

Control Number: 45517



Item Number: 2

Addendum StartPage: 0

UTILITY: CT Cube, L.P. d/b/a
West Central Wireless and d/b/a Right Wireless

PERIOD ENDING: 03/31/16

PROJECT NO. 45517

2016 MAR 21 PM 2:45

TELEPHONE SERVICE QUALITY REPORT

PUBLIC UTILITY COMMISSION
FILING CLERK

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<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%	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
<u>TROUBLE REPORTS</u>				
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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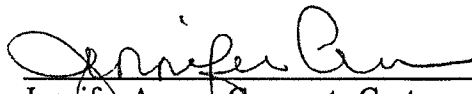
PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS §
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COUNTY OF TOM GREEN §

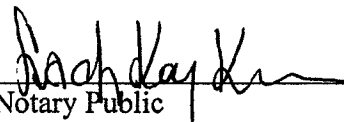
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Armor representing CT Cube, L.P. d/b/a West Central Wireless and d/b/a Right Wireless ("the Company"), who on her oath deposed and said:

"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 18 day of March, 2016.



Notary Public
State of Texas

