



Control Number: 41093



Item Number: 243

Addendum StartPage: 0

Project 41093

Utility- Blossom Telephone Company

Quarter Ending: 1st Quarter 2020

2020 APR 13 AM 10:07

Telephone Service Quality Report

Service Orders

	Objective	Jan	Feb	March
% Regular Orders completed in 5 working days	99%	100	100	100
% Primary Orders completed in 5 working days	98%	100	100	100
% Installation commitments met	98%	100	100	100
% All orders completed in 30 days	100%	100	100	100
% All orders completed in 90 days	100%	100	100	100

Answer Time

Toll & Assistance ("0") answer time

Average answer time in seconds (or 85% wth 10 secs)	3.3	4	3	3
Directory assistance answer time	5.9	5	5	5
Repair Service answer time	5.9	4	5	5

Trouble Reports

Customer trouble reports per 100 access lines		0.02	.01	.02
% of out of service reports cleared in 8 work hrs	100	100	100	100
% Repeated Trouble tickets	1%	1	0	0

Contact Person: Kelly Dorries

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243