



Judith A. Riley, J.D.

5909 NW Expressway, Suite 101
Oklahoma City, Ok 73132

May 9, 2011

VIA UPS Express Delivery

California Public Utilities Commission
Attn: Telecommunications Division
505 Van Ness Avenue, Room 3203
San Francisco, CA 94102

RE: Quality of Service Standards Report

Operator Service Company, LLC

U-5316-C

Operator Service Company, LLC hereby submits the 1st Quarter 2011 Quality of Service Standards report in accordance with Decision 09-07-019 and General Order 133-C of the California Public Utilities Commission Communication Division requirements.

Should you have any questions or need additional information, please do not hesitate to contact me at (405) 755-8177 ext. 25 or via email at amckay@telecompliance.net

Sincerely,

A handwritten signature in black ink that reads "Alicia G. McKay". The signature is written in a cursive, flowing style.

Alicia G. McKay
Regulatory Agent

Enclosure

RECEIVED
CALIF PUBLIC UT
2011 MAY 11 PM 2:04
COMMUNICATIONS DIVISION
DIRECTOR'S OFFICE

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

Company Name: Operator Service Company, LLC

U#: 5316

Report Year: _____

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: _____

Measurement (Compile monthly, file quarterly)

	Date filed (05/15/2011) 1st Quarter			Date filed (08/15/11) 2nd Quarter			Date filed (11/15/11) 3rd Quarter			Date filed (02/15/12) 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	0	0	0	0	0	0	0	0	0	0	0	0
Total # of service orders	0	0	0	0	0	0	0	0	0	0	0	0
Avg. # of business days	0	0	0	0	0	0	0	0	0	0	0	0
Total # of installation commitments	0	0	0	0	0	0	0	0	0	0	0	0
Total # of installation commitment met	0	0	0	0	0	0	0	0	0	0	0	0
Min. standard = 95% commitment met												
Total # of installation commitment missed	0	0	0	0	0	0	0	0	0	0	0	0
% of commitment met	0	0	0	0	0	0	0	0	0	0	0	0
Customer Trouble Report												
Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)												
% of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)												
Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
% of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
Total # of working lines	0	0	0	0	0	0	0	0	0	0	0	0
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)												
Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
% of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0
Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0
Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	0	0	0	0	0	0	0	0
% of repair tickets restored ≤ 24 Hours	0	0	0	0	0	0	0	0	0	0	0	0
Sum of the duration of all outages (th:mm)	0	0	0	0	0	0	0	0	0	0	0	0
Avg. outage duration (th:mm)	0	0	0	0	0	0	0	0	0	0	0	0
Out of Service Report												
Min. standard = 90% within 24 hrs												

	Measurement (Compile quarterly, file annually on February 15)			
	Total # of calls for TR, Billing & Non-Billing	Total # of call seconds to reach live agent	% ≤ 60 seconds	
Answer Time (Trouble Reports "TR", Billing & Non-Billing)	0	0	0	
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)				

* Operator Service Company, LLC provides operator services only with no direct end users.

Primary Utility Contact Information

Name: Alicia G. McKay

Phone: 405.755.8177 ext. 25

Email: amckay@telecompliance.net

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)