



Control Number: 50447



Item Number: 149

Addendum StartPage: 0

PLATEAU  
7111 N. PRINCE  
CLOVIS, NEW MEXICO  
88101

2020 NOV 16 AM 9:00

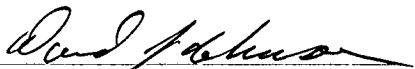
STATEMENT OF ATTESTATION

STATE OF NEW MEXICO

PROJECT # 50447

COUNTY OF CURRY

I, David Robinson, the attestator, sign my name to this instrument this 11th day of  
November, 2020 and being a duly authorized officer of Plateau, 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

Chief Executive Officer  
Title

11-11-2020  
Date

149

## PROJECT NO. 50447

UTILITY: E.N.M.R. TELEPHONE COOPERATIVEQUARTER ENDING: 9/30/2020

## TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>OBJECTIVE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>INSTALLATION OF SERVICE</u>				
% Primary orders completed in 5 working days	95%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Regular orders completed in 5 working days	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Service installations completed within 30 days	99%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Service installations completed within 90 days	100%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Installation commitments met	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Held regrade orders	1%	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
<u>OPERATOR-HANDLED CALLS</u>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
Directory assistance answer time				
% answered within 10 seconds	85%	<u>100.00%</u>	<u>100.00%</u>	<u>99.38%</u>
Repair Service answer time				
% answered within 20 seconds	90%	<u>94.21%</u>	<u>96.12%</u>	<u>94.17%</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	<u>1.76</u>	<u>0.44</u>	<u>0.38</u>
% out-of-service reports cleared in 8 working hours	90%	<u>100.00%</u>	<u>66.67%</u>	<u>100.00%</u>
% Repeated trouble reports	22%	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>

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