



Control Number: 47932



Item Number: 35

Addendum StartPage: 0

PROJECT NO. 47932

TELEPHONE SERVICE QUALITY REPORT

2018 MAY 11 AM 10:14

REPORT MONTHS

<u>INSTALLATION OF SERVICE</u>	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
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
<u>OPERATOR-HANDLED CALLS</u>				
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%	86.1	97.7	78.8
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	91.4	95.6	93.9
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.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.79	0.82	0.94
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
Email Address: jglass@townes.netName: Joseph Glass
Telephone: 870-921-5460

35

**National Directory Assistance Operator Answer Time Results
1st Quarter 2018**

Percentage of Calls Within 10 Seconds

Electra Telephone Company

	January 18	February 18	March 18	Quarter Average
Operator Speed of Answer				
Directory Assistance Information	86.1%	91.7%	78.8%*	85.53%
Operator Service	100%	100%	100%	100%

This information is intended for and valid for use by Texas LECs in meeting quarterly service requirements of the Texas Public Utility Commission.

Corrective Action Required: Yes

Corrective Action Details: March explanation:

A greater level of priority within the serving ACD will be placed on customer set to improve the performance target to 85% answered in 10 s or less. This will be implemented on or about May 1, 2018.

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 §

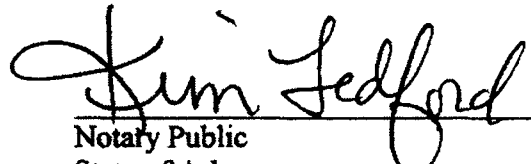
BEFORE ME, the undersigned authority, on this day personally appeared Joseph Glass representing Electra Telephone Company ("the Company/Cooperative"), who on his oath deposed and said:

"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 1st day of MAY, 2017. 2018.



Notary Public
State of Arkansas

