



Control Number: 40309



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WES-TEX TELEPHONE COOPERATIVE, INC.

P. O. BOX 280 - STANTON, TX 79782-0280 - PHONE 432-756-3393

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PUBLIC UTILITY COMMISSION  
FILING CLERK

April 16, 2012

Public Utility Commission of Texas  
1701 N. Congress Ave.  
P.O. Box 13326  
Austin, Texas 78711-3326

Project No: 40309

Enclosed please find the Telephone Service Quality Report for the Period Ending March 31, 2012.

Very truly yours,

A handwritten signature in cursive script, appearing to read 'J. R. Wilson'.

J. R. Wilson  
Manager


Enclosure

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Martin

I, J. R. Wilson, the attestator, sign my name to this instrument this 16th day of April, 2012, and being a duly authorized officer of Wes-Tex Telephone Coop 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

Manager  
\_\_\_\_\_  
Title

04-16-2012  
\_\_\_\_\_  
Date

PROJECT NO. 40309

PROJECT NO. 40309

UTILITY: Wes-Tex Telephone Cooperative QUARTER ENDING: March 31, 2012

TELEPHONE SERVICE QUALITY REPORT				
		REPORT MONTHS		
	Objective	JAN	FEB	MAR
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Primary orders completed in 5 working days	95%	<u>100</u>	<u>100</u>	<u>100</u>
% Installation commitments met	90%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 30 days	99%	<u>0</u>	<u>0</u>	<u>0</u>
% All Orders Completed in 90 days	100%	<u>0</u>	<u>0</u>	<u>0</u>
<b><u>ANSWER TIME</u></b>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	3.0 or <u>6.0</u>	<u>3.19</u>	<u>2.91</u>	<u>4.64</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Repeated Trouble Reports	22%	<u>0</u>	<u>0</u>	<u>0</u>

Contact Name: Pam Jameson

Contact Telephone Number: 432-756-3393

Revised October 2006