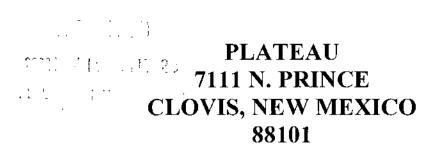


Control Number: 54465

Item Number: 142



STATEMENT OF ATTESTATION

STATE OF NEW N	MEXICO
COUNTY OF CUR	RY

PROJECT # 54465

I,Launa Waller, the attestator, sign my name to this instrument this 8th day of
Novenmber 2023 and being a duly authorized officer of Plateau, do
hereby declare and affirm that the attached report titled Telephone Service Quality Report was
prepared with my personal knowledge and the information contained therein is true and correct.

Chief Executive Officer Title

Signature Signature

11 8 2023 Date

PROJECT NO. 54465

UTILITY: E.N.M.R TELEPHONE COOPERATIVE QUARTER ENDING: 09/30/2023

TELEPHONE SERVICE QUALITY REPORT REPORT MONTHS **OBJECTIVE** JUL AUG SEP INSTALLATION OF SERVICE % Primary orders completed in 5 working days 95% 100.00% 100,00% 100.00% % Regular orders completed in 5 working days 90% 100.00% 100.00% 100.00% % Service installations completed within 30 days 99% 100.00% 100.00% 100.00% % Service installations completed within 90 days 100% 100.00% 100.00% 100 00% % Installation commitments met 90% 100.00% 100.00% 100.00% 1% 0.00% % Held regrade orders 0.00% 0.00% **OPERATOR-HANDLED CALLS** Toll & Assistance ("0") answer time % answered within 10 seconds 85% 100 00% 100.00% 100.00% Directory assistance answer time % answered within 10 seconds 85% 100 00% 100.00% 100.00% Repair Service answer time JUL AUG SEP % answered within 20 seconds 90% 98.10% 98 00% 98.00% **TROUBLE REPORTS** Customer trouble reports per 100 access lines Serving 10,000 or fewer lines 6 0 0.49 0 % out-of-service reports cleared in 8 working hours 90% 100,00% 100,00% 100.00% % Repeated trouble reports 22% 0.00% 0.00% 0.00%

Contact Name: Dan Klingensmith

Contact Telephone: 575-389-4315