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**TELEPHONE SERVICE QUALITY REPORT**

2006 OCT 13 AM 9:03

FILING CLERK

REPORT MONTHJULAUGSEPSERVICE ORDERS

1. % Regular orders completed in 5 working days	<u>100%</u>	<u>99%</u>	<u>100%</u>
2. % Primary orders completed in 5 working days	<u>99%</u>	<u>100%</u>	<u>100%</u>
3. % Installation commitments met	<u>99%</u>	<u>100%</u>	<u>100%</u>
4. Number of held primary service orders at month end (over 30 days old)	<u>0</u>	<u>0</u>	<u>0</u>
5. Number of held regrade orders at month end (over 30 days old)	<u>0</u>	<u>0</u>	<u>0</u>

ANSWER TIME

6. Toll & assistance ("0") answer time*			
% over 10 seconds	<u>1%</u>	<u>1%</u>	<u>1%</u>
average answer time	<u>8 sec</u>	<u>8 sec</u>	<u>8 sec</u>
7. Directory assistance answer time*			
% over 10 seconds	<u>1%</u>	<u>1%</u>	<u>1%</u>
average answer time	<u>8 sec</u>	<u>8 sec</u>	<u>8 sec</u>
8. Business office answer time			
% over 20 seconds	<u>8%</u>	<u>8%</u>	<u>8%</u>
9. Repair service answer time			
% over 20 seconds	<u>2%</u>	<u>2%</u>	<u>2%</u>

TROUBLE REPORTS

10. Customer trouble reports per 100 access lines	<u>2.59%</u>	<u>1.81%</u>	<u>1.69%</u>
11. % of out of service reports cleared in 8 working hours	<u>100%</u>	<u>100%</u>	<u>100%</u>

- fill in according to recording methods used

Revised 3/88

130