



Control Number: 52944



Item Number: 82

PROJECT NO. 52944

## TELEPHONE SERVICE QUALITY REPORT

2022 AUG -2 AM 9:01  
 RECEIVED  
 TELEPHONE COMPANY

	<u>Objective</u>	<u>REPORT MONTHS</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*		No calls per report		
% Answered within 10 seconds	85%	##	##	##
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	No calls	100%
Average answer time	<5.9 sec.	2.3	2.4	2.5
9. Business office answer time				
% Answered within 20 seconds	90%	99%	100%	100%
Average answer time	<5.9 sec.	2.2	1.9	1.9
10. Repair service				
% Answered within 20 seconds	90%	97%	96%	98%
Average answer time	<5.9 sec.	2.0	2.2	2.3
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	.35	.47	.12
Serving 10,000 or more lines	<3	##	##	##
12. % of out-of-service reports cleared in 8 working hours	90%	66.67%	50%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*\*fill in according to recording methods used*

Submitted by: Lipan Telephone Company, Inc.  
 Email Address: deanaw@lipan.net

Name: Deana Williams  
 Telephone: 254-646-2211

**STATEMENT OF ATTESTATION**

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

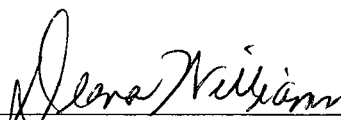
§  
§  
§  
§

**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

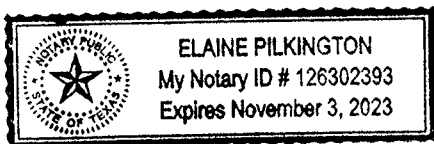
STATE OF TEXAS       §  
                                  §  
COUNTY OF <Hood>   §


BEFORE ME, the undersigned authority, on this day personally appeared Deana Williams representing Lipan Telephone Company Inc Telephone Company/Cooperative (“the Company/Cooperative”), who on his/her oath deposed and said:

“My name is Deana Williams. I am employed by Lipan Telephone Company Inc Telephone Company/Cooperative in the position of Accounting Manager. 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.”

  
\_\_\_\_\_  
<Deana Williams>, <Accounting Manager>

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 26 day of July, 2022.



  
\_\_\_\_\_  
Notary Public  
State of <Texas>