



Control Number: 51704



Item Number: 197

PROJECT NO. 51704

2022 FEB -8 PM 9:09

CAMERON TELEPHONE COMPANY

QUARTER ENDING December 31, 2021

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTH	Objective	<u>October-21</u>	<u>November-21</u>	<u>December-21</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)	85%	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Repair answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	100.0%	100.0%	100.0%

<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6	1.1	1.1	1.38
% of out-of service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	0%	0%

Filed by: Lesley Coleman
 Title: Accounting Manager
 Telephone No. 337-583-8389

Data:
 Gary Spell
 Customer Care Manager
 Telephone No. 337 583-8329

STATEMENT OF ATTESTATION

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

STATE OF LOUISIANA	§
	§
PARISH OF CALCASIEU	§

I, Bruce Petry, General Manager, the attestator, sign my name to this instrument this 2nd day of February 2022, and being a duly authorized officer of Cameron Telephone Company do hereby declare and affirm that the attached Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

B Petry
Bruce Petry, General Manager

2/2/22
Date