

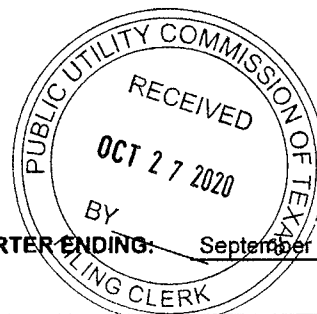


Control Number: 50447



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PROJECT NO. 50447UTILITY: La Ward Telephone Exchange, Inc.QUARTER ENDING: September 30, 2020**TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>2.0</u>	<u>1.9</u>	<u>1.9</u>
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>3.9</u>	<u>4.0</u>	<u>3.8</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>1.8</u>	<u>1.9</u>	<u>2.1</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	<u>0.00</u>	<u>0.70</u>	<u>0.30</u>
% of out of service reports cleared in 8 working hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Repeated trouble reports	22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

Contact Name: Dee DarilekContact Telephone Number: (361) 872-2211

Revised October 2006

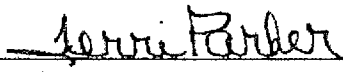
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STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF JACKSON §

I, Terri Parker, the attester, sign my name to this instrument this 27th day of October 2020, and being a duly authorized officer of La Ward Telephone Exchange, Inc., do hereby declare and affirm that the attached 3rd Quarter 2020 Telephone Service Quality Report, filed in Project No. 50447 from La Ward Telephone Exchange, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Terri Parker
Typed Name

General Manager
Title

October 27, 2020
Date