



Control Number: 50447



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PROJECT NO. 50447



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

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

Objective **JAN** **FEB** **MARCH**

% 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>3</u>	<u>3</u>	<u>3</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>3</u>	<u>3</u>	<u>3</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>3</u>	<u>3</u>	<u>3</u>

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	<u>1.46</u>	<u>.13</u>	<u>1.18</u>
% of out-of-service reports cleared in 8 working hours	90	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Repeated Trouble Reports	22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

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 6th day of April, 2020, 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.

Mark Washington
Signature

Chief Executive Officer
Title

4/6/2020
Date