



Control Number: 50447



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50447
PROJECT NO. ~~42147~~

2020 AUG 26 AM 10:06

UTILITY: Alenco Communications, Inc.

QUARTER ENDING: August 31, 2020

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	April	May	June
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	99	98	99
% Primary orders completed in 5 working days	95%	100	99	100
% Installation commitments met	90%	98	97	99
% All Orders Completed in 30 days	99%	99	100	100
% All Orders Completed in 90 days	100%	100	100	100
<u>ANSWER TIME</u>				
Toll & Assistance (“0”) answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	0	0	0
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	0	0	0
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	0	0	0
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	3.0	3.0	3.0
% of out-of-service reports cleared in 8 working hours	90%	93	94	86
% Repeated Trouble Reports	22%	5	3	3

Contact Name: Ray Bussell
Contact Telephone Number: 817-447-0127

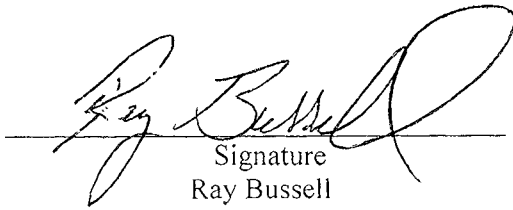
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF JOHNSON

I, Ray Bussell, the attestator, sign my name to this instrument this 11th day of August 11, 2020 and being a duly authorized officer of Alenco Communications, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature
Ray Bussell
General Manager
August 7, 2020