



Control Number: 46729



Item Number: 210

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PROJECT NO. 41093

46729

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2018 JAN 17 PM 11:46

UTILITY: Alenco Communications, Inc.

QUARTER ENDING: December 31, 2017

PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	Oct	Nov	Dec
% Regular orders completed in 5 working days	90%	95	96	96
% Primary orders completed in 5 working days	95%	99	99	92
% Installation commitments met	90%	98	98	97
% All Orders Completed in 30 days	99%	98	97	97
% All Orders Completed in 90 days	100%	100	100	100

ANSWER TIME

Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	2.5	2.7	2.4
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	3.0	2.0	2.5
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	3.0	2.5	3.2

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	3.0	3.0	3.0
% of out-of-service reports cleared in 8 working hours	90%	96	97	98
% Repeated Trouble Reports	22%	0	0	0

Contact Name: Ray Bussell

Contact Telephone Number: 817-447-0127

Revised October 2006

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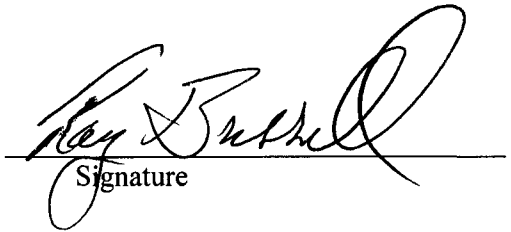
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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF JOHNSON

I, Ray Bussell, the attestator, sign my name to this instrument this 9th day of January, 2018, and being a duly authorized officer of Alenco Communications, Inc. 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.



Signature

Ray Bussell
General Manager

January 9, 2018



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