



Control Number: 50447



Item Number: 15

Addendum StartPage: 0



Tatum Telephone Company



STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF RUSK/PANOLA §

I, Jamie Pennello, the attestator, sign my name to this instrument this 13th day of April 2020, and being a duly authorized officer of Tatum Telephone Company, do hereby declare and affirm that the attached 1st Quarter 2020 Telephone Service Quality Report, filed in Project No. 50447 from Tatum Telephone Company, was prepared with my personal knowledge and the information contained therein is true and correct, to the best of my knowledge.

Signature

Jamie Pennello

Typed Name

Director of Accounting

Title

April 13, 2020

Date

PO BOX 105
LAWTON, OK 73502
(580) 529-8500

PROJECT NO. 50447TO: TATUM TELEPHONE COMPANYQUARTER ENDING: March 31, 1981**TELEPHONE QUALITY OF SERVICE REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>E ORDERS *</u>				
ar orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
ry orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
ation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
s Completed in 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
s Completed in 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>R TIME</u>				
sistance ("0") answer time answer time in seconds (or 85% within nds)	3.3	<u>100%</u>	<u>100%</u>	<u>100%</u>
' assistance answer time* answer time in seconds (or 85% within nds)	5.9	<u>100%</u>	<u>100%</u>	<u>100%</u>
ervice answer time answer time in seconds (or 90% within econds)	5.9	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>E REPORTS</u>				
r trouble reports per 100 access lines	3.0 or 6.0	<u>1.00</u>	<u>1.00</u>	<u>2.90</u>
of service reports cleared in g hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
ated trouble reports	22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

Name: Jamie PennelloTelephone Number: (580) 529-5000 Ext 130

Revised M: