



Filing Receipt

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Control Number - 52944
ItemNumber - 30

PROJECT NO. 52944

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	98%	96%	98%
Average answer time	<5.9 sec.	3.5	3.6	3.7
10. Repair service				
% Answered within 20 seconds	90%	97%	98%	96%
Average answer time	<5.9 sec.	3.8	3.6	3.8

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.33	1.59	3.82
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	97%
13. % Repeated Trouble Reports	<22%	0%	3%	1%

**fill in according to recording methods used*

Submitted by: Totelcom Communications, LLC
 Email Address: jennifer.prather@totelcom.net

Name: Jennifer Prather
 Telephone: 254-893-1000

STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81**

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**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS §
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COUNTY OF COMANCHE §

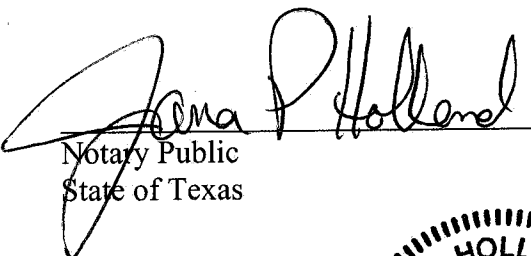
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Prather representing Totelcom Communications, LLC, who on her oath deposed and said:

“My name is Jennifer Prather. I am employed by Totelcom Communications, LLC in the position of CEO. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct.”



Jennifer Prather, CEO

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 6 day of May, 2022.



Notary Public
State of Texas

