

# Service Quality Report

## Period Covered: July 1, 2004 - June 30, 2005

REPORTING COMPANY	ANSWERTIMES										TROUBLE REPORTS, SERVICE ORDERS, AND CUSTOMER APPOINTMENTS			
	Operator "0"	Directory Assistance	Business Office	Repair Service	Initial Customer Trouble Reports	Repeat Customer Trouble Reports	Out-of-Service Troubles Cleared within 24 Hours	Regular Service Orders Completed within 5 Working Days	New Service Installation Appointments Not Met or Company Reasons	New Service Held Orders Not Completed within 30 Days				
Company A														
Company B														
Company C	*													
Company D														
Company E														
Company F														
Company G														
Company H														
Company I														
Company J														
Company K														
Company L														
Company M														
Company N														
Company O														
Company P														
Company Q														
Company R														
Company S														
Company T														
Company U														
Company V														
Company W														
Company X														
Company Y														
Company Z														
Company AA														
Company BB														

✓ indicates the company met the objective.  
 ■ indicates the company failed to meet the objective.  
 \* The company has requested waiver of Commission objectives due to inclement weather. The data shown represent an average of the unaffected months.

**SERVICE QUALITY WEBSITE REPORTING FORM**

**COMPANY NAME:**  
**REPORTING PERIOD:**  
**AREAS SERVED IN NC:**

**TYPE OF SERVICE PROVIDED:**

<b>Basic Residential?</b>	<b>Yes</b>	<b>No</b>	<b>Prepaid Residential?</b>	<b>Yes</b>	<b>No</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Basic Business?</b>			<b>Complex Business?</b>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Description</b>	<b>Objective</b>	<b>Compliance?</b>	<b>Comments</b>
Operator "O" Answertime	90% or more of calls answered within 10 seconds or ASA of 6 seconds	<input type="checkbox"/>	
Directory Assistance Answertime	85% or more of calls answered within 10 seconds or ASA of 6 seconds	<input type="checkbox"/>	
Business Office Answertime	ASA of 30 seconds	<input type="checkbox"/>	
Repair Service Answertime	ASA of 30 seconds	<input type="checkbox"/>	
Initial Customer Trouble Reports	4.75 or less per 100 total access lines	<input type="checkbox"/>	
Repeat Reports	1.0 report or less per 100 total access lines	<input type="checkbox"/>	
Out-of-Service Troubles Cleared within 24 Hours	95% or more	<input type="checkbox"/>	
Regular Service Orders Completed within 5 Working Days	90% or more	<input type="checkbox"/>	
New Service Installation Appointments Not Met for Company Reasons	5% or less	<input type="checkbox"/>	
New Service Held Orders Not Completed within 30 days	0.1% or less of total access lines	<input type="checkbox"/>	

Compliance is reported based on the company's average performance over the reporting period.

indicates the company met the objective.

indicates the company did not meet the objective.

"ASA" is Average Speed of Answer.

Comments are added at discretion of the reporting company to explain deviations from the service quality objectives. Any comments of the reporting company do not necessarily reflect the views of the North Carolina Utilities Commission or the North Carolina Utilities Commission – Public Staff.

“N/A” means that the objective is not applicable to the reporting company.