



Control Number: 50447



Item Number: 9

Addendum StartPage: 0

PROJECT NO. 50447



UTILITY: WEST PLAINS TELECOMMUNICATIONS, INC. QUARTER ENDING: March 2020

TELEPHONE SERVICE QUALITY REPORT

	<u>REPORT MONTHS</u>			
	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>March</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	3	3	3
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	3	3	3
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	3	3	3
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.46	0.32	0.46
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	0%	8%

Contact Name: Felicia Garcia

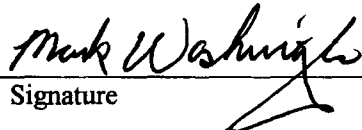
Contact Telephone Number: 806-272-5533

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 March, 2020, and being a duly authorized officer of West Plains Telecommunications, 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

Chief Executive Officer

Title

04/06/2020

Date