



## **Filing Receipt**

**Filing Date - 2024-07-11 09:59:28 PM**

**Control Number - 56001**

**Item Number - 48**

UTILITY: DialToneServices, L.P.  
QUARTER ENDING: June 30th, 2024

**TELEPHONE SERVICE QUALITY REPORT**

**REPORT MONTHS**

	<b><u>Objective</u></b>	<b>Apr</b>	<b>May</b>	<b>June</b>
<b><u>SERVICE ORDERS</u></b>				
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_
<b><u>ANSWER TIME</u></b>				
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%
<b><u>TROUBLE REPORTS</u></b>				
11. Customer trouble reports per 100 access lines	_6_	0.06	0.06	0.06
12. % of out-of-service reports cleared in 8 working hours	90_%	100%	100%	100%
13. % Repeated Trouble Reports	25_%	_0_%	0_%	0_%