



Filing Receipt


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STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF JACKSON §

I, Bill Rakowitz, the attester, sign my name to this instrument this 13th day of July 2022, and being a duly authorized officer of Ganado Telephone Company, Inc., do hereby declare and affirm that the attached 2nd Quarter 2022 Telephone Service Quality Report, filed in Project No. 52944 from Ganado Telephone Company, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Bill Rakowitz
Typed Name

General Manager
Title

July 13, 2022
Date

The following files are not convertible:

2nd QTR 2022 SVC QUALITY REPORT.xlsx

Please see the ZIP file for this Filing on the PUC Interchange in order to access these files.

Contact centralrecords@puc.texas.gov if you have any questions.

**National Directory Assistance Operator Answer Time Results
2nd Quarter 2022**

Percentage of Calls Within 10 Seconds

YK Communications

	Apr 22	May 22	Jun 22	Quarter Average
Operator Speed of Answer				
Directory Assistance Information	100%	82.4%*	92.3%	91.57%

This information is intended for and valid for use by Texas LECs in meeting quarterly service requirements of the Texas Public Utility Commission.

Corrective Action Required: Yes

Corrective Action Details *Staffing, Network, & Automation improvements are being made to mitigate the continuing effects of Covid 19 challenges*