



Control Number: 42147



Item Number: 77

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UTILITY: Telenational Communications, Inc.

PERIOD ENDING: 06/30/2014

PROJECT NO. ~~41093~~ 42147

TELEPHONE SERVICE QUALITY REPORT

14 JUL 25 AM 9:22

	Objective	REPORT MONTHS		
		APRIL	MAY	JUNE
<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%	97%	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%	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	2.2	1.3	1.4
Serving 10,000 or more lines	<3	##	##	##
12. % of out-of-service reports cleared in 8 working hours	90%	96%	99%	98%
13. % Repeated Trouble Reports	<22%	3%	2%	1%

*fill in according to recording methods used

Submitted by: Telenational Communications, Inc.
Email Address: sluang@telenetional.net

Name: Sotheara Leang
Telephone: (903) 264-1111

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

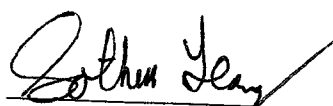
STATE OF TEXAS

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COUNTY OF HENDERSON §

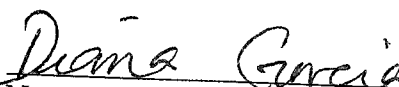
BEFORE ME, the undersigned authority, on this day personally appeared Sotheara Leang representing Telenational Communications, Inc. ("the Company"), who on his oath deposed and said:

"My name is Sotheara Leang. I am employed by Telenational Communications, Inc. in the position of Vice President-Operations. 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."



Sotheara Leang, Vice President-Operations

22 SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the July day of 2013.



Notary Public

State of Texas

