



Control Number: 50447



Item Number: 151

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UTILITY: Consolidated Communications of Texas Company

QUARTER ENDING:

September 30, 2020



**TELEPHONE SERVICE QUALITY REPORT**

**PROJECT # 49064**

**SERVICE ORDERS**

Objective	<b>REPORT MONTHS</b>		
	July	Aug	Sept
1 % Regular orders completed in 5 working days	>=90% 98%	98%	98%
2 % Primary orders completed in 5 working days	>=95% 95%	96%	98%
3 % Installation commitments met	>=90% 91%	91%	92%
4 % All Orders Completed in 30 days	>=99% 99%	99%	100%
5 % All Orders Completed in 90 days	100% 100%	100%	100%
6 Number of field regrade orders at month end	<=1 0%	0%	0%

**ANSWER TIME \***

7 Toll & Assistance ("0") answer time % answered within 10 secs	>=85% 85%	86%	85%
8 Directory assistance answer time % answered within 10 secs	>=85% 85%	86%	85%
9 Repair service % within 20 seconds	>=90% 82%	83%	86%

\* Lufkin/Conroe and Fort Bend rate areas share common business office and repair center Op Svc outsourced

**TROUBLE REPORTS**

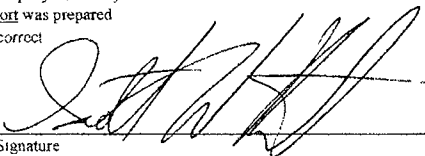
10 Customer trouble reports per 100 access lines	<=3 0.4	0.3	0.3
11 % of out-of-service reports cleared in 8 working hours	>=90% 93%	91%	100%
12 % Repeated Trouble Reports	<=22% 2%	2%	2%

**STATEMENT OF ATTESTATION**

**STATE OF TEXAS**

**COUNTY OF MONTGOMERY**

I, Scott Kitchen, the attestator, sign my name to this instrument this 13 day of November, 2020, being a duly authorized signatory of Consolidated Communications of Texas Company 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

Director, Tariff & Compliance

Title

Date

11/12/20