



Control Number: 47932



Item Number: 72

Addendum StartPage: 0

UTILITY: TX RSA 15B2 Limited Partnership
d/b/a Five Star Wireless and d/b/a Right Wireless

PERIOD ENDING: 06/30/18 RECEIVED

2018 JUL 27 PM 2:33

PROJECT NO. 47932

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

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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 §

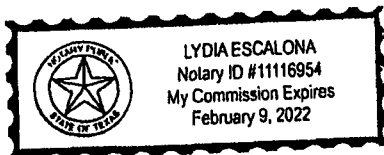
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Armor representing TX RSA 15B2 Limited Partnership d/b/a Five Star Wireless and d/b/a Right Wireless ("the Company"), who on her oath deposed and said:

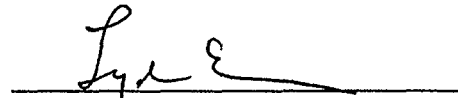
"My name is Jennifer Armor. I am employed by the Company in the position of Corporate Customer Services Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Jennifer Armor, Corporate Customer
Services Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the
27th day of July, 2018.





Notary Public
State of Texas