



Filing Receipt

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Control Number - 52944
ItemNumber - 48

PROJECT NO. 52944

TELEPHONE SERVICE QUALITY REPORT

| | | <u>REPORT MONTHS</u> | | |
|--|------------------|----------------------|------------|------------|
| | <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% | 95% | 95% | 95% |
| 2. % Regular orders completed in 5 working days | 90% | 95% | 95% | 95% |
| 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% | 95% | 95% | 95% |
| 6. % Held regrade orders | <1% | 0% | 0% | 0% |
| <u>OPERATOR-HANDLED CALLS</u> | | | | |
| 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% | 99.42% | 100% | 100% |
| Average answer time | <5.9 sec. | | | |
| 9. Business office answer time | | | | |
| % Answered within 20 seconds | 90% | 100% | 99% | 99% |
| Average answer time | <5.9 sec. | 3.0 | 3.0 | 3.0 |
| 10. Repair service | | | | |
| % Answered within 20 seconds | 90% | 98% | 98% | 98% |
| Average answer time | <5.9 sec. | 4.0 sec | 4.0 sec | 4.0 sec |
| <u>TROUBLE REPORTS</u> | | | | |
| 11. Customer trouble reports per 100 access lines | | | | |
| Serving 10,000 or fewer lines | <6 | 0.06 | 0.06 | 0.06 |
| Serving 10,000 or more lines | <3 | | | |
| 12. % of out-of-service reports cleared in 8 working hours | 90% | 100% | 100% | 100% |
| 13. % Repeated Trouble Reports | <22% | 2% | 2% | 2% |

Submitted by: Steve Singletary
 Email Address: steves@taylortel.org

Name: Steve Singletary
 Telephone: (325) 846-4111

STATEMENT OF ATTESTATION

| | | |
|---|------------------|--|
| TEXAS TELEPHONE SERVICE QUALITY REPORT PURSUANT TO P.U.C. SUBST. RS. 26.54 & 26.81 | § § § § | PUBLIC UTILITY COMMISSION OF TEXAS |
|---|------------------|--|

STATE OF TEXAS §
 §
COUNTY OF TAYLOR §

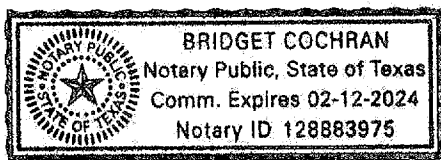
BEFORE ME, the undersigned authority, on this day personally appeared Steve Singletary, General Manager/CEO, representing Taylor Telephone Cooperative, Inc. ("the Cooperative"), who on his oath deposed and said:

"My name is Steve Singletary. I am employed by Taylor Telephone Cooperative, Inc. in the position of General Manager/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."



Steve Singletary, General Manager/CEO

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 16 day of May, 2022.





Bridget Cochran
Notary Public
State of Texas