

Control Number: 46729



Item Number: 7

Addendum StartPage: 0

PROJECT NO. 46729

TELEPHONE SERVICE QUALITY REPORT

RECEIVED

2017 APR 20 AM 9:01

REPORT MONTHS

JAN PUBLIC UTILITY COMMISSION
FEB FILING CLERK
MARINSTALLATION OF SERVICEObjective

| | | | | |
|---|------|------|------|------|
| 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% |

OPERATOR-HANDLED CALLS

| | | | | |
|---|-----------|------|------|------|
| 7. Toll & Assistance ("0") answer time* | | | | |
| % Answered within 10 seconds | 85% | 90% | 89% | 89% |
| Average answer time | <3.3 sec. | | | |
| 8. Directory assistance answer time* | | | | |
| % Answered within 10 seconds | 85% | 100% | 100% | 100% |
| Average answer time | <5.9 sec. | | | |
| 9. Business office answer time | | | | |
| % Answered within 20 seconds | 90% | 98% | 97% | 97% |
| Average answer time | <5.9 sec. | 3.7 | 3.6 | 3.6 |
| 10. Repair service | | | | |
| % Answered within 20 seconds | 90% | 98% | 97% | 97% |
| Average answer time | <5.9 sec. | 3.7 | 3.6 | 3.6 |

TROUBLE REPORTS

| | | | | |
|--|------|------|------|------|
| 11. Customer trouble reports per 100 access lines | | | | |
| Serving 10,000 or fewer lines | <6 | 3.12 | 2.27 | 1.43 |
| 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: North Texas Telephone Co
Email Address: toncy.prather@totelcom.netName: Toney Prather
Telephone: 254-893-4600

STATEMENT OF ATTESTATION

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

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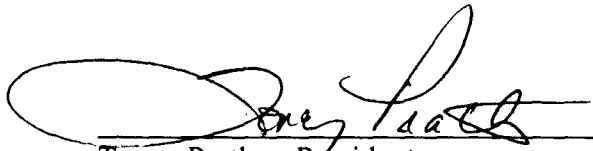
PUBLIC UTILITY COMMISSION

OF TEXAS

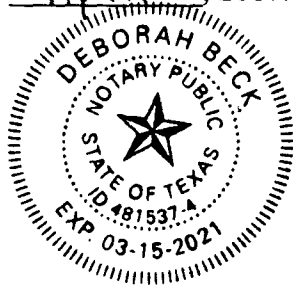
STATE OF TEXAS §
§
COUNTY OF COMANCHE §


BEFORE ME, the undersigned authority, on this day personally appeared Toney Prather representing North Texas Telephone Company, who on his oath deposed and said:

"My name is Toney Prather. I am employed by North Texas Telephone Company 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 17th day of April, 2017.




Notary Public
State of Texas