

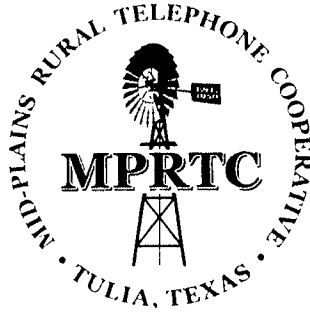


Control Number: 50447



Item Number: 117

Addendum StartPage: 0



2020 OCT 14 AM 10:41

### STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF SWISHER

I, Donna Adams, the attestator, sign my name to this instrument this 8th day of October 2020, 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.

Signature  
Office Manager  
Title

10-8-2020  
Date

117

PROJECT NO.

~~46729~~ 50447

## TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>Sept</u>
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	<b>90%</b>	100%	100%	98%
% Primary orders completed in 5 working days	<b>95%</b>	98%	98%	100%
% Installation commitments met	<b>90%</b>	100%	100%	100%
% All Orders Completed in 30 days	<b>99%</b>	100%	100%	98%
% All Orders Completed in 90 days	<b>100%</b>	100%	100%	100%
<b><u>ANSWER TIME</u></b>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	<b>85%</b> <b>&lt;3.3 sec.</b>	No Calls	No Calls	No Calls *
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	<b>85%</b> <b>&lt;5.9 sec.</b>	77.80%	88.00%	85.00% *
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	<b>90%</b> <b>&lt;5.9 sec.</b>	99%	99%	99%
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<b>&lt;6</b>	0.01	0.01	0.01
Serving 10,000 or more lines	<b>&lt;3</b>	0	0	0.00
% of out of service reports cleared in 8 working hours	<b>90%</b>	100%	100%	100%
% Repeated Trouble Reports	<b>22%</b>	0%	1%	0%

Contact Name: Donna Adams  
Contact Telephone Number: (806)668-4420

\* Results provided by National Directory Assistance

Corrective Action Required: YES

Coreective Action Details: *Network, automation and staffing changes have been made to help mitigate the impact of the COVID-19 global pandemic.*