



Control Number: 46729



Item Number: 67

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PERIOD ENDING - 06/30/2017

PROJECT NO.

46729

TELEPHONE SERVICE QUALITY REPORT

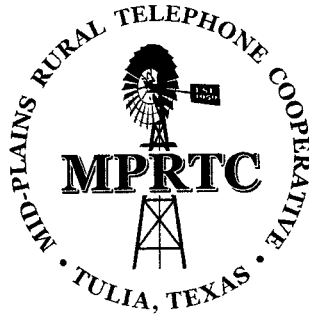
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FILING CLERK

REPORT MONTHS

	<u>Objective</u>	<u>April</u>	<u>May</u>	<u>June</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	98%
% 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)	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.	96.08%	100.00%	96.23%
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90% <5.9 sec.	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.81	0.7	1.6
Serving 10,000 or more lines	<3			
% of out of service reports cleared in 8 working hours	90%	99%	97%	94%
% Repeated Trouble Reports	22%	1%	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 17th day of July 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

Assistant Manager/Office Manager

Title

7-17-17

Date