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November 17, 2023

Filing Clerk, Central Records
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78711

Re: Project No. 52944 3rd Quarter 2023 Telephone Service Quality Report

On behalf of Cameron Telephone Company, attached is the Telephone Service Quality Report for the 3rd quarter, 2023. This report is being provided pursuant to Substantive Rules 26.81 and 26.54 as required by the Public Utility Commission of Texas.

Sincerely,

Terri Million

Terri Million
Sr Director - Public Policy & Compliance
Fastwyre Broadband
720-408-5564
tmillion@fastwyre.com

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PROJECT NO. 52944
CAMERON TELEPHONE COMPANY **Quarter ending September 30, 2023**

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTH	Objective	<u>July-23</u>	<u>August-23</u>	<u>September-23</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	90%	90%	90%
% Primary orders completed in 5 working days	95%	90%	90%	90%
% Installation commitments met	90%	95%	95%	95%
% 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				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Repair answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	100.0%	100.0%	100.0%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6	1.02	0.35	0.71
% of out-of service reports cleared in 8 working hours	90%	33%	100%	50%
% Repeated Trouble Reports	22%	0%	0%	0%

Filed by: Terri Million
Title: Sr Director - Public Policy & Compliance
Telephone No. 720-408-5564

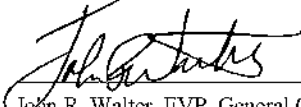
Data:
Rasheedah Herndon
Sr. Director of Billing & Collection Operations
Telephone No. 337 583-2111

STATEMENT OF ATTESTATION

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

STATE OF LOUISIANA	§
	§
PARISH OF CALCASIEU	§

I, John Walter, EVP, General Counsel & Secretary sign my name to this instrument this ____17th____ day of
November 2023, and being a duly authorized officer of Cameron Telephone Company do hereby declare and affirm that the attached
Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



John R. Walter, EVP, General Counsel & Secretary

11/17/2023

Date