



Control Number: 45517



Item Number: 201

Addendum StartPage: 0

PROJECT NO. 45517

TELEPHONE SERVICE QUALITY REPORT

RECEIVED

2017 FEB 10 PM 3:03

REPORT MONTHS

	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>INSTALLATION OF SERVICE</u>				
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	99%	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**

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec.	1.0	1.0	1.0
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<5.9 sec.	1.0	1.0	1.0
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	1.0	1.0	1.0
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
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	<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: West Central Wireless  
Email Address: jennifer@wcc.net

Name: Jennifer Armor  
Telephone: (325) 944-9016

Note: Installation of Service Reported as NA – Not applicable for a Wireless Carrier

201  
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**STATEMENT OF ATTESTATION**

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

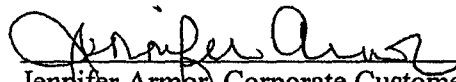
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PUBLIC UTILITY COMMISSION  
  
OF TEXAS

STATE OF TEXAS           §  
                                  §  
COUNTY OF TOM GREEN §

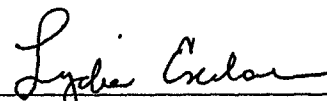
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Armor representing CGKC&H #2 Rural Limited Partnership d/b/a West Central Wireless and d/b/a Right Wireless ("the Company"), who on her oath deposed and said:

"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  
2<sup>nd</sup> day of February, 2017.



  
Notary Public  
State of Texas