

**Question 7: Response time for clearing troubles, 1994 vs. 1990**

	<u>Much Better</u>	<u>Better</u>	<u>Same</u>	<u>Worse</u>	<u>Much Worse</u>
Pac. Bell	7	14	24	8	0
U S West	0	19	29	11	2

**Question 8: Correction of troubles**

	<u>First visit</u>	<u>Multiple visits</u>	<u>Did Not Answer</u>
Pac. Bell	42	6	5
U S West	44	17	3

**Question 9: Frequency of problems, 1994 vs. 1990**

	<u>Increased</u>	<u>Same</u>	<u>Decreased</u>
Pac Bell	8	23	19
U S West	9	31	24

**Question 10a: Provision of dedicated personnel for reporting and clearing troubles**

	<u>Yes</u>	<u>No</u>	<u>Did not answer</u>
Pac. Bell	24	29	0
U S West	32	31	1

**Question 10b: If no to 10a, dedicated personnel discontinued in past four years**

	<u>Yes</u>	<u>No</u>	<u>Did not answer</u>
Pac. Bell	9	19	1
U S West	13	17	1

**Question 11: Dedicated service manager**

	<u>Yes</u>	<u>No</u>	<u>Did not answer</u>
Pac. Bell	39	13	1
U S West	41	22	1

**Question 12: Experience level of personnel, 1994 vs. 1990**

	<u>Much Better</u>	<u>Better</u>	<u>Same</u>	<u>Worse</u>	<u>Much Worse</u>
Pac. Bell	2	15	25	10	0
U S West	3	13	26	21	1

**Question 13: Quality of circuit installation work**

	<u>Much Better</u>	<u>Better</u>	<u>Same</u>	<u>Worse</u>	<u>Much Worse</u>
Pac. Bell	3	9	32	9	0
U S West	8	7	39	8	1

**Question 14: Frequency of held orders, 1994 vs. 1990**

	<u>Increased</u>	<u>Same</u>	<u>Decreased</u>
Pac Bell	5	34	7
U S West	15	36	8

**Question 15: Quality of LEC service compared to IXC service**

	<u>Better</u>	<u>Same</u>	<u>Worse</u>
Pac Bell	17	25	11
U S West	5	39	20

**Question 17a: Established service quality standards with LEC**

	<u>Yes</u>	<u>No</u>	<u>Did not answer</u>
Pac. Bell	11	41	1
U S West	24	39	1

**Question 17b: If yes, standards address transmission quality**

	<u>Yes</u>	<u>No</u>	<u>Did not answer</u>
Pac. Bell	7	3	1
U S West	11	5	8

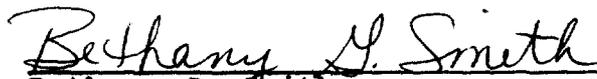
CERTIFICATE OF SERVICE

I hereby certify that on this 9th day of May, 1994, I caused copies of the foregoing "Comments of Tele-Communications Association" to be mailed via first-class postage prepaid mail to the following:

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