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Electra Telephone Company

STATEMENT OF ATTESTATION

STATE OF OKLAHOMA §

COUNTY OF COMANCHE §

I, Misti Lindner, the attestator, sign my name to this instrument this 16th day of July 2021, being a duly authorized signatory of Electra Telephone Company, do hereby declare and affirm that the attached report titles Telephone Quality of Service Report, filed in Project No. 51704 for Electra Telephone Company, was prepared with my personal knowledge and the information contained therein is true and correct.

Misti Lindner

Signature

Misti Lindner

Typed Name

Regulatory Reporting Manager

Title

July 16, 2021

Date

PO BOX 105
LAWTON, OK 73502
(580) 529-5000

PROJECT NO. 51704

UTILITY: ELECTRA TELEPHONE COMPANY

QUARTER ENDING: June 30, 2021

TELEPHONE QUALITY OF SERVICE REPORT

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>APR</u>	<u>MAY</u>	<u>JUN</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%	100.0%	100.0%	100.0%
Directory assistance answer time* Average answer time in seconds (or 85% within ten seconds)	85%	90.9%	94.1%	79.4%
Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	90%	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	0.00	0.20	0.00
% of out of service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated trouble reports	22%	0%	0%	0%

Contact Name: Misti Lindner

Contact Telephone Number: (580) 529-8270