



Control Number: 52944



Item Number: 21

**PLATEAU  
7111 N. PRINCE  
CLOVIS, NEW MEXICO  
88101**

2022 APR 17 10 59

**STATEMENT OF ATTESTATION**

**STATE OF NEW MEXICO**

**PROJECT # 52944**

**COUNTY OF CURRY**

I, David Robinson, the attestator, sign my name to this instrument this 13th day of March, 202 and being a duly authorized officer of Plateau, 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.

David Robinson  
Signature

Chief Executive Officer  
Title

4-18-2022  
Date

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PROJECT NO. 52944

UTILITY: E.N.M.R. TELEPHONE COOPERATIVE

QUARTER ENDING: 03/31/2022

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>OBJECTIVE</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<b><u>INSTALLATION OF SERVICE</u></b>				
% Primary orders completed in 5 working days	95%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Regular orders completed in 5 working days	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Service installations completed within 30 days	99%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Service installations completed within 90 days	100%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Installation commitments met	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Held regrade orders	1%	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
<b><u>OPERATOR-HANDLED CALLS</u></b>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
Directory assistance answer time				
% answered within 10 seconds	85%	<u>100.00%</u>	<u>100.00%</u>	<u>99.66%</u>
Repair Service answer time				
% answered within 20 seconds	90%	<u>95.09%</u>	<u>94.91%</u>	<u>92.69%</u>
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	<u>2.34</u>	<u>0.78</u>	<u>0.79</u>
% out-of-service reports cleared in 8 working hours	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Repeated trouble reports	22%	<u>0.00%</u>	<u>50.00%</u>	<u>0.00%</u>

Contact Name: Dan Klingensmith

Contact Telephone: 575-389-4315