



Control Number: 32592



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TELEPHONE SERVICE QUALITY REPORT
Project No. 32592REPORT MONTH2006 OCT 20 AM 9:56
JULYAugustSept.SERVICE ORDERS

1. % Regular orders completed in 5 working days	<u>100</u>	<u>100</u>	<u>100</u>
2. % Primary orders completed in 5 working days	<u>100</u>	<u>100</u>	<u>100</u>
3. % Installation commitments met	<u>100</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>N/A</u>	<u>N/A</u>	<u>N/A</u>
average answer time	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
7. Directory assistance answer time*			
% over 10 seconds	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
average answer time	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
8. Business office answer time			
% over 20 seconds	<u>0</u>	<u>0</u>	<u>0</u>
9. Repair service answer time			
% over 20 seconds	<u>0</u>	<u>0</u>	<u>0</u>

TROUBLE REPORTS

10. Customer trouble reports per 100 access lines	<u>2.64</u>	<u>6.31</u>	<u>3.89</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