



## Filing Receipt

**Received - 2022-01-20 11:01:16 AM**  
**Control Number - 51704**  
**ItemNumber - 169**

## PROJECT NO. 51704

## TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<b><u>INSTALLATION OF SERVICE</u></b>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%
<b><u>OPERATOR-HANDLED CALLS</u></b>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	3.5	3.5	3.5
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	3.5	3.5	3.5
<b><u>TROUBLE REPORTS</u></b>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.00	0.00	0.00
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*\*fill in according to recording methods used*

Submitted by: Totelcom Networks, LLC  
 Email Address: jennifer.prather@totelcom.net

Name: Jennifer Prather  
 Telephone: 254-893-1000

**STATEMENT OF ATTESTATION**

TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION  
  
OF TEXAS

STATE OF TEXAS       §  
                                  §  
COUNTY OF COMANCHE §

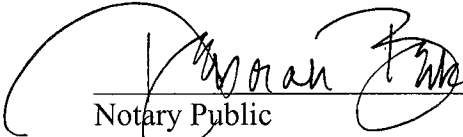
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Prather representing Totelcom Networks, LLC, who on her oath deposed and said:

“My name is Jennifer Prather. I am employed by Totelcom Networks, LLC in the position of CEO. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct.”

  
\_\_\_\_\_  
Jennifer Prather, CEO

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 20th day of January, 2022.



  
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Notary Public  
State of Texas