



Control Number: 46729



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PROJECT NO. 46729RECEIVED

2018 FEB -2 AM 9:15

UTILITY: WEST PLAINS TELECOMMUNICATIONS, INC. QUARTER ENDING: December 2017

FILING CLERK

TELEPHONE SERVICE QUALITY REPORT**REPORT MONTHS****SERVICE ORDERS**

	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	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	3.3	3	3	3
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	3	3	3
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	3	3	3
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	1.01	0.59	0.40
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	0%	0%

Contact Name: Patti KentContact Telephone Number: 806-272-5533

Revised October 2006

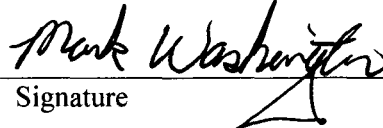
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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Mark Washington, the at testator, sign my name to this instrument this 29th day of January, 2018, and being a duly authorized officer of West Plains Telecommunications, 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.



Signature

Chief Executive Officer

Title

01/29/2018

Date