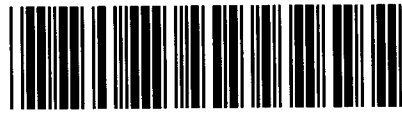




Control Number: 44022



Item Number: 170

Addendum StartPage: 0

UTILITY: Totelcom Networks, LLC

PERIOD ENDING: 12/31/15

PROJECT NO. 44022

TELEPHONE SERVICE QUALITY REPORT

2016 JAN 19 AM 9:53

REPORT MONTHS

OCT NOV DEC

INSTALLATION OF SERVICE

Objective	OCT	NOV	DEC	
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time* % Answered within 10 seconds Average answer time	85% <3.3 sec.	N/A	N/A	N/A
8. Directory assistance answer time* % Answered within 10 seconds Average answer time	85% <5.9 sec.	N/A	N/A	N/A
9. Business office answer time % Answered within 20 seconds Average answer time	90% <5.9 sec.	100% 3.5	100% 3.5	100% 3.5
10. Repair service % Answered within 20 seconds Average answer time	90% <5.9 sec.	100% 3.5	100% 3.5	100% 3.5

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines	<6	0.00	0.00	0.00
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Submitted by: Totelcom Networks, LLC
Email Address: toney.prather@totelcom.net

Name: Toney Prather
Telephone: 254-893-1000

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STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81**

§
§
§
§

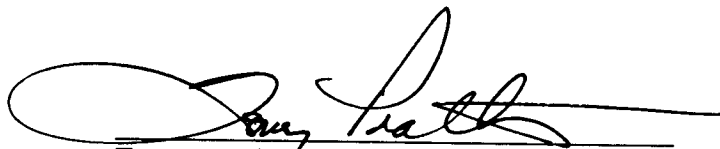
**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS §
 §
COUNTY OF COMANCHE §

BEFORE ME, the undersigned authority, on this day personally appeared Toney Prather representing Totelcom Networks, LLC, who on his oath deposed and said:

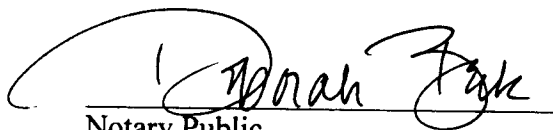
“My name is Toney Prather. I am employed by Totelcom Networks, LLC in the position of President. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct.”



Toney Prather, President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 15th day of January, 2016.





Notary Public
State of Texas