

Control Number: 45517



Item Number: 205

Addendum StartPage: 0

UTILITY: Electra Telephone CompanyPERIOD ENDING: 12/31/2016PROJECT NO. 45517

## TELEPHONE SERVICE QUALITY REPORT

RECEIVED

2017 FEB 13 AM 9:34

REPORT MONTHSINSTALLATION OF SERVICE

|   | <u>Objective</u> | <u>REPORT MONTHS</u> |            |            | <u>PUBLIC UTILITY COMMISSION<br/>FILING CLERK</u> |
|---|------------------|----------------------|------------|------------|---|
|   |                  | <u>Oct</u>           | <u>Nov</u> | <u>Dec</u> |   |
| 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%              | N/A                  | N/A        | N/A        |   |

OPERATOR-HANDLED CALLS

|   |           |       |       |       |  |
|---|-----------|-------|-------|-------|--|
| 7. Toll & Assistance ("0") answer time* |           |       |       |       |  |
| % Answered within 10 seconds            | 85%       | 100   | 100   | 100   |  |
| Average answer time                     | <3.3 sec. |       |       |       |  |
| 8. Directory assistance answer time*    |           |       |       |       |  |
| % Answered within 10 seconds            | 85%       | 82.98 | 96.88 | 97.7  |  |
| Average answer time                     | <5.9 sec. |       |       |       |  |
| 9. Business office answer time          |           |       |       |       |  |
| % Answered within 20 seconds            | 90%       | 96.07 | 94.1  | 94.04 |  |
| Average answer time                     | <5.9 sec. |       |       |       |  |
| 10. Repair service                      |           |       |       |       |  |
| % Answered within 20 seconds*           | 90%       | N/A   | N/A   | N/A   |  |
| Average answer time                     | <5.9 sec. |       |       |       |  |

TROUBLE REPORTS

|  |      |      |      |      |  |
|--|------|------|------|------|--|
| 11. Customer trouble reports per 100 access lines          |      |      |      |      |  |
| Serving 10,000 or fewer lines                              | <6   | 0.10 | 0.77 | 0.01 |  |
| Serving 10,000 or more lines                               | <3   | N/A  | N/A  | N/A  |  |
| 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: Plant Manager  
Email Address: jglass@townes.netName: Joseph Glass  
Telephone: 870-921-5460

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**National Directory Assistance Operator Answer Time Results  
4th Quarter 2016**

**Percentage of Calls Within 10 Seconds**

**Electra Telephone Co**

|                                  | Oct 16   | Nov 16  | Dec 16 | Quarter Average |
|----------------------------------|----------|---------|--------|-----------------|
| <b>Operator Speed of Answer</b>  |          |         |        |                 |
| Directory Assistance Information | 82.98% * | 96.88%* | 97.7 % | 92.52%          |
| Operator Service                 | 100%     | 100%    | 100%   | 100%            |

This information is intended for and valid for use by Texas LECs in meeting quarterly service requirements of the Texas Public Utility Commission.

**Corrective Action Required:** Yes

**Corrective Action Details:** Reallocation of network and personnel resources

**STATEMENT OF ATTESTATION**

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

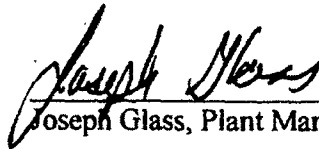
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PUBLIC UTILITY COMMISSION  
OF TEXAS

STATE OF Arkansas §  
§  
COUNTY OF Lafayette §

BEFORE ME, the undersigned authority, on this day personally appeared Joseph Glass representing Electra Telephone Company ("the Company/Cooperative"), who on his oath deposed and said:

"My name is Joseph Glass. I am employed by Electra Telephone Company in the position of Plant Manager. 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."

  
\_\_\_\_\_  
Joseph Glass, Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 7<sup>th</sup> day of February, 2017.

Ellen V. Burton  
\_\_\_\_\_  
Notary Public  
State of Arkansas

