



Control Number: 51704



Item Number: 123

PROJECT NO. 51704

UTILITY: Nortex Communications CoQUARTER ENDING: Sept 30, 20212021 OCT 25 AM 9:15
TELEPHONE SERVICE QUALITY REPORTREPORT MONTHS

| | <u>OBJECTIVE</u> | <u>July</u> | <u>Aug</u> | <u>Sept</u> |
|---|------------------|-------------|------------|-------------|
| <u>INSTALLATION OF SERVICE</u> | | | | |
| % Primary orders completed in 5 working days | 95% | 100% | 100% | 100% |
| % Regular orders completed in 5 working days | 90% | 100% | 100% | 100% |
| % Service installations completed within 30 days | 99% | 100% | 100% | 100% |
| % Service installations completed within 90 days | 100% | 100% | 100% | 100% |
| % Installation commitments met | 90% | 100% | 100% | 100% |
| % Held regrade orders | 1% | 0% | 0% | 0% |
| <u>OPERATOR-HANDLED CALLS</u> | | | | |
| Toll & Assistance ("0") answer time | | | | |
| % answered within 10 seconds | 85% | No Calls | 100% | 100% |
| <i>or</i> | | | | |
| Average answer time in seconds | 3.3 | | | |
| Directory assistance answer time | | | | |
| % answered within 10 seconds | 85% | 86.1% | 85.4% | 94.4% |
| <i>or</i> | | | | |
| Average answer time in seconds | 5.9 | | | |
| Repair Service answer time | | | | |
| % answered within 20 seconds | 90% | 100% | 100% | 100% |
| <i>or</i> | | | | |
| Average answer time in seconds | 5.9 | | | |
| <u>TROUBLE REPORTS</u> | | | | |
| Customer trouble reports per 100 access lines | | | | |
| Serving 10,000 or fewer lines | 6 | 0.40 | 0.17 | 0.34 |
| <i>or</i> | | | | |
| Serving 10,000 or more lines | 3 | | | |
| % out-of-service reports cleared in 8 working hours | 90% | 100% | 100% | 100% |
| % Repeated trouble reports | 22% | 0% | 0% | 0% |

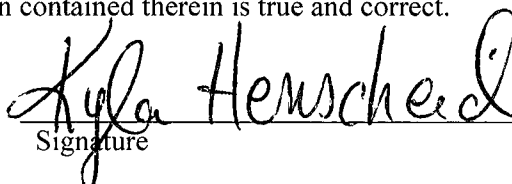
Contact Name: Kyla HenscheidContact Telephone: 940-759-2251

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Cooke

I, Kyla Henscheid, the attestator, sign my name to this instrument this 22nd day of Oct, 2021, and being a duly authorized officer of Nortex Communications Co. 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

Billing Coordinator

Title

10/22/2021

Date