

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

Company Name: Talk America Inc. d/b/a Cavalier Telephone also d/b/a Cavalier Business U#: U-5535-C Report Year: 2010

Reporting Unit Type:  Total Company  Exchange  Wire Center

Reporting Unit Name: Technologies Management, Inc.

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			
<b>Installation Interval</b> Min. standard = 5 bus. days															
<b>Installation Commitment</b> Min. standard = 95% commitment met															
<b>Customer Trouble Report</b>															
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)															
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)															
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)															
<b>Out of Service Report</b> Min. standard = 90% within 24 hrs															
<b>Measurement (Compile quarterly, file annually on February 15)</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			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
	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)