



Control Number: 40309



Item Number: 167

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UTILITY:Guadalupe Valley Telephone Cooperative, Inc.
PERIOD ENDING: 12/31/12

PROJECT NO. 40309

TELEPHONE SERVICE QUALITY REPORT

2013 JAN 23 AM 9:13

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	98%	94%	99%
2. % Regular orders completed in 5 working days	90%	98%	95%	99%
3. % Service installations completed within 30 days	99%	99%	99%	99%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held re-grade orders	<1%	0	0	0
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.			
9. Repair service				
% answered within 20 seconds	90%	100%	100%	100%
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines	<3.	1.472	1.729	1.518
12. % of out-of-service reports cleared in 8 Working hours	90%	95%	92%	90%
13. % Repeated Trouble Reports	<22%	7.51%	6.75%	6.68%

*fill in according to recording methods used

Submitted by: Guadalupe Valley Tel. Cop. Inc.

Email Address: Debbie.dailey@gvtc.net

Name: Debbie Dailey

Telephone: 830-885-8278

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STATEMENT OF ATTESTATION

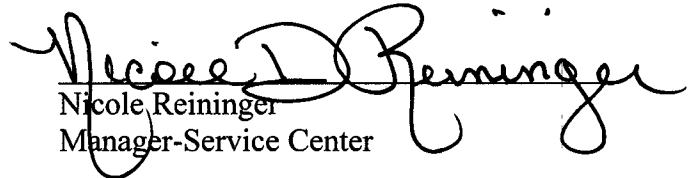
TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

§ PUBLIC UTILITY COMMISSION
§
§ OF TEXAS
§

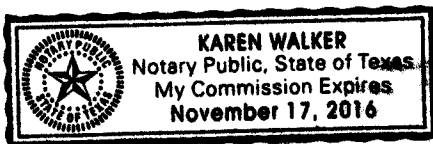
STATE OF TEXAS §
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COUNTY OF COMAL §

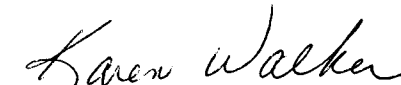
BEFORE ME, the undersigned authority, on this day personally appeared Nicole Reininger representing Guadalupe Valley Telephone Cooperative ("the Cooperative"), who on his oath deposed and said:

"My name is Nicole Reininger. I am employed by Guadalupe Valley Telephone Cooperative, Inc. in the position of Manager- Service Center. 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."


Nicole Reininger
Manager-Service Center

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 14 day of January, 2018.




Notary Public
State of Texas