by Burlington Telecom if service is terminated.
- M. In all cases of a billing dispute, Burlington Telecom shall respond to written complaints within 15 days.
- N. All credits for service shall be issued no later than the customer's next billing cycle following the determination that a credit is warranted.
- O. Credits shall be given for all outages known to Burlington Telecom that are more than 24 hours in duration. Credits for qualifying outages shall be provided upon customer request unless the outage is system-wide or the subscriber's disruption is otherwise known to the cable company, in which case Burlington Telecom shall provide credit without customer request.
- P. All consumer complaints to Burlington Telecom will be: captured and tabulated, analyzed and reported quarterly, including corrective actions taken in response to the complaints.

## Section II: Measurement, and Reporting Protocol

- A. Methodology: Performance areas listed in Section I shall be measured as detailed in Section III. The detailed definition of each performance area is shown in Section III.
- B. Scope: This plan covers service to all Burlington Telecom's Vermont cable customers.
- C. Begin Monitoring: Burlington Telecom shall begin performance monitoring in accordance with this SQP on the first day of the first calendar quarter following Board approval of the plan.
- D. Reporting: Performance results shall be aggregated monthly and quarterly, and shall be reported quarterly to the Department of Public Service ("DPS") and the Public Service Board (the "Board").
- E. Raw Data: Quarterly reports shall include both monthly and quarterly averages. Quarterly averages shall be derived from raw data, not by averaging monthly averages.
- F. Time of Reporting: Burlington Telecom shall report its quarterly results for all

performance areas no later than thirty days after the completion of each quarter.

G. Corrective Action: Where quarterly performance falls more than ten percent below any standard, or where performance does not meet any standard for two consecutive quarters, the Company shall within 30 days of the end of the quarter in which this provision is triggered, submit a corrective action plan indicating how it will regain the failed standard.

H. Precision: Performance shall be evaluated and reported to one decimal place for all performance areas. Actual performance shall be rounded up when the second decimal place is more than 5. Burlington Telecom shall retain all of its reports that support the results for each of the performance areas for a period of not less than 24 months after the results are reported. Burlington Telecom shall provide these reports upon request to DPS and the Board.

I. Review with DPS: Burlington Telecom shall review with the DPS Division of Consumer Affairs & Public Information (CAPI) any change to Burlington Telecom's measurement protocol or to the internal reporting methods that are used to obtain the data measured prior to Burlington Telecom's implementation of such changes. Burlington Telecom shall have an affirmative duty to report missing data or other events that could reasonably affect the quality of the data at the time the Company becomes aware of such events.

J. Out of Normal Conditions: With respect to conditions Burlington Telecom believes fall outside "normal operating conditions" warranting exemption from standards that apply only in the case of normal conditions, Burlington Telecom shall, within a reasonable time but in no case more than one week of the commencement of the condition, notify DPS that it believes an "out of normal condition" has developed. Quarterly reports shall include detailed information concerning the commencement and duration of the excluded period. If DPS disputes the designation by the company of an out-of-normal condition, the Board shall be asked to rule on the matter.

K. Definitions:

1. Customer Complaint: A "customer complaint" is any situation in which a customer needs to be forwarded to a level higher than the customer service representative that initially speaks with the consumer. Should consumer complaints to the DPS concerning Burlington Telecom exceed an annual rate for the prior calendar year of 2.5 escalations<sup>1</sup> per thousand customers, Burlington Telecom shall modify its means of complaint tracking for a period of the subsequent three years. Should Burlington Telecom be required to institute such complaint tracking, an appropriate complaint tracking plan shall be negotiated with the DPS and filed with the Public Service Board. If DPS and Burlington Telecom are unable to agree, they shall submit the dispute to the Board for resolution.

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1. "Escalation" is a complaint to the Consumer Affairs & Public Information Division of the DPS in which, following investigation, CAPI staff determines reasonably there is something the company could and should have done differently prior to the consumer having to contact the DPS for assistance.

2. Business Day: A "business day" is any day, Monday through Friday, excluding days on which legal holidays are observed and Burlington Telecom is closed to routine business operations.

3. Normal Business Hours: "Normal business hours" are 8 a.m. and 7 p.m., Monday through Friday, excluding days on which legal holidays are observed and Burlington Telecom is closed to routine business operations.

4. Reporting Month: A reporting month will go from the 22<sup>nd</sup> of one month through the 21<sup>st</sup> of the following month.

