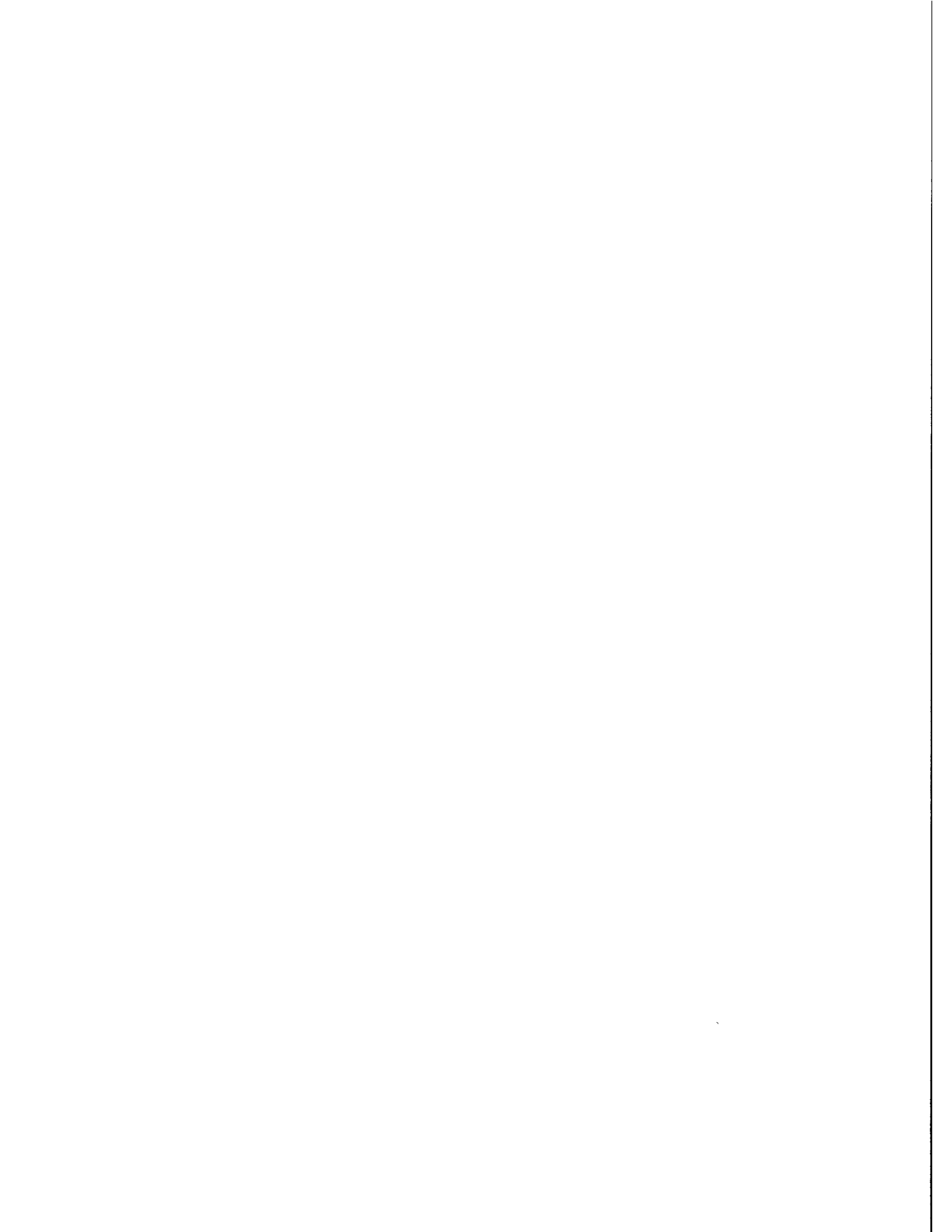


Control Number: 44022



Item Number: 151

Addendum StartPage: 0



UTILITY: CGKC&H #2 Rural Limited Partnership  
d/b/a West Central Wireless and d/b/a Right Wireless

PERIOD ENDING: 09/30/15

RECEIVED

PROJECT NO. 44022

2015 NOV 13 PM 2:23

TELEPHONE SERVICE QUALITY REPORT

PUBLIC UTILITY COMMISSION  
FILING CLERK

|  | Objective | REPORT MONTHS |      |      |
|--|-----------|---------------|------|------|
|  |           | JUL           | AUG  | SEP  |
| <b><u>INSTALLATION OF SERVICE</u></b>                      |           |               |      |      |
| 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%   |
| <b><u>OPERATOR-HANDLED CALLS</u></b>                       |           |               |      |      |
| 7. Toll & Assistance ("0") answer time*                    |           |               |      |      |
| % Answered within 10 seconds                               | 85%       | 100%          | 100% | 100% |
| Average answer time  | <3.3 sec. | 1             | 1    | 1    |
| 8. Directory assistance answer time*                       |           |               |      |      |
| % Answered within 10 seconds                               | 85%       | 100%          | 100% | 100% |
| Average answer time  | <5.9 sec. | 1             | 1    | 1    |
| 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%       | 100%          | 100% | 100% |
| Average answer time  | <5.9 sec. | 1             | 1    | 1    |
| <b><u>TROUBLE REPORTS</u></b>                              |           |               |      |      |
| 11. Customer trouble reports per 100 access lines          |           |               |      |      |
| Serving 10,000 or fewer lines                              | <6        | 0             | 0    | 0    |
| Serving 10,000 or more lines                               | <3        | 0             | 0    | 0    |
| 12. % of out-of-service reports cleared in 8 working hours | 90%       | 100%          | 100% | 100% |
| 13. % Repeated Trouble Reports                             | <22%      | 0%            | 0%   | 0%   |

