



Filing Receipt

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Control Number - 51704
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UTILITY: DialToneServices, L.P.
QUARTER ENDING: October 5, 2021

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	July	Aug	Sep
<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	2.3	2.3	2.3
8. Directory assistance answer time* Average answer time	5.6	3	3	3
9. Business office % within 20 seconds	90%	93%	92%	91%
10. Repair service % within 20 seconds	90%	91%	93%	92%
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines	6	0.28	0.13	0.09
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	25%	0%	0%	0%