



Control Number: 37960



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PROJECT NO. 37960

UTILITY: Alenco Communications Inc.

QUARTER ENDING: June 30, 2010

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>			
	<u>Objective</u>	APR	MAY	JNE	
<u>SERVICE ORDERS</u>					
% Regular orders completed in 5 working days	90%	100	100	99	
% Primary orders completed in 5 working days	95%	99	98	100	
% Installation commitments met	90%	100	100	100	
% All Orders Completed in 30 days	99%	100	100	100	
% All Orders Completed in 90 days	100%	100	100	100	
<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	6.0	6.0	6.0	
% of out-of-service reports cleared in 8 working hours	90%	94	92	95	
% Repeated Trouble Reports	22%	0	10	8	

Contact Name: Sid Applin

Contact Telephone Number: 817-447-0127

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF JOHNSON

I, Sid Applin, the attestator, sign my name to this instrument this 13th day of August, 2010, and being a duly authorized officer of Alenco Communications, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

Sid Applin
Signature

General Manager
Title

8-13-2010
Date