



Filing Receipt

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PROJECT NO. 52944

UTILITY: Peoples Telephone Cooperative, 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%	92%	95%	94%
% Primary orders completed in 5 working days	95%	98%	99%	97%
% 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%
% Held regrade orders	1%	0%	0%	0%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	91%	100%	100%
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	95%	97%	95%
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	0.62	0.59	0.58
% of out-of-service reports cleared in 8 working hours	90%	93%	88%	90%
% Repeated Trouble Reports	22%	1.6%	1.4%	2.4%

Contact Name: Gena von Reyn
 Contact Telephone Number: 903-878-3172

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Wood

I, Scott Thompson, the attestator, sign my name to this instrument this 11th day of May, 2022, and being a duly authorized officer of Peoples Telephone Cooperative, 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.

Scott Thompson

Signature

CEO/General Manager

Title

05/11/2022

Date