



Control Number: 46729



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PROJECT NO. 46729

2018 FEB 14 PM 2:30

UTILITY: Peoples Telephone Cooperative, Inc.QUARTER ENDING: December 2017**TELEPHONE SERVICE QUALITY REPORT**

	<u>REPORT MONTHS</u>			
	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	94%	95%	95%
% 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%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	97%	100%	100%
Directory assistance answer time *				
Average answer time in seconds (or 85% within ten seconds)	5.9	94%	100%	*48%
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	1.6	1.3	1.4
% of out-of-service reports cleared in 8 working hours	90%	93%	91%	90%
% Repeated Trouble Reports	22%	2%	1%	2%

Contact Name: Gena von ReynContact Telephone Number: 903-878-3172

Revised October 2006

*Corrective Action Detail: A new call center automation platform malfunctioned; defaulting extraordinarily high volumes of calls directly to operators. This resulted incapacity overload for the live operators. Operators were added and their schedules optimized to handle this temporary increased call volume. The automation platform issues were resolved in January 2018. This explanation per our third party vendor who handles these calls.

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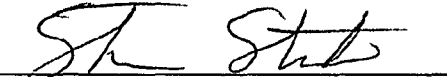
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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Wood

I, Steven Steele, the attestator, sign my name to this instrument this 13th day of February, 2018, and being a duly authorized officer of Peoples Telephone Coop., 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

CEO/General Manager
Title

February 13, 2018
Date