



Control Number: 50447



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Project 41093

Utility- Blossom Telephone Company

Quarter Ending: 4th Quarter, 2020

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Telephone Service Quality Report

Service Orders

	Objective	Oct	Nov	Dec
% Regular Orders completed in 5 working days	99%	100	100	100
% Primary Orders completed in 5 working days	99%	100	100	100
% Installation commitments met	100%	100	100	100
% All orders completed in 30 days	100%	100	100	100
% All orders completed in 90 days	100%	100	100	100

Answer Time

Toll & Assistance ("0") answer time

Average answer time in seconds (or 85% with 10 secs)	3.3	3	4	3
Directory assistance answer time	5.9	5	5	5
Repair Service answer time	5.9	5	5	5

Trouble Reports

Customer trouble reports per 100 access lines		0.02	.04	.04
% of out of service reports cleared in 8 work hrs	100	100	100	100
% Repeated Trouble tickets	1%	0	0	1

Contact Person: Kelly Dorries

Contact Telephone Number 903-982-5200