



Control Number: 50447



Item Number: 155

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PROJECT NO. 50447



UTILITY: FIVE AREA TELEPHONE COOPERATIVE, INC. QUARTER ENDING: December 2020

TELEPHONE SERVICE QUALITY REPORT

| | <u>REPORT MONTHS</u> | | | |
|---|----------------------|------------|------------|------------|
| | <u>Objective</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</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> | | | | |
| Toll & Assistance ("0") answer time | | | | |
| Average answer time in seconds (or 85% within ten seconds) | 3.3 | 3 | 3 | 3 |
| Directory assistance answer time | | | | |
| Average answer time in seconds (or 85% within ten seconds) | 5.9 | 3 | 3 | 3 |
| Repair service answer time | | | | |
| Average answer time in seconds (or 90% within twenty seconds) | 5.9 | 3 | 3 | 3 |
| <u>TROUBLE REPORTS</u> | | | | |
| Customer trouble reports per 100 access lines | 6.0 | .38 | .50 | 0.25 |
| % of out-of-service reports cleared in 8 working hours | 90 | 100% | 100% | 100% |
| % Repeated Trouble Reports | 22% | 0% | 0% | 0% |

Contact Name: Daniela Bustillos

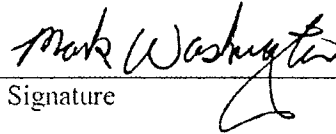
Contact Telephone Number: 806-272-5533

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Mark Washington, the at testator, sign my name to this instrument this 7th day of January 2021, and being a duly authorized officer of Five Area 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.



Signature

Chief Executive Officer

Title

01/07/2021

Date