

TELECOM

PROFESSIONALS, INC.

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COMMUNICATIONS DIVISION
DIRECTOR'S OFFICE
5909 NW Expressway, Suite 101
Oklahoma City, Ok 73132

Judith A. Riley, J.D.

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

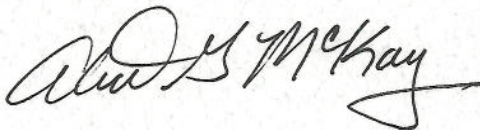
Think 12 Corporation d/b/a Hello Depot

U-6784-C

Think 12 Corporation d/b/a Hello Depot 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,



Alicia G. McKay
Regulatory Agent

Enclosure

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

Company Name: Think 12 Corporation U#: U-6784 Report Year: 2011

Reporting Unit Type: Total Company Exchange Wire Center Reporting Unit Name: _____

Measurement (Compile monthly, file quarterly)	Date filed (05/15/11) 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	21	20	23								
	Total # of service orders	7	24	36								
	Avg. # of business days	2	3	2								
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments	7	24	36								
	Total # of installation commitment met	7	23	35								
	Total # of installation commitment missed	0	1	1								
	% of commitment met	100%	96%	97%								
Customer Trouble Report	Total # of working lines											
	Total # of trouble reports											
	% of trouble reports											
Min. Standard	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)	112	113	117								
	Total # of working lines	2	1	0								
	Total # of trouble reports	2%	1%	0%								
	% of trouble reports											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	2	2	1								
	Total # of repair tickets restored in ≤ 24hrs	2	2	1								
	% of repair tickets restored ≤ 24 Hours	100%	100%	100%								
	Sum of the duration of all outages (th:mm)	48	48	24								
	Avg. outage duration (th:mm)	24	24	24								
Measurement (Compile quarterly, file annually on February 15)	Total # of calls for TR, Billing & Non-Billing				1st Quarter				2nd Quarter			
	Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)				8				422			
					88%							

Primary Utility Contact Information

Name: Jeom H. Lee Phone: 630.875.9750 Email: jean.lee@hellodial.com

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)