Control Number: 54465

Item Number: 37

**UTILITY: Lipan Telephone Company, Inc.** **PERIOD ENDING: 03/31/2023**

**PROJECT NO.** ~~62044~~ 54465

RECEIVED

**TELEPHONE SERVICE QUALITY REPORT**

2023 MAY 16 AM 11:01

PUBLIC UTILITY COMMISSION FILING CLERK

| | Objective | REPORT MONTHS Jan | Feb | Mar |
|---|---|---|---|---|
| **INSTALLATION OF SERVICE** | | | | |
| 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% |
| **OPERATOR-HANDLED CALLS** | | | | |
| 7. Toll & Assistance ("0") answer time* | | | | |
| % Answered within 10 seconds | 85% | No calls | No calls | No calls |
| Average answer time | <3.3 sec. | ## | ## | ## |
| 8. Directory assistance answer time* | | | | |
| % Answered within 10 seconds | 85% | No calls | 100% | 100% |
| Average answer time | <5.9 sec. | 2.2 | 2.1 | 2.0 |
| 9. Business office answer time | | | | |
| % Answered within 20 seconds | 90% | 99% | 100% | 100% |
| Average answer time | <5.9 sec. | 1.7 | 2.1 | 1.9 |
| 10. Repair service | | | | |
| % Answered within 20 seconds | 90% | 97% | 96% | 98% |
| Average answer time | <5.9 sec. | 1.9 | 2.0 | 1.8 |
| **TROUBLE REPORTS** | | | | |
| 11. Customer trouble reports per 100 access lines | | | | |
| Serving 10,000 or fewer lines | <6 | .13 | .54 | .28 |
| Serving 10,000 or more lines | <3 | ## | ## | ## |
| 12. % of out-of-service reports cleared in 8 working hours | 90% | 100% | 100% | 100% |
| 13. % Repeated Trouble Reports | <22% | 0% | 0% | 0% |

***fill in according to recording methods used***

Submitted by: Lipan Telephone Company Inc Name: Deana Williams

Email Address: deanaw@lipan.net Telephone: 254-646-2211

## 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 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
<Deana Williams>, <Accounting Manager>

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 12 day of May, 2023.

Elaine Pilkington
Notary Public
State of <Texas>

ELAINE PILKINGTON
My Notary ID # 126302393
Expires November 3, 2023