

Control Number: 47932



Item Number: 36

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PROJECT NO. 47932

## TELEPHONE SERVICE QUALITY REPORT

2018 MAY 11 AM 10:14

REPORT MONTHSObjectiveJanFebMarINSTALLATION 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%	0%	0%	0%

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec	100%		
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	71.40 %	90.0 %	92.30 %
Average answer time	<5.9 sec	84.57 %		
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.			

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines		0.3	0.1	0.2
Serving 10,000 or fewer lines	<6			
Serving 10,000 or more lines	<3	0%	0%	0%
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: Jeff Keller  
 Email Address : jlk@townes.net

Name : Jeff Keller  
 Telephone : 903-947-2222

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**STATEMENT OF ATTESTATION**

**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

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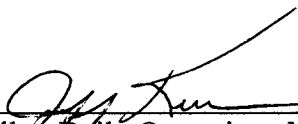
**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

STATE OF TEXAS                   §

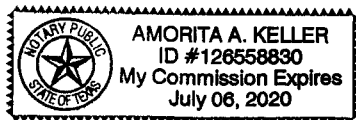
COUNTY OF RUSK/PANOLA      §

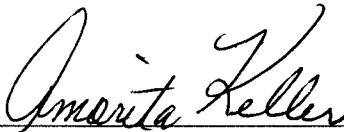
BEFORE ME, the undersigned authority, on this day personally appeared Jeff Keller representing Tatum Telephone Company ("the Company"), who on his oath deposed and said:

"My name is Jeff Keller. I am employed by Tatum Telephone Company in the position of Daily Operations 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."

  
\_\_\_\_\_  
Jeff Keller, Daily Operations Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 25th day of April, 2018.



  
\_\_\_\_\_  
Notary Public  
State of Texas