

Reporting Period: _____

CLEC SERVICE STANDARD REPORT
For the Louisiana Public Service Commission

Company Name: _____

Contact Person: _____ Phone: _____

Total Number of Complaints: _____

Change in number of customers at period end:

Residential—Beginning : _____

Business—Beginning : _____

Residential—Ending : _____

Business—Ending : _____

Percentage of appointments offered within 5 days: _____

Percentage of service initiation appointments met: _____

Total number of customer trouble reports: _____

Percentage of service troubles cleared within 24 hours: _____