

Control Number: 45517



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PROJECT NO. 45517

RECEIVED

TELEPHONE SERVICE QUALITY REPORT

2016 APR 26 AM 9:10

REPORT MONTHS  
 PUBLIC UTILITY COMMISSION  
 FILING CLERK

INSTALLATION OF SERVICE

	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</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%	None	None	None

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	%	%	%
Average answer time	<3.3 sec.	N/A	N/A	N/A
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	%	%	%
Average answer time	<5.9 sec.	N/A	N/A	N/A
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	4.82 sec.	3.64 sec.	3.82 sec.
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	7.09 sec.	12.18 sec.	8.13 sec.

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.26	2.04	2.90
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	19%	7%	5%

\*fill in according to recording methods used

Submitted by: Poka Lambro Telephone Coop. Inc.  
 Email Address: [chads@poka.com](mailto:chads@poka.com)

Name: Chad Swinford  
 Telephone: (806) 924-7234

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STATEMENT OF ATTESTATION

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

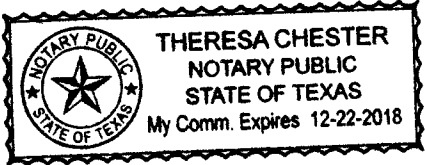
STATE OF TEXAS           §  
  §  
COUNTY OF LYNN       §

BEFORE ME, the undersigned authority, on this day personally appeared David McEndree representing Poka Lambro Telephone Cooperative, Inc. ("the Cooperative"), who on his oath deposed and said:

"My name is David McEndree. I am employed by Poka Lambro Telephone Cooperative, Inc. in the position of General Manager & CEO. 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."

David McEndree  
David McEndree, CEO

13<sup>th</sup> SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the \_\_\_\_\_ day of April, 2016.



Theresa Chester  
Notary Public  
State of Texas