

Year 2022
Customer Service Annual Report
January–December

Hilltop Communications Inc.		1/25/2023
<i>Cable Company</i>	<i>System</i>	<i>Today's Date</i>

Telephone Availability
 (Business Office)

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
(1) Total # of days per month CSR's answer calls	62	64	64	61
(2) Total # of calls received per month	256	266	282	257
(3) Total # of calls per month answered in 30 seconds	217	226	240	218
(4) Average # seconds on hold before reaching CSR	2	2	2	2
(5) Total # of transferred calls on hold longer than 30 seconds	N/A	N/A	N/A	N/A
(6) Total # of calls abandoned by incoming callers	N/A	N/A	N/A	N/A
(7) Estimated percentage (%) of time callers received a busy signal	N/A	N/A	N/A	N/A
(8) Is local, toll-free or collect-call phone access available 24/7?	Yes	Yes	Yes	Yes

Service Standards

	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
(1) # of requests for standard installations	7	24	10	12
# of standard installation requests completed within 7 business days	6	17	10	10
# of standard installations completed by specific request date	7	24	10	12
(2) # of service interruptions	0	0	1	1
# of service interruptions responded to within 24 hours	0	0	1	1
# of other subscriber service problems	59	58	83	60
# of other service problems responded to by next business day	59	58	83	60
(3) # of service calls to subscriber residences	37	57	49	43
# of service calls requested for a specific time	10	15	15	9
# of service calls requested for morning or afternoon hours	27	42	34	34
# of service calls requested within 4-hour time block	27	42	34	34
# of service calls requested for evenings or Saturdays	1	3	4	4
# of service calls rescheduled for missed appointments	0	0	0	0
Total # of service calls completed within all appointment windows	37	57	49	43
Total amount (\$) of credit issued for missed service calls	0	0	0	0

Companies that do not have automated telephone systems or computer generated services statistics may submit other appropriate information or reports which demonstrate telephone availability compliance. Service standards statistics must be completed using this form.