



## Filing Receipt

**Received - 2022-04-14 02:47:47 PM**  
**Control Number - 52944**  
**ItemNumber - 10**

PROJECT NO. 52944

UTILITY: WEST PLAINS TELECOMMUNICATIONS, INC. QUARTER ENDING: March 2022

**TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>			
	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</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	0.48	0.59	0.70	
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%	
% Repeated Trouble Reports	22%	0%	6%	0%	

Contact Name: Daniela Bustillos

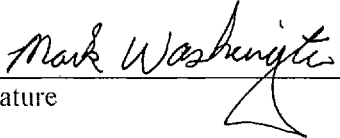
Contact Telephone Number: 806-272-5533

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Mark Washington, the at testator, sign my name to this instrument this 14th day of April 2022, 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

**4/14/2022**

Date