Control Number: 47932

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UTILITY: Electra Telephone Company **PERIOD ENDING: 9/30/2018**

PROJECT NO. 47932

TELEPHONE SERVICE QUALITY REPORT

RECEIVED
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	Objective	REPORT MONTHS July	Sep	Oct
INSTALLATION OF SERVICE				
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%	N/A	N/A	N/A
OPERATOR-HANDLED CALLS				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100.00	100.00	100.00
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	97.1	100.00	98.00
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	93.2	96.3	95.2
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
TROUBLE REPORTS				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.01	0.93	1.87
Serving 10,000 or more lines	<3	N/A	N/A	N/A
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Submitted by: Plant Manager Name: Joseph Glass
Email Address: jglass@townes.net Telephone: 870-921-5460

STATEMENT OF ATTESTATION

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

STATE OF Arkansas §
§
COUNTY OF Lafayette §

BEFORE ME, the undersigned authority, on this day personally appeared Joseph Glass representing Electra Telephone Company ("the Company/Cooperative"), who on his oath deposed and said:

"My name is Joseph Glass. I am employed by Electra Telephone Company in the position of Plant Manager. 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."

Joseph Glass, Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 8th day of November, 2018.

Kim Tedford
NOTARY PUBLIC
Miller County, Arkansas
Commission # 61854938N
My Commission Expires 11/1/2023

Notary Public
State of Arkansas