

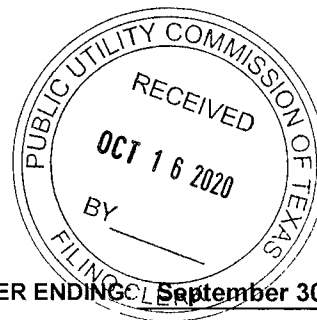


Control Number: 50447



Item Number: 121

Addendum StartPage: 0



PROJECT NO. 50447

UTILITY: TATUM TELEPHONE COMPANY

QUARTER ENDING September 30, 2020

### TELEPHONE QUALITY OF SERVICE REPORT

#### REPORT MONTHS

|  | Objective  | JUL  | AUG  | SEP  |
|--|------------|------|------|------|
| <b><u>SERVICE ORDERS *</u></b>   |            |      |      |      |
| % Regular orders completed in 5 working days   | 90%        | 100% | 100% | 100% |
| % Primary orders completed in 5 working days   | 95%        | 100% | 100% | 100% |
| % Installation commitments met   | 90%        | 100% | 100% | 100% |
| All Orders Completed in 30 days  | 99%        | 100% | 100% | 100% |
| All Orders Completed in 90 days  | 100%       | 100% | 100% | 100% |
| <b><u>ANSWER TIME</u></b>  |            |      |      |      |
| Toll & assistance ("0") answer time<br>Average answer time in seconds (or 85% within<br>ten seconds) | 3.3        | 100% | 100% | 100% |
| Directory assistance answer time*<br>Average answer time in seconds (or 85% within<br>ten seconds)   | 5.9        | 100% | 100% | 100% |
| Repair service answer time<br>Average answer time in seconds (or 90% within<br>twenty seconds)       | 5.9        | 100% | 100% | 100% |
| <b><u>TROUBLE REPORTS</u></b>  |            |      |      |      |
| Customer trouble reports per 100 access lines  | 3.0 or 6.0 | 0.00 | 0.76 | 0.00 |
| % of out of service reports cleared in<br>8 working hours  | 90%        | 100% | 100% | 100% |
| % Repeated trouble reports   | 22%        | 0%   | 0%   | 0%   |

Contact Name: Misti Lindner

Contact Telephone Number: (580) 529-5000 Ext.270

Revised March 2020



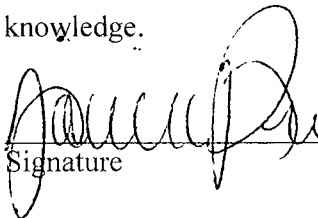
# Tatum Telephone Company

## STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF RUSK/PANOLA §

I, Jamie Pennello, the attestator, sign my name to this instrument this 16th day of October 2020, and being a duly authorized officer of Tatum Telephone Company, do hereby declare and affirm that the attached 3rd Quarter 2020 Telephone Service Quality Report, filed in Project No. 50447 from Tatum Telephone Company, was prepared with my personal knowledge and the information contained therein is true and correct, to the best of my knowledge.



Signature

Jamie Pennello

Typed Name

Director of Accounting

Title

October 16, 2020

Date

PO BOX 105  
LAWTON, OK 73502  
(580) 529-8500