

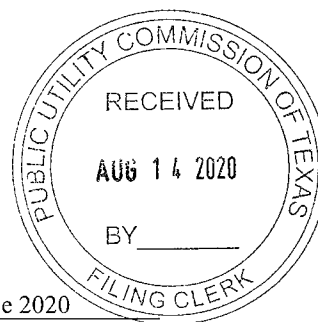
Control Number: 50447



Item Number: 92

Addendum StartPage: 0

PROJECT NO. 50447



UTILITY: Peoples Telephone Cooperative, Inc QUARTER ENDING: June 2020

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUNE</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	<u>98%</u>	<u>98%</u>	<u>99%</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>
% Held regrade orders	1%	<u><1%</u>	<u><1%</u>	<u><1%</u>
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	<u>92%</u>	<u>96%</u>	<u>95%</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	*85%	<u>79%</u>	<u>78%</u>	<u>84%</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	<u>0.59</u>	<u>0.61</u>	<u>0.55</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>94%</u>	<u>92%</u>	<u>91%</u>
% Repeated Trouble Reports	22%	<u>0.9%</u>	<u>1.3%</u>	<u>1.1%</u>

Contact Name: Gena von Reyn
 Contact Telephone Number: 903-878-3172

*National Directory Assistance Operator Answer Time Results
 Corrective Action Details: Texas ASA Corrective Actions: Q2 2020
 Network, automation and staffing changes have been made to help mitigate the impact of the COVID-19 global pandemic.

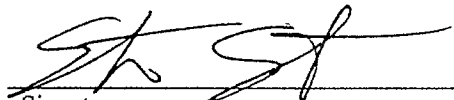
92

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Texas

I, Steven Steele, the attestator, sign my name to this instrument this 14th day of August, 2020, and being a duly authorized officer of Peoples 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

CEO/General Manager

Title

August 14, 2020

Date