

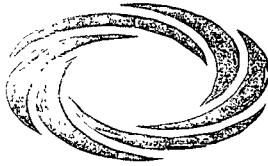


Control Number: 50447



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Electra Telephone Company

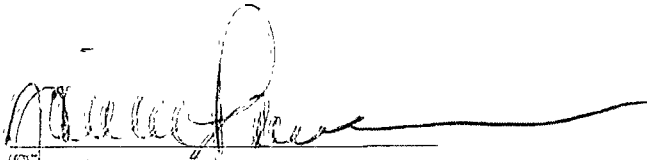


STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF WICHITA §

I, Jamie Pennello, the attestator, sign my name to this instrument this 10th day of July 2020, and being a duly authorized officer of Electra Telephone Company, do hereby declare and affirm that the attached 2nd Quarter 2020 Telephone Service Quality Report, filed in Project No. 50447 from Electra 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

July 10, 2020 ____
Date

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

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PROJECT NO. 50447

UTILITY: ELECTRA TELEPHONE COMPANY

QUARTER ENDING: June 30, 2020

TELEPHONE QUALITY OF SERVICE REPORT

REPORT MONTHS

Objective **APR** **MAY** **JUN**

SERVICE ORDERS *

% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>

ANSWER TIME

Toll & assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	<u>100%</u>	<u>100%</u>	<u>100%</u>
Directory assistance answer time* Average answer time in seconds (or 85% within ten seconds)	5.9	<u>100%</u>	<u>100%</u>	<u>100%</u>
Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>100%</u>	<u>100%</u>	<u>100%</u>

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	<u>0.19</u>	<u>0.19</u>	<u>0.56</u>
% of out of service reports cleared in 8 working hours	90%	<u>99%</u>	<u>99%</u>	<u>100%</u>
% Repeated trouble reports	22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

Contact Name. Misti Lindner

Contact Telephone Number (580) 529-5000