



Control Number: 50447

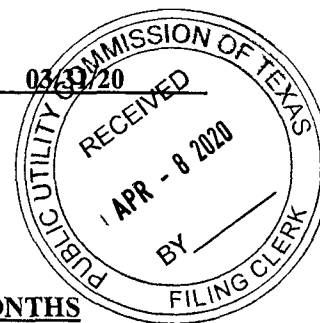


Item Number: 5

Addendum StartPage: 0

UTILITY: CT Cube, L.P. d/b/a
West Central Wireless and d/b/a Right Wireless

PERIOD ENDING: 03/31/20



PROJECT NO. 50447

TELEPHONE SERVICE QUALITY REPORT

| | | <u>REPORT MONTHS</u> | | |
|--|-----------|----------------------|------------|------------|
| | | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> |
| <u>INSTALLATION OF SERVICE</u> | | | | |
| 1. % Primary orders completed in 5 working days | 95% | NA | NA | NA |
| 2. % Regular orders completed in 5 working days | 90% | NA | NA | NA |
| 3. % Service installations completed within 30 days | 99% | NA | NA | NA |
| 4. % Service installations completed within 90 days | 100% | NA | NA | NA |
| 5. % Installation commitments met | 90% | NA | NA | NA |
| 6. % Held regrade orders | <1% | NA | NA | NA |
| <u>OPERATOR-HANDLED CALLS</u> | | | | |
| 7. Toll & Assistance (“0”) answer time* | | | | |
| % Answered within 10 seconds | 85% | 100% | 100% | 100% |
| Average answer time | <3.3 sec. | 1.0 | 1.0 | 1.0 |
| 8. Directory assistance answer time* | | | | |
| % Answered within 10 seconds | 85% | 100% | 100% | 100% |
| Average answer time | <5.9 sec. | 1.0 | 1.0 | 1.0 |
| 9. Business office answer time | | | | |
| % Answered within 20 seconds | 90% | 100% | 100% | 100% |
| Average answer time | <5.9 sec. | 1.0 | 1.0 | 1.0 |
| 10. Repair service | | | | |
| % Answered within 20 seconds | 90% | 100% | 100% | 100% |
| Average answer time | <5.9 sec. | 1.0 | 1.0 | 1.0 |
| <u>TROUBLE REPORTS</u> | | | | |
| 11. Customer trouble reports per 100 access lines | | | | |
| Serving 10,000 or fewer lines | <6 | 0 | 0 | 0 |
| Serving 10,000 or more lines | <3 | 0 | 0 | 0 |
| 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: West Central Wireless
Email Address: jennifer@wcc.net

Name: Jennifer Armor
Telephone: (325) 944-9016

Note: Installation of Service Reported as NA – Not applicable for a Wireless Carrier

5

STATEMENT OF ATTESTATION

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

§
§
§
§

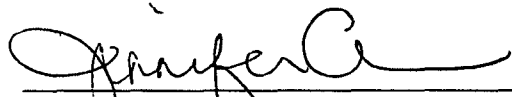
PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF TOM GREEN §

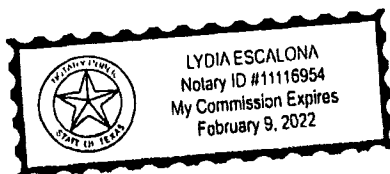
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Armor representing CT Cube, L.P. d/b/a West Central Wireless and d/b/a Right Wireless ("the Company"), who on her oath deposed and said:

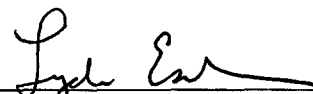
"My name is Jennifer Armor. I am employed by the Company in the position of Corporate Customer Services Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Jennifer Armor, Corporate Customer
Services Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the
8th day of April, 2020.





Notary Public
State of Texas