



Filing Receipt

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Control Number - 50447
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PROJECT NO. 50447UTILITY: Cumby Telephone Coop. Inc.QUARTER ENDING: September 30, 2020**TELEPHONE SERVICE QUALITY REPORT****REPORT MONTHS****INSTALLATION OF SERVICE**

	<u>OBJECTIVE</u>	<u>July</u>	<u>August</u>	<u>Sept.</u>
% Primary orders completed in 5 working days	95%	<u>99%</u>	<u>100%</u>	<u>99%</u>
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Service installations completed within 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Service installations completed within 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Held regrade orders	1%	<u>0%</u>	<u>0%</u>	<u>0%</u>

OPERATOR-HANDLED CALLS

Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<i>or</i>				
Average answer time in seconds	3.3	<u>3.3</u>	<u>3.3</u>	<u>3.3</u>
Directory assistance answer time				
% answered within 10 seconds	85%	<u>93.30%</u>	<u>100%</u>	<u>100%</u>
<i>or</i>				
Average answer time in seconds	5.9	<u>5.9</u>	<u>5.9</u>	<u>5.9</u>
Repair Service answer time				
% answered within 20 seconds	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<i>or</i>				
Average answer time in seconds	5.9	<u>5.9</u>	<u>5.9</u>	<u>5.9</u>

TROUBLE REPORTS

Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	<u>6</u>	<u>6</u>	<u>6</u>
<i>or</i>				
Serving 10,000 or more lines	3	<u></u>	<u></u>	<u></u>
% out-of-service reports cleared in 8 working hours	90%	<u>99%</u>	<u>100%</u>	<u>99%</u>
% Repeated trouble reports	22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

Contact Name: Vonda KerbyContact Telephone: 903-994-2211

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF HOPKINS

I, Karen Zimmerman, the attestator, sign my name to this instrument this 24th day of August, 2021, and being a duly authorized officer of Cumby Telephone Co-op, 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



Title

DM

Date

8-24-2021