



Filing Receipt

Filing Date - 2023-04-13 10:53:07 PM

Control Number - 54465

Item Number - 5

UTILITY: DialToneServices, L.P.
QUARTER ENDING: March 31st, 2023

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	Jan	Feb	Mar
<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	2.1	2.1	2.1
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%	91%
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines	6	0.06	0.08	0.17
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	25%	0%	0%	0%