



Control Number: 45517



Item Number: 177

Addendum StartPage: 0

PROJECT NO. 45517

RECEIVED

TELEPHONE SERVICE QUALITY REPORT

2017 JAN 19 AM 9:05

		REPORT MONTHS			PUBLIC UTILITY COMMISSION
	Objective	OCT	NOV	BEG. CLERK	
<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%	100%	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%	85.3%	85.1%	86.4%	
Average answer time	<3.3 sec.				
8. Directory assistance answer time*					
% Answered within 10 seconds	85%	77.33%	100%	98.04%	
Average answer time	<5.9 sec.				
Corrective Action Details: Reallocation of network and personnel resources					
9. Business office answer time					
% Answered within 20 seconds	90%	99%	99%	98%	
Average answer time	<5.9 sec.	3.6	3.6	3.7	
10. Repair service					
% Answered within 20 seconds	90%	99%	99%	98%	
Average answer time	<5.9 sec.	3.6	3.6	3.7	
<u>TROUBLE REPORTS</u>					
11. Customer trouble reports per 100 access lines					
Serving 10,000 or fewer lines	<6	1.99	2.72	1.82	
12. % of out-of-service reports cleared in 8 working hours	90%	98%	97%	98%	
13. % Repeated Trouble Reports	<22%	6%	4%	3%	

*fill in according to recording methods used

Submitted by: Totelcom Communications, LLC
Email Address: toney.prather@totelcom.netName: Toney Prather
Telephone: 254-893-1000

177

STATEMENT OF ATTESTATION

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

§
§
§
§

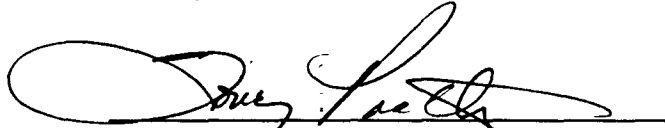
PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF COMANCHE §

BEFORE ME, the undersigned authority, on this day personally appeared Toney Prather representing Totelcom Communications, LLC, who on his oath deposed and said:

“My name is Toney Prather. I am employed by Totelcom Communications, LLC in the position of President. 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.”


Toney Prather, President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 16th day of January, 2017.




Notary Public
State of Texas