



## **Filing Receipt**

**Filing Date - 2024-07-22 11:41:25 AM**

**Control Number - 56001**

**Item Number - 62**

**PROJECT NO. 56001**UTILITY: XIT Rural Telephone Cooperative, IncQUARTER ENDING: 6/30/2024**TELEPHONE SERVICE QUALITY REPORT****REPORT MONTHS****INSTALLATION OF SERVICE**

	<b><u>OBJECTIVE</u></b>	<b><u>April</u></b>	<b><u>May</u></b>	<b><u>June</u></b>
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Service installations completed within 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Service installations completed within 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Held regrade orders	1%	<u>0%</u>	<u>0%</u>	<u>0%</u>

**OPERATOR-HANDLED CALLS**

Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<i>or</i>				
Average answer time in seconds	3.3	<u></u>	<u></u>	<u></u>
Directory assistance answer time				
% answered within 10 seconds	85%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<i>or</i>				
Average answer time in seconds	5.9	<u></u>	<u></u>	<u></u>
Repair Service answer time				
% answered within 20 seconds	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<i>or</i>				
Average answer time in seconds	5.9	<u></u>	<u></u>	<u></u>

**TROUBLE REPORTS**

Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	<u>1.19%</u>	<u>2.19%</u>	<u>2.53%</u>
<i>or</i>				
Serving 10,000 or more lines	3	<u></u>	<u></u>	<u></u>
% out-of-service reports cleared in 8 working hours	90%	<u>92.86%</u>	<u>92.31%</u>	<u>96.67%</u>
% Repeated trouble reports	22%	<u></u>	<u></u>	<u></u>

Contact Name: Jessica SanchezContact Telephone: 806-384-3311

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DALLAM

I, Allen Hyer, the attestator, sign my name to this instrument this 22nd day of July 2024,  
and being a duly authorized officer of XIT Rural 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.

Thomas A. Hyer  
Signature

General Manager  
Title

7/22/2024  
Date