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32592

UTILITY TATUM TELEPHONE CO.QUARTER ENDING SEPTEMBER 2006

## TELEPHONE SERVICE QUALITY REPORT

27612

REPORT MONTHJulyAugSEP.SERVICE ORDERS

1. % Regular orders completed in 5 working days
2. % Primary orders completed in 5 working days
3. % Installation commitments met
4. Number of held primary service orders at month end (over 30 days old)
5. Number of held regrade orders at month end (over 30 days old)

100100100100100100100100100000000ANSWER TIME

6. Toll & assistance ("0") answer time\*

% over 10 seconds

N/AN/AN/A

average answer time

N/AN/AN/A

7. Directory assistance answer time\*

% over 10 seconds

N/AN/AN/A

average answer time

N/AN/AN/A

8. Business office answer time

% over 20 seconds

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9. Repair service answer time

% over 20 seconds

000TROUBLE REPORTS

10. Customer trouble reports per 100 access lines

1.00.60.9

11. % of out of service reports cleared in 8 working hours

100100100

\* fill in according to recording methods used

Revised 3/88