5. Normal Operating Conditions: "Normal operating conditions" shall be those service conditions that are within the control of Burlington Telecom. Those conditions, which are not within the control of Burlington Telecom, include, but are not limited to, natural disasters, civil disturbances, power outages, telephone network outages, and severe or unusual weather conditions.

6. Standard Installation: A standard installation shall be an installation of 300 feet or less, starting at the nearest end of the existing trunk or distribution system.

L. Regular Meetings: Burlington Telecom and the DPS shall meet regularly to discuss service quality issues, trends in service quality data reported by Burlington Telecom, issues raised by customer complaints filed with the DPS, and other policy issues relating to customer service. Burlington Telecom shall initiate these meetings on a periodic basis with a goal of meeting quarterly. Meetings may occur more frequently at DPS discretion. These meetings shall focus on customer service issues raised by customer complaints filed with the DPS and by other communications to the DPS from customers. The intent of these informal meetings is to exchange information in an open and frank atmosphere, to suggest pragmatic solutions, and solve problems.

### Section III: Performance Standards

A. Calls Answered Within Thirty Seconds: At least 90 percent of all calls during normal business hours shall be answered within 30 seconds under normal operating conditions. Burlington Telecom shall measure compliance with the telephone standards above, if it possesses the equipment for such measurements.

B. Abandoned Calls: Under normal operating conditions, average monthly calls abandoned shall not exceed four percent of total calls reaching Burlington Telecom, excluding calls abandoned before 30 seconds has elapsed.

C. Calls Transferred in 30 Seconds: At least 90 percent of all calls during normal business hours that need to be transferred, shall be transferred within 30 seconds under normal operating conditions.

- D. Customers Receiving Busy Signal: This standard requires, under normal operating conditions, that the customer shall receive a busy signal less than three percent of the time.
- E. Installations Performed on Time: Under normal operating conditions, at least 95 percent of standard installations shall be performed within seven business days after the order has been placed, excluding all orders that were requested by the customer to be completed outside the seven-day window.
- F. Repair of Service Interruptions: Excluding conditions beyond Burlington Telecom's control, at least 95 percent of the time, work on service interruptions (nil or no picture trouble calls) shall begin promptly and in no event later than 24 hours after the interruption becomes known, excluding all orders that were requested by the customer to be completed outside the 24-hour window.
- G. Repair of Non-Nil Troubles: Excluding conditions beyond Burlington Telecom's control, at least 95 percent of the time work on non-nil service calls shall begin no later than the next business day after notification of the service problem, excluding all orders that were requested by the customer to be completed outside the 24-hour window.
- H. Four-hour Appointment Window: At least 95 percent of the time under normal operating conditions, Burlington Telecom shall offer a four-hour "appointment window" during normal business hours.
- I. Burlington Telecom Canceled Appointments: Under normal operating conditions, 95 percent of customers shall be contacted by the close of the prior business day in the event of an appointment cancellation.
- J. Advance Notice of Late Appointment: At least 95 percent of the time under normal operating conditions, the customer shall be contacted in advance if a company representative is running late for an appointment and shall be unable to keep the appointment as scheduled. These customers shall have the opportunity to reschedule at a time convenient for them.
- K. Response to Contested Resolutions: In all cases of billing complaints in which the consumer contests the proposed disposition offered by Burlington Telecom, the company shall provide a final disposition within 15 business days of the date on which the consumer contested the company's response. Burlington Telecom shall log the incidents that occur when a customer contests Burlington Telecom proposed settlement of an issue, and will also log the eventual resolution of that issue.
- L. Timely Issuance of Refunds: This standard measures the number of customers who have refunds due them shall have their refunds processed within either (a) the return of equipment, or (b) the earlier of 30 days or the next billing cycle.
- M. Response to Billing Complaints: All written billing disputes will be responded to within 15 business days.

N. Timely Issuance of Credits: All credits for service shall be issued no later than the customer's next billing cycle following the determination that a credit is warranted.

O. Outage Credits: Credits shall be given for all outages longer than 24 hours when requested by customer. Credits shall be given for all outages known to Burlington Telecom that are more than 24 hours in duration. In the case of system-wide outages, and of outages otherwise known to Burlington Telecom, credit shall be provided automatically to affected consumers without the need for the customers to contact Burlington Telecom.