



## **Filing Receipt**

**Filing Date - 2024-01-22 01:46:21 PM**

**Control Number - 54465**

**Item Number - 163**

**PROJECT NO. 54465****UTILITY:** South Plains Telephone Cooperative, Inc.**QUARTER ENDING:** Dec-2023**TELEPHONE SERVICE QUALITY REPORT****REPORT MONTHS**

	<b><u>Objective</u></b>	<b><u>October</u></b>	<b><u>November</u></b>	<b><u>December</u></b>
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	<b>90%</b>	100%	100%	100%
% Primary orders completed in 5 working days	<b>95%</b>	100%	100%	100%
% Installation commitments met	<b>90%</b>	100%	100%	100%
% All Orders Completed in 30 days	<b>99%</b>	100%	100%	100%
% All Orders Completed in 90 days	<b>100%</b>	100%	100%	100%
<b><u>ANSWER TIME</u></b>				
<b><u>Toll &amp; Assistance ("0") answer time</u></b>				
Average answer time in seconds (or 85% within ten seconds)	<b>&lt;3.3</b>	100%	100%	100%
<b><u>Directory assistance answer time</u></b>				
Average answer time in seconds (or 85% within ten seconds)	<b>&lt;5.9</b>	100%	100%	100%
<b><u>Repair service answer time</u></b>				
Average answer time in seconds (or 90% within twenty seconds)	<b>&lt;5.9</b>	100%	100%	100%
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	<b>&lt;6</b>	0.42	0.22	0.12
% of out-of-service reports cleared in 8 working hours	<b>90%</b>	100%	100%	100%
% Repeated Trouble Reports	<b>&lt;22%</b>	0%	0%	0%

Contact Name: Andrew VargasContact Telephone Number: (806)863-8006

## STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF LUBBOCK

I, Wade Maner, the attestator, sign my name to this 22nd day of January, 2024, and being a duly authorized officer of South Plains Telephone Cooperative, Inc. 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.

Wade Maner  
Signature

CEO / General Manager  
Title

JANUARY 22, 2024  
Date