

Control Number: 46729



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PERIOD ENDING 09/30/2017

PROJECT NO.

46729

2017 OCT 24 AM 9:41

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective

July

August

September

SERVICE ORDERS

% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	99%	100%
% Installation commitments met	90%	100%	99%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%

ANSWER TIME

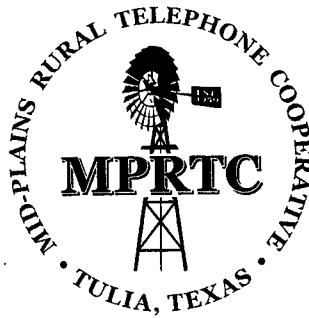
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85% <3.3 sec.	100%	100%	100%
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85% <5.9 sec.	81.63%	91.30%	91.18%
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90% <5.9 sec.	100	100	100

TROUBLE REPORTS

Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.33	1.76	0.59%
Serving 10,000 or more lines	<3			
% of out of service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	1%	1%

Contact Name: LaTonda Stout
Contact Telephone Number: (806)668-4420

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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF SWISHER

I, LaTonda Stout, the attestator, sign my name to this instrument this 16th day of October 2017, and being a duly authorized officer of Mid-Plains Rural Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

LaTonda Stout

Signature

CEO/Office Manager

Title

10-16-17

Date