

**California Public Utilities Commission  
Service Quality Standards Reporting  
General Order No. 133-C**

Company Name: Custom Teleconnect, Inc.

U#: U-6017-C

Report Year: 2011

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Technologies Management, Inc.

N/A - Long Distance Carrier Only

Measurement (Compile monthly, file quarterly)		Date filed (05/15/11)			Date filed (08/15/11)			Date filed (11/15/11)			Date filed (02/15/12)				
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
<b>Installation Interval</b> Min. standard = 5 bus. days	Total # of business days	N/A	N/A	N/A											
	Total # of service orders	N/A	N/A	N/A											
	Avg. # of business days	N/A	N/A	N/A											
<b>Installation Commitment</b> Min. standard = 95% commitment met	Total # of installation commitments	N/A	N/A	N/A											
	Total # of installation commitment met	N/A	N/A	N/A											
	Total # of installation commitment missed	N/A	N/A	N/A											
	% of commitment met	N/A	N/A	N/A											
<b>Customer Trouble Report</b>		N/A	N/A	N/A											
<b>Min. Standard</b>	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	N/A	N/A	N/A										
		Total # of trouble reports	N/A	N/A	N/A										
		% of trouble reports	N/A	N/A	N/A										
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	N/A	N/A	N/A										
		Total # of trouble reports	N/A	N/A	N/A										
		% of trouble reports	N/A	N/A	N/A										
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines	N/A	N/A	N/A										
		Total # of trouble reports	N/A	N/A	N/A										
		% of trouble reports	N/A	N/A	N/A										
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs	Total # of outage report tickets	N/A	N/A	N/A											
	Total # of repair tickets restored in < 24hrs	N/A	N/A	N/A											
	% of repair tickets restored ≤ 24 Hours	N/A	N/A	N/A											
	Sum of the duration of all outages (hh:mm)	N/A	N/A	N/A											
	Avg. outage duration (hh:mm)	N/A	N/A	N/A											
<b>Measurement (Compile quarterly, file annually on February 15)</b>				<b>1st Quarter</b>			<b>2nd Quarter</b>			<b>3rd Quarter</b>			<b>4th Quarter</b>		
<b>Answer Time (Trouble Reports "TR", Billing &amp; Non-Billing)</b> Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)		Total # of calls for TR, Billing & Non-Billing		N/A											
		Total # of call seconds to reach live agent		N/A											
		% ≤ 60 seconds		N/A											

**Primary Utility Contact Information**

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Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)