



Control Number: 41093



Item Number: 51

Addendum StartPage: 0

UTILITY: CT Cube, L.P. d/b/a  
West Central Wireless and d/b/a Right Wireless

PERIOD ENDING: 03/31/13

RECEIVED

PROJECT NO. 41093

2013 MAY 20 PM 12:50

TELEPHONE SERVICE QUALITY REPORT

PUBLIC UTILITY COMMISSION  
FILING CLERK

		REPORT MONTHS			FIL
	Objective	JAN	FEB	MAR	
<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%	0%	0%	0%	
<u>OPERATOR-HANDLED CALLS</u>					
7. Toll & Assistance ("0") answer time*					
% Answered within 10 seconds	85%	n/a	n/a	n/a	
Average answer time	<3.3 sec.	n/a	n/a	n/a	
8. Directory assistance answer time*					
% Answered within 10 seconds	85%	n/a	n/a	n/a	
Average answer time	<5.9 sec.	n/a	n/a	n/a	
9. Business office answer time					
% Answered within 20 seconds	90%	100%	100%	100%	
Average answer time	<5.9 sec.	1	1	1	
10. Repair service					
% Answered within 20 seconds	90%	n/a	n/a	n/a	
Average answer time	<5.9 sec.	n/a	n/a	n/a	
<u>TROUBLE REPORTS</u>					
11. Customer trouble reports per 100 access lines					
Serving 10,000 or fewer lines	<6	3	2	2	
Serving 10,000 or more lines	<3	1	1	1	
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

Submitted by: John Staurulakis, Inc.  
Email Address: cneugebauer@jsitel.com

Name: Cindy Neugebauer  
Telephone: (512) 338-0473

STATEMENT OF ATTESTATION

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

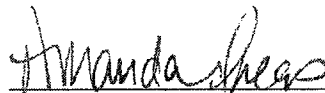
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PUBLIC UTILITY COMMISSION  
  
OF TEXAS

STATE OF TEXAS       §  
                                  §  
COUNTY OF TOM GREEN §

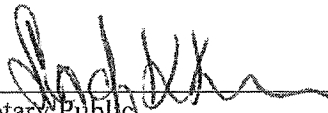
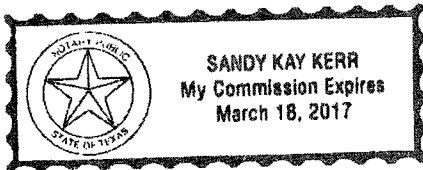
BEFORE ME, the undersigned authority, on this day personally appeared Amanda Preas representing CT Cube, L.P. d/b/a West Central Wireless and d/b/a Right Wireless ("the Company"), who on her oath deposed and said:

"My name is Amanda Preas. I am employed by the Company in the position of Billing Supervisor. 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."



Amanda Preas, Billing Supervisor

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 20<sup>th</sup> day of May, 2013.

  
\_\_\_\_\_  
Notary Public  
State of Texas