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UTILITY: LTS Telecommunications Services (USA) Inc. QUARTER ENDING: 6/1/2019

TELEPHONE SERVICE QUALITY REPORT

<u>SERVICE ORDERS</u>	Objective	Oct.	Nov.	Dec.
% Regular Orders Completed in 5 Working Days	90%	n/a	n/a	n/a
% Primary Orders Completed in 5 Working Days	95%	n/a	n/a	n/a
% Installation Commitments Met	90%	n/a	n/a	n/a
% All Orders Completed in 30 Days	99%	n/a	n/a	n/a
% All Orders Completed in 90 Days	100%	n/a	n/a	n/a

ANSWER TIME

Toll & Assistance

Average Answer Time in Seconds	3.3	n/a	n/a	n/a
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Directory Assistance

Average Answer Time in Seconds	5.9	n/a	n/a	n/a
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Repair Service

Average Answer Time in Seconds	5.9	n/a	n/a	n/a
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TROUBLE REPORTS

Customer Trouble Reports per 100 Access Lines	3.0 or 6.0	n/a	n/a	n/a
% of Out-of-Service Reports Cleared in 8 Working Hours	90%	n/a	n/a	n/a
% Repeated Trouble Reports	22%	n/a	n/a	n/a

Contact Name: Ashwin Chitamun
Contact Telephone Number: 858-527-6400

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AFFIDAVIT

I, Ashwin Chitamun, Senior VP of Business Development and authorized representative for LTS Telecommunications Services (USA) 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.

Ashwin Chitamun
Ashwin Chitamun
Director/Senior VP – U.S. Field Operations

Sworn and subscribed before me this _____ day of _____ 2019.

Signature of official administering oath

Print Name/Title

My commission expires _____

[NOTARY SEAL]

See attached
SS

Contact Name: Ashwin Chitamun
Contact Telephone Number: 858-527-6400

CALIFORNIA JURAT WITH AFFIANT STATEMENT

GOVERNMENT CODE § 8202

- ☒ See Attached Document (Notary to cross out lines 1-6 below)
☐ See Statement Below (Lines 1-6 to be completed only by document signer[s], not Notary)

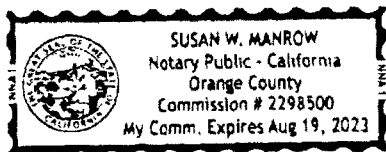
 Signature of Document Signer No. 1

 Signature of Document Signer No. 2 (if any)

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Orange



Subscribed and sworn to (or affirmed) before me

on this 16 day of Aug., 2016
 by Date Month Year

(1) Ashwin Chintamani

(and (2) _____),
 Name(s) of Signer(s)

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Signature Susan W. Manrow

Signature of Notary Public

Place Notary Seal and/or Stamp Above

OPTIONAL

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

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