

Control Number: 45517



Item Number: 122

Addendum StartPage: 0

PROJECT NO. 45517

2016 OCT 19 PM 3: 13

TELEPHONE SERVICE QUALITY REPORT FUBLIC UTILITY COMMISSION FILING CLERK

Note	r.	r		REPORT MONTHS			
1. % Primary orders completed in 5 working days 95% NA NA NA 2. % Regular orders completed in 5 working days 90% NA NA NA 3. % Service installations completed within 30 days 4. % Service installations completed within 90 days 100% NA NA NA 4. % Service installations completed within 90 days 100% NA NA NA 5. % Installation commitments met 90% NA NA NA 6. % Held regrade orders <1% NA NA NA OPERATOR-HANDLED CALLS 1. 7. Toll & Assistance ("0") answer time* **<	ti.	Objective					
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7. Toll & Assistance ("0") answer time*		<1%	NA .	NA	NA .		
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% Answered within 10 seconds 85% 100% 100% 100% Average answer time <3.3 sec.	7 Toll & Assistance ("0") answer time*		~ *,				
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9. Business office answer time % Answered within 20 seconds Average answer time 5.9 sec. 1.0 . 1.0 10. Repair service % Answered within 20 seconds Average answer time 5.9 sec. 1.0 . 1.0 100%	•	85%	100%	100%	100%		
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10. Repair service % Answered within 20 seconds Average answer time 5.9 sec. 1.0 1.0 1.0 TROUBLE REPORTS 11. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines Serving 10,000 or more lines 6 0 0 0 Serving 10,000 or more lines 7 0 0 0 12. % of out-of-service reports cleared in 8 working hours 90% 100% 100% 100% 100% 100% 100% 100%	% Answered within 20 seconds				100%		
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13. % Repeated Trouble Reports <22% 0% 0% 0% *fill in according to recording methods used		90%	100%	100%	100%		
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	13. % Repeated Trouble Reports	<22%	0%	0%	0%		
	*fill in according to recording methods used						
	Submitted by: West Central Wireless	Name:	Jennifer Armor				
Email Address: jennifer@wcc.net Telephone: (325) 944-9016	Email Address: jennifer@wcc.net	Γelephone:	(325) 944-9016				

Note: Installation of Service NA - Not Applicable for a Wireless Carrier.

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STATEMENT OF ATTESTATION

TEXAS TELEPHONE SERVICE QUALITY REPO	§ 8 тя	PUBLIC UTILITY COMMISSION
PURSUANT TO P.U.C. SUBST. RS. 26.54 & 26.81	\$ \$ \$	OF TEXAS
SUDS1. RS. 20.34 & 20.01	8	
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STATE OF TEXAS	§	
COUNTY OF TOM GREEN	§. §	

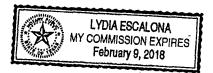
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Armor representing TX RSA 15B2 Limited Partnership d/b/a Five Star Wireless and d/b/a Right Wireless ("the Company"), who on her oath deposed and said:

"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 day of <u>October</u>, 2016.



Notary Public State of Texas