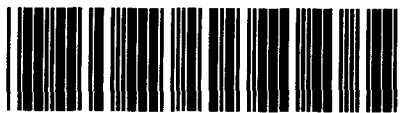


Control Number: 33807



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PROJECT NO. 33807

UTILITY: ALENCO COMMUNICATIONS, INC QUARTER ENDING: SEPTEMBER 30, 2007

TELEPHONE SERVICE QUALITY REPORT

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	97	99	98
% Primary orders completed in 5 working days	95%	98	99	97
% Installation commitments met	90%	99	98	99
% All Orders Completed in 30 days	99%	99	99	99
% All Orders Completed in 90 days	100%	98	99	99
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	0	0	0
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	0	0	0
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	0	0	0
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	3.4	3.1	2.3
% of out-of-service reports cleared in 8 working hours	90%	97	98	99
% Repeated Trouble Reports	22%	0	0	0

Contact Name: MARTHA DICKINSON

Contact Telephone Number: 817-447-0127

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