



## **Filing Receipt**

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Project No. 52944 2nd Quarter 2024 Telephone Service Quality Report

Explanation and corrective actions per 16 TAC §26.54(b):

**Cameron Telephone Company missed objectives in the 2<sup>nd</sup> quarter of 2024 due to outsourcing of its technicians at the end of 2023. In July the company rehired a technician who had been outsourced in Texas in an effort to smooth the processes between internal and external resources and improve customer services. In addition, internal leadership of the technician team was recently reorganized to better align with company operations.**