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Control Number - 54465

Item Number - 107



Electra Telephone Company

STATEMENT OF ATTESTATION

STATE OF OKLAHOMA §

COUNTY OF COMANCHE §

I, Misti Lindner, the attestator, sign my name to this instrument this 17th day of October 2023, being a duly authorized signatory of Electra Telephone Company, do hereby declare and affirm that the attached report titled Telephone Quality of Service Report, filed in Project No. 54465 for Electra Telephone Company, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.

Misti Lindner
Signature

Misti Lindner
Typed Name

Regulatory Compliance Manager
Title

October 17, 2023
Date

www.hilliary.com

P. O. Box 105, Lawton, OK 73502 • Office: 580-529-5000 • Fax: 580-529-5226

PROJECT NO. 54465UTILITY: ELECTRA TELEPHONE COMPANYQUARTER ENDING: September 30, 2023**TELEPHONE QUALITY OF SERVICE REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>SERVICE ORDERS *</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% 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%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time (Operator Services) Average answer time in seconds (or 85% within ten seconds)	85%	100%	100%	100%
Directory assistance answer time* Average answer time in seconds (or 85% within ten seconds)	85%	100%	100%	100%
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	0.49	1.00	3.01
% of out of service reports cleared in 8 working hours	90%	100%	97%	88%
% Repeated trouble reports	22%	0%	0%	0%

Contact Name: STEF LOPEZContact Telephone Number: (580) 529-8271