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

Company Name: LDMI Telecommunications, Inc **U#:** U-5837-C **Report Year:** 2010

Reporting Unit Type: ☑ Total Company ☐ Exchange ☐ Wire Center **Reporting Unit Name:** Technologies Management, Inc.

This carrier provided Long Distance service only, and therefore has no access lines

Measurement (Compile monthly, file quarterly)			Date filed (05/15/10) 1st Quarter			Date filed (08/15/10) 2nd Quarter			Date filed (11/15/10) 3rd Quarter			Date filed (02/15/11) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days												
		Total # of service orders												
		Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met		Total # of installation commitments												
		Total # of installation commitment met												
		Total # of installation commitment missed												
		% of commitment met												
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Out of Service Report Min. standard = 90% within 24 hrs		Total # of outage report tickets												
		Total # of repair tickets restored in ≤ 24hrs												
		% of repair tickets restored ≤ 24 Hours												
		Sum of the duration of all outages (hh:mm)												
		Avg. outage duration (hh:mm)												

Measurement (Compile quarterly, file annually on February 15)		1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Answer Time (Trouble Reports "TR", Billing & Non-Billing) 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				
	Total # of call seconds to reach live agent				
	% ≤ 60 seconds				

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)