



## **Filing Receipt**

**Filing Date - 2024-05-14 02:08:46 PM**

**Control Number - 52944**

**Item Number - 246**



May 14, 2024

Filing Clerk, Central Records  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78711

Re: Project No. 52944 1st Quarter 2024 Telephone Service Quality Report

On behalf of Cameron Telephone Company, attached is the Telephone Service Quality Report for the 1st quarter, 2024. This report is being provided pursuant to Substantive Rules 26.81 and 26.54 as required by the Public Utility Commission of Texas.

Sincerely,

*Terri Million*

Terri Million  
Sr Director - Public Policy & Compliance  
Fastwyre Broadband  
720-408-5564  
[tmillion@fastwyre.com](mailto:tmillion@fastwyre.com)

13200 Metcalf, Suite 400 • Overland Park, KS 66213 • 1-833-463-FAST(3278) • [www.fastwyre.com](http://www.fastwyre.com)

**PROJECT NO. 52944**  
**CAMERON TELEPHONE COMPANY**    **Quarter ending March 31, 2024**

**TELEPHONE SERVICE QUALITY REPORT**

| REPORT MONTH | Objective | <u>January-24</u> | <u>February-24</u> | <u>March-24</u> |
|--------------|-----------|-------------------|--------------------|-----------------|
|--------------|-----------|-------------------|--------------------|-----------------|

**SERVICE ORDERS**

|  |             |      |      |      |
|--|-------------|------|------|------|
| % Regular orders completed in 5 working days | <b>90%</b>  | 90%  | 90%  | 90%  |
| % Primary orders completed in 5 working days | <b>95%</b>  | 90%  | 90%  | 90%  |
| % Installation commitments met               | <b>90%</b>  | 95%  | 95%  | 95%  |
| % All Orders Completed in 30 days            | <b>99%</b>  | 100% | 100% | 100% |
| % All Orders Completed in 90 days            | <b>100%</b> | 100% | 100% | 100% |

**ANSWER TIME**

|  |            |      |      |      |
|--|------------|------|------|------|
| Toll & Assistance ("0") answer time                              |            |      |      |      |
| Average answer time in seconds<br>(or 85% within ten seconds)    | <b>85%</b> | N/A  | N/A  | N/A  |
| Directory assistance answer time                                 |            |      |      |      |
| Average answer time in seconds<br>(or 85% within ten seconds)    | <b>85%</b> | N/A  | N/A  | N/A  |
| Repair answer time   |            |      |      |      |
| Average answer time in seconds<br>(or 90% within twenty seconds) | <b>90%</b> | 100% | 100% | 100% |

**TROUBLE REPORTS**

|   |            |      |      |      |
|---|------------|------|------|------|
| Customer trouble reports per 100 access lines             | <b>6</b>   | 1.16 | 1.2  | 1.25 |
| % of out of service reports cleared in 8<br>working hours | <b>90%</b> | 100% | 100% | 100% |
| % Repeated Trouble Reports                                | <b>22%</b> | 0%   | 33%  | 66%  |

Filed by: Terri Million  
Title: Sr Director - Public Policy & Compliance  
Telephone No. 720-408-5564

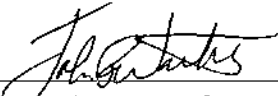
Data:  
Rasheedah Herndon  
Sr. Director of Billing & Collection Operations  
Telephone No. 337 583-2111

**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, John Walter, EVP, General Counsel & Secretary sign my name to this instrument this 14th day of May 2024, 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 information contained therein is true and correct.

  
\_\_\_\_\_  
John R. Walter, EVP, General Counsel & Secretary

5/14/24  
\_\_\_\_\_  
Date