



ACOM Policy 435, Attachment A - **Worksheet A**,
Telephone Performance Measures Template

OPEN UNTIL 07/28/19

CONTRACTOR: _____

REPORTING PERIOD: _____

	PERFORMANCE METRIC	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	CURRENT	YTD
													M/Y	Average
MEMBER CALLS	ASOA - (45 seconds or less)													#DIV/0!
	MAAR – (5% or less)													#DIV/0!
	MFCCR – (70% or more)													#DIV/0!
	MASL – (75% or more)													#DIV/0!
	# DAYS ANY STANDARD NOT MET													

	PERFORMANCE METRIC	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	M/Y	CURRENT	YTD
													M/Y	Average
PROVIDER CALLS	ASOA - (45 seconds or less)													#DIV/0!
	MAAR – (5% or less)													#DIV/0!
	MFCCR – (70% or more)													#DIV/0!
	MASL – (75% or more)													#DIV/0!
	# DAYS ANY STANDARD NOT MET													



ACOM Policy 435, Attachment A, **Worksheet B -**
Centralized Telephone Line Down Time Template

OPEN UNTIL 07/28/19

CONTRACTOR:

REPORTING PERIOD:

EVENT DESCRIPTION	DATE (MM/DD/YY)	DURATION (HH:MM)	RESOLUTION