



Filing Receipt

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PROJECT NO. **52944**

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</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%
<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%	89%	100%	100%
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	98%	97%	97%
Average answer time	<5.9 sec.	3.5	3.6	3.7
10. Repair service				
% Answered within 20 seconds	90%	98%	96%	96%
Average answer time	<5.9 sec.	3.8	3.6	3.8
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	2.13	.98	1.56
12. % of out-of-service reports cleared in 8 working hours	90%	93%	95%	96%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

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

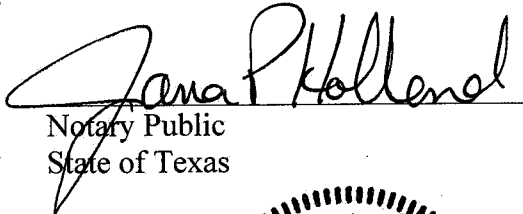
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Prather representing Totelcom Communications, LLC, who on her oath deposed and said:

“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 14 day of July, 2022.



Notary Public
State of Texas

