



## **Filing Receipt**

**Filing Date - 2024-10-14 11:09:43 AM**

**Control Number - 56001**

**Item Number - 104**

## PROJECT NO. 56001

## TELEPHONE SERVICE QUALITY REPORT

## REPORT MONTHS

	Objective	JUL	AUG	SEP
<b><u>INSTALLATION OF SERVICE</u></b>				
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%
<b><u>OPERATOR-HANDLED CALLS</u></b>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	93%	94%	95%	95%
Average answer time	<5.9 sec.	3.6	3.6	3.6
10. Repair service				
% Answered within 20 seconds	92%	97%	96%	96%
Average answer time	<5.9 sec.	3.6	3.8	3.7
<b><u>TROUBLE REPORTS</u></b>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.34	.68	2.70
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: North Texas Telephone Co.  
Email Address: jennifer.prather@totelcom.comName: Jennifer Prather  
Telephone: 254-893-4600

**STATEMENT OF ATTESTATION**

TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81

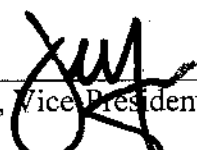
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PUBLIC UTILITY COMMISSION  
  
OF TEXAS

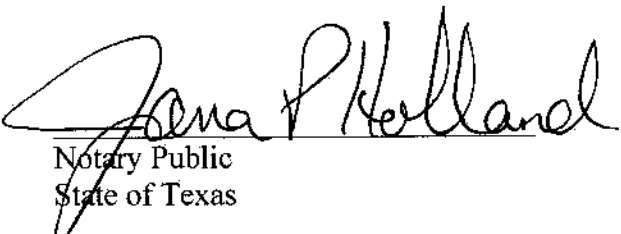
STATE OF TEXAS §  
§  
COUNTY OF COMANCHE §

BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Prather representing North Texas Telephone Company, who on her oath depose and said:

"My name is Jennifer Prather. I am employed by North Texas Telephone Company in the position of Vice-President. 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."

  
Jennifer Prather, Vice President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 14 day of October, 2024.

  
Notary Public  
State of Texas