



Control Number: 50447



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PROJECT NO. 50447

UTILITY: South Plains Telephone Cooperative, Inc.

QUARTER ENDING: Sep-2020

2020 OCT 29 AM 10:30

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</u>
<u>SERVICE ORDERS</u>				
% 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%
<u>ANSWER TIME</u>				
<u>Toll & Assistance ("0") answer time</u>				
Average answer time in seconds (or 85% within ten seconds)	3.3	100%	96%	100%
<u>Directory assistance answer time</u>				
Average answer time in seconds (or 85% within ten seconds)	5.9	100%	100%	100%
<u>Repair service answer time</u>				
Average answer time in seconds (or 90% within twenty seconds)	5.9	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.63	5.53	0.63
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	96%
% Repeated Trouble Reports	22%	0%	0%	4%

Contact Name: Karen KeelContact Telephone Number: (806)763-2301

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF LUBBOCK

I, Wade Maner, the attestator, sign my name to this instrument this 27th day of October, 2020, and being a duly authorized officer of South Plains 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.

Wade Maner
Signature

CEO / General Manager
Title

10-27-2020
Date