



Control Number: 54465



Item Number: 83

**PLATEAU
7111 N. PRINCE
CLOVIS, NEW MEXICO
88101**

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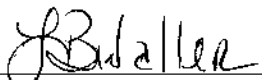
STATEMENT OF ATTESTATION

STATE OF NEW MEXICO

PROJECT # 54465

COUNTY OF CURRY

I, Launa Waller, the attestator, sign my name to this instrument this 10th day of August 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.


Signature

Chief Executive Officer
Title

8/10/2023
Date

83

PROJECT NO. 54465UTILITY: E N M.R. TELEPHONE COOPERATIVEQUARTER ENDING: 06/30/2023**TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>OBJECTIVE</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>INSTALLATION OF SERVICE</u>				
% Primary orders completed in 5 working days	95%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Regular orders completed in 5 working days	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Service installations completed within 30 days	99%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Service installations completed within 90 days	100%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Installation commitments met	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Held regrade orders	1%	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>
<u>OPERATOR-HANDLED CALLS</u>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
Directory assistance answer time				
% answered within 10 seconds	85%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
Repair Service answer time				
% answered within 20 seconds	90%	<u>APR</u> <u>95.35%</u>	<u>MAY</u> <u>89.88%</u>	<u>JUN</u> <u>91.02%</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	<u>0</u>	<u>0.69</u>	<u>2.07</u>
% out-of-service reports cleared in 8 working hours	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
% Repeated trouble reports	22%	<u>0.00%</u>	<u>0.00%</u>	<u>0.00%</u>

Contact Name: Dan KlingensmithContact Telephone: 575-389-4315



PROJECT NO 54465

Corrective Action Plan for Repair Service Answer Time – May 2023

UTILITY: E.N.M.R TELEPHONE COOPERATIVE

QUARTER ENDING: 06/30/2023

Repair Service answer time		APR	MAY	JUN
% answered within 20 seconds	90%	95.35%	89.88%	91.02%

Corrective Action Details: On May 25th and 26th, there was a substantial power outage across several of our New Mexico markets due to storms moving through the areas. During those two days, we experienced a 90.3% increase in our average number of calls, which resulted in missing the benchmark for answer time by a small margin. It is unlikely that customers in our Texas market would have been significantly impacted by this event as we only had one trouble ticket in May for Texas. We will investigate a method to separate calls for our Texas market for reporting purposes.

