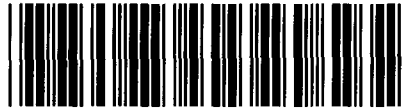




Control Number: 49064



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PROJECT NO. 49064

UTILITY: Central Texas Telephone Cooperative, Inc.

QUARTER ENDING: 09/30/2019

2019 NOV 15 AM 9:00

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>OBJECTIVE</u>	<u>July</u>	<u>August</u>	<u>September</u>
<u>INSTALLATION OF SERVICE</u>				
% Primary orders completed in 5 working days	95%	<u>96%</u>	<u>96%</u>	<u>100%</u>
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Service installations completed within 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Service installations completed within 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Held regrade orders	1%	<u>< 1%</u>	<u>< 1%</u>	<u>< 1%</u>
<u>OPERATOR-HANDLED CALLS</u>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	<u>97.87%</u>	<u>95.69%</u>	<u>96.36%</u>
<i>or</i>				
Average answer time in seconds	3.3			
Directory assistance answer time				
% answered within 10 seconds	85%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
<i>or</i>				
Average answer time in seconds	5.9			
Repair Service answer time				
% answered within 20 seconds	90%	<u>100%*</u>	<u>100%*</u>	<u>100%*</u>
<i>or</i>				
Average answer time in seconds	5.9			
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	<u>0.69%</u>	<u>0.75%</u>	<u>0.66%</u>
<i>or</i>				
Serving 10,000 or more lines	3			
% out-of-service reports cleared in 8 working hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Repeated trouble reports	22%	<u>0.00%</u>	<u>0.04%</u>	<u>0.02%</u>

Contact Name: Jamey Wigley

Contact Telephone: 325-938-5611

* Central Texas Telephone Cooperative, Inc. is currently working with our switch and billing vendors to find a way to capture. We have full time dispatch and customer service staff available and trained to answer within three rings. The total trouble calls for the quarter equals 112 which averages less than 2 per working day.

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