



Control Number: 40309



Item Number: 82

Addendum StartPage: 0

PROJECT NO. 40309

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>April</u>	<u>May</u>	<u>June</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	NA	NA	NA
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	NA	NA	NA
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.04%	0.06%	0.01%
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Contact Name: Joseph GlassContact Telephone Number: 800-920-1975, Ext 258

RECEIVED

12 AUG 13 AM 10:03

STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81**

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**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF ARKANSAS

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COUNTY OF LAFAYETTE

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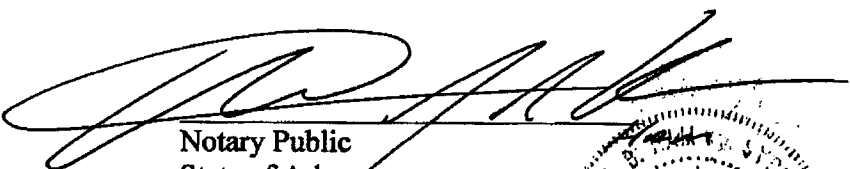
BEFORE ME, the undersigned authority, on this day personally appeared Joseph Glass representing Electra Telephone Company ("the Company"), who on his oath deposed and said:

"My name is Joseph Glass. I am employed by Electra Telephone Company in the position of Plant Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Joseph Glass, Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 7 day of August, 2011.



Notary Public
State of Arkansas

*Commission Expires
6/30/2015*

