CONTRACT DATA REQUIREMENTS LIST

(1 Data Item)

Form Approved
OMB No. 0704-0188

The public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0704-0188). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. **Please do not return your form to the above organization. Send completed form to the Government Issuing Contracting Officer for the Contract/PR No. listed in Block E.**

A. CONTRACT LINE ITEM NO.	B. EXHIBIT	C. CATEGORY: TDP _____ TM _____ OTHER _____

D. SYSTEM/ITEM	E. CONTRACT/PR NO.	F. CONTRACTOR
	HT9402-10-C-0002	

1. DATA ITEM NO.	2. TITLE OF DATA ITEM	3. SUBTITLE	17. PRICE GROUP
N/A	M010 Toll Free Telephone Report Summary		NSP

4. AUTHORITY *(Data Acquisition Document No.)*	5. CONTRACT REFERENCE	6. REQUIRING OFFICE	18. ESTIMATED TOTAL PRICE
N/A	TOM Chapter 1 Section 3	TMA/TRO/Prog Ops	0.00

7. DD 250 REQ	9. DIST STATEMENT REQUIRED	10. FREQUENCY	12. DATE OF FIRST SUBMISSION
NO	B	MTHLY	See Block 16

8. APP CODE	11. AS OF DATE	13. DATE OF SUBSEQUENT SUBMISSION
N/A	O	See Block 16

16. REMARKS

Block 12 - 20th of 2nd month after start of health care delivery
Block 13 - 20th of month covering previous entire month

Data shall be submitted using the following template.

Toll Free Telephone Summary:

Required Standards	Monthly Data: Month/Year
1. Total calls attempting to reach the contractor	XXX,XXX
2. Total calls received	XXX,XXX
3. All lines busy (ALB) in percentage (blockage rate)	XX.XX%
4. Percent of calls answered within two rings by the ARU	XX.XX%
5. Percent of calls handled by the ARU that were acknowledged within 20 seconds	XX.XX%
6. Number of calls answered by an individual within 30 seconds	XX.XX
7. Percent of calls answered by an individual within 30 seconds	XX.XX%
8a. Number of calls exceeding 30 seconds hold time during the entire telephone call	XXX,XXX
8b. Percentage of Total Calls with hold time within 30 seconds	XX.XX%
8c. Percentage of Total Calls with hold time more than 30 seconds	XXX,XXX%
9. Percentage of calls completely answered first contact (applies to calls transferred to an individual)	XX.XX%
10. Percentage of Inquires Not Closed on 1st contact and Subsequently Answered Within 10 business days	XXX.XX%
11. Availability of Toll Free Telephone Service (Monthly Operational Telephone Hours/Monthly Hours)	XXX.XX%

14. DISTRIBUTION

a. ADDRESSEE	b. COPIES Draft	Final Reg	Final Repro
Submit through the TMA E-commerce Extranet			
15. TOTAL →	0	0	0

G. PREPARED BY	H. DATE	I. APPROVED BY	J. DATE
Carol L. McCourt		Laura L. Sells	

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