



Control Number: 32592



Item Number: 3

Addendum StartPage: 0

TELEPHONE SERVICE QUALITY REPORT

<u>REPORT MONTH</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>			
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>NONE</u>	<u>NONE</u>	<u>NONE</u>
5. Number of held regrade orders at month end (over 30 days old)	<u>NONE</u>	<u>NONE</u>	<u>NONE</u>
<u>ANSWER TIME</u>			
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>1%</u>	<u>1%</u>	<u>1%</u>
9. Repair service answer time			
% over 20 seconds	<u>1%</u>	<u>1%</u>	<u>1%</u>
<u>TROUBLE REPORTS</u>			
10. Customer trouble reports per 100 access lines	<u>0.55</u>	<u>0.46</u>	<u>1.40</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

Revised 3/88