



Control Number: 50447



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UTILITY: DialToneServices, L.P.
 QUARTER ENDING: June 30, 2020

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>June</u>
<u>SERVICE ORDERS</u>				
1. % Regular orders completed in 5 working days	95%	100%	100%	100%
2. % Primary orders completed in 5 working days	95%	100%	100%	100%
3. % Installation commitments met	90%	100%	100%	100%
4. % All Orders Completed in 30 days	99%	100%	100%	100%
5. % All Orders Completed in 90 days	100%	100%	100%	100%
6. Number of held regrade orders at month end	0	0	0	0
<u>ANSWER TIME</u>				
7. Toll & Assistance ("0") answer time* Average answer time	3.3	2.2	2.2	2.2
8. Directory assistance answer time* Average answer time	5.6	3	3	3
9. Business office % within 20 seconds	90%	92%	92%	92%
10. Repair service % within 20 seconds	90%	92%	92%	92%
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines	6	0.13	0.09	0.16
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	25%	0%	0%	0%

Kirkland, Jasmine

From: Goodwin, Fred
Sent: Friday, July 10, 2020 1:15 PM
To: Kirkland, Jasmine
Cc: Kirkland, Kelly; Reeves, Deven; Trevino, Ana
Subject: 2020 Payphone renewals

ALL:

FYI: I have two payphone renewals pending in the system. Hopefully they have sent their three hard copies and we will receive them soon.

These look almost identical to ADAD renewals but they say "Payphones" and they refer to a different project number: 50306.

There is NO FEE for a payphone renewal, so if you get three copies with no check, look to see if it's a payphone renewal. If so, just let me know and I will process it and provide you the approval letter.

OTOH, if it's an ADAD renewal but missing the check, then I need to contact them to find out what happened to the payment.

Again, ALL payphone licenses expire on the same day: July 31, so as that date approaches, we should see more and more payphone renewals (three hard copies, no check!).

Thanx and let me know if you have any questions.

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Fred Goodwin
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