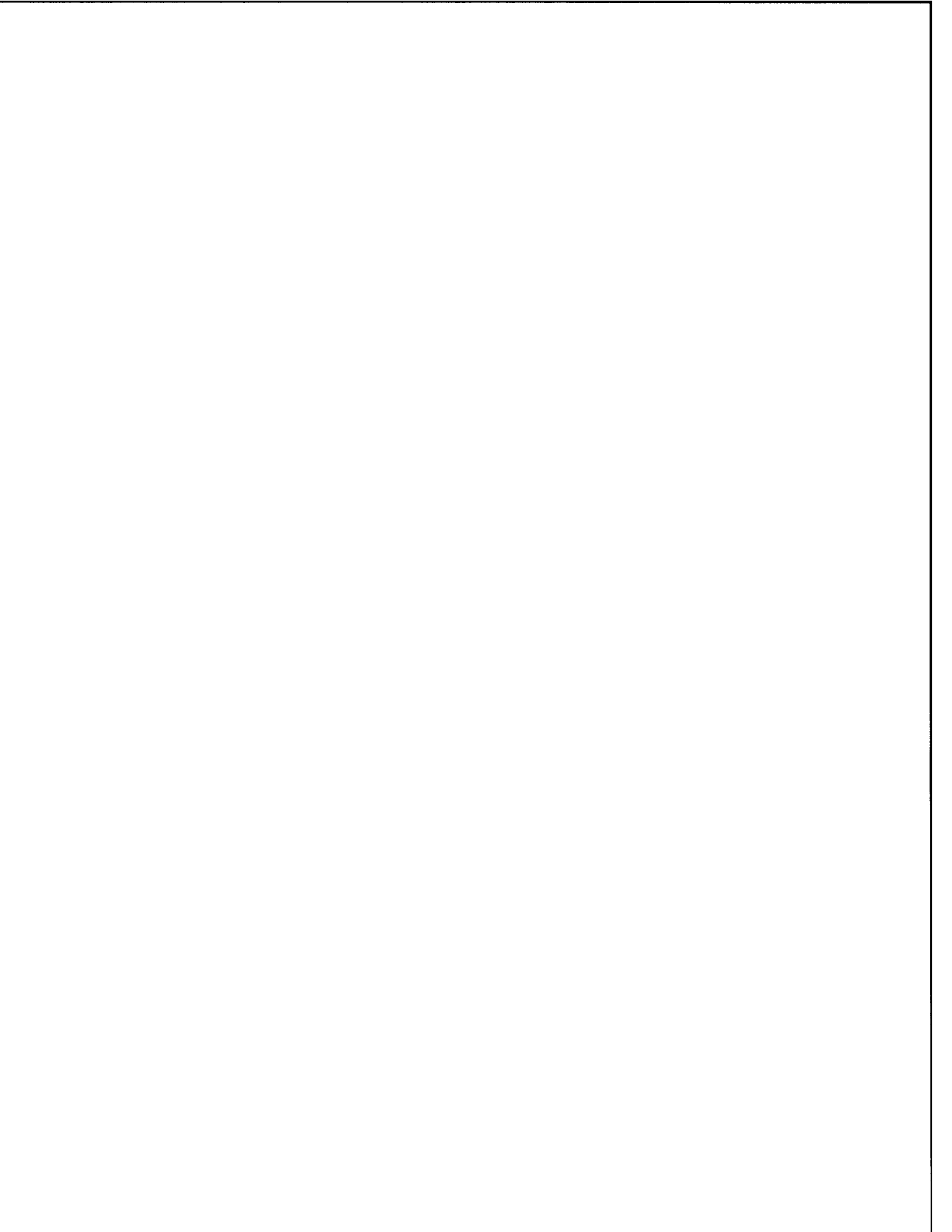
\*fill in according to recording methods used

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

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

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STATEMENT OF ATTESTATION

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

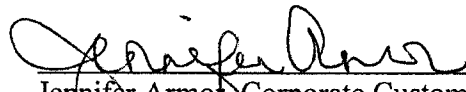
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§  
§  
§

PUBLIC UTILITY COMMISSION  
  
OF TEXAS

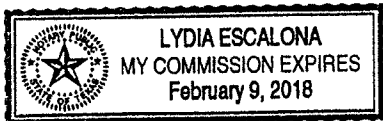
STATE OF TEXAS           §  
  §  
COUNTY OF TOM GREEN §

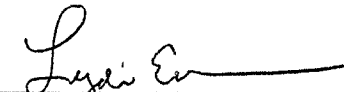
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Armor representing CGKC&H #2 Rural Limited Partnership d/b/a West Central Wireless and d/b/a Right Wireless (“the Company”), who on her oath deposed and said:

“My name is Jennifer Armor. I am employed by the Company in the position of Corporate Customer Services 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.”

  
\_\_\_\_\_  
Jennifer Armor, Corporate Customer  
Services Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 13 day of November, 2015.



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

