



Control Number: 47932



Item Number: 70

Addendum StartPage: 0

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

PERIOD ENDING: 06/30/18  
RECEIVED

PROJECT NO. 47932

2018 JUL 27 PM 2:32

TELEPHONE SERVICE QUALITY REPORT

PUBLIC UTILITY COMMISSION  
FILING CLERK

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</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
<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.	1.0	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
<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: 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

70  
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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**

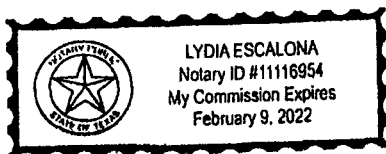
STATE OF TEXAS       §  
                                  §  
COUNTY OF TOM GREEN §


BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Armor representing 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  
27<sup>th</sup> day of July, 2018.



  
\_\_\_\_\_  
Notary Public  
State of Texas