

Control Number: 49064



Item Number: 70

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PROJECT NO. <u>49064</u>

TELEPHONE SERVICE QUALITY REPORT

		REPORTMONTHS		THS ,
INCTALL ADION OF CONTACT	Objective	APR	MAY	<u>jun</u>
INSTALLATION OF SERVICE		P-10	" Tra better	
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 Average answer time	85% <3.3 sec.	100%	100%	100%
8. Directory assistance answer time*% Answered within 10 secondsAverage answer time	85% <5.9 sec.	100%	100%	100%
 Business office answer time Answered within 20 seconds Average answer time 	90% <5.9 sec.	96% 3.5	97% 3.6	98% 3.6
10. Repair service % Answered within 20 seconds Average answer time	90% <5.9 sec.	96% 3.5	97% 3.6	98% 3.6
TROUBLE REPORTS				
11. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines	<6	1.34	.68	1.04
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: jennifer.otwell@totelcom.net	_ Name: _ Telephone:		er Otwell 93-4600	



STATEMENT OF ATTESTATION

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	Š	OF TEXAS
SUBST. RS. 26.54 & 26.81	Š	
	v	

STATE OF TEXAS §
COUNTY OF COMANCHE §

BEFORE ME, the undersigned authority, on this day personally appeared <u>Jennifer Otwell</u> representing <u>North Texas Telephone Company</u>, who on her oath deposed and said:

"My name is <u>Jennifer Otwell</u>. I am employed by <u>North Texas Telephone Company</u> in the position of <u>Vice President</u>. 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 Otwell, Vice President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this

M day of <u>July</u>, 2019.

Notary Public State of Texas