



Control Number: 44022



Item Number: 167

Addendum StartPage: 0

PROJECT NO. 44022

**COPY**

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

|   | <u>Objective</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> |
|---|------------------|------------|------------|------------|
| <b><u>SERVICE ORDERS</u></b>  |                  |            |            |            |
| % 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%       |
| <b><u>OPERATOR-HANDLED CALLS</u></b>  |                  |            |            |            |
| Toll & Assistance ("0") answer time<br>Average answer time in seconds (or 85% within ten seconds) | 3.3 sec.         | 100%       | 100%       | 100%       |
| Directory Assistance answer time<br>Average answer time in seconds (or 85% within ten seconds)    | 5.9 sec.         | 100%       | 100%       | 100%       |
| Repair Service answer time<br>Average answer time in seconds (or 90% within twenty seconds)       | 5.9 sec.         | 100%       | 100%       | 100%       |
| <b><u>TROUBLE REPORTS</u></b>   |                  |            |            |            |
| Customer trouble reports per 100 access lines   |                  |            |            |            |
| Serving 10,000 or fewer lines   | <6               | .44        | .74        | .29        |
| Serving 10,000 or more lines  | <3               |            |            |            |
| % of out-of-service reports cleared in 8 working hours  | 90%              | 100%       | 93%        | 100%       |
| % Repeated Trouble Reports  | 22%              | 0%         | 0%         | 0%         |

2016 JAN 19 AM 9:48  
 TELECOMMISSION  
 FILING CLERK

\*fill in according to recording methods used

Submitted by: Industry Telephone Company  
 Email Address: hack@industrytelco.com

Name: Rodney Hackemack  
 Telephone: 979-357-4411

 COPY

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF AUSTIN

I, Karen Raeke, the attestator, sign my name to this instrument this 15th day of January 2016 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.

Karen Raeke  
Signature

SECRETARY  
Title

1-16-2016  
Date