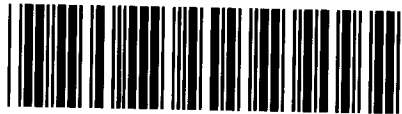


Control Number: 42147



Item Number: 119

Addendum StartPage: 0

UTILITY: Industry Telephone CompanyQUARTER ENDING: 9/30/14

PROJECT NO. 42147

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

COPY2014 OCT 16 AM 9:04
PUBLIC UTILITY SERVICE
FILING CLERK

	<u>Objective</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed within 30 days	99%	100%	100%	100%
% All Orders Completed within 90 days	100%	100%	100%	100%
<u>OPERATOR-HANDLED CALLS</u>				
Toll & Assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3 sec.	100%	100%	100%
Directory Assistance answer time Average answer time in seconds (or 85% within ten seconds)	5.9 sec.	100%	100%	100%
Repair Service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9 sec.	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	.44	.24	.39
Serving 10,000 or more lines	<3			
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	22%	0%	0%

*fill in according to recording methods used

Submitted by: Industry Telephone Company
Email Address: hack@industrytelco.comName: Rodney Hackemack
Telephone: 979-357-4411

119

COPY

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF AUSTIN

I, Robin Marek, the attestator, sign my name to this instrument this 7th day of October, 2014, and, being a duly authorized officer of Industry Telephone Company, 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.

Robin Marek
Signature

GENERAL MANAGER
Title

10-7-14
Date