



Control Number: 40309



Item Number: 43

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Echelon Building II, Suite 200  
9430 Research Boulevard, Austin, TX 78759  
phone: 512-338-0473, fax: 512-346-0822

12 MAY 15 2 3:27  
PUBLIC UTILITY COMMISSION  
FILING CLERK

May 15, 2012

Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78711

Re: Project No. 40309, *First Quarter 2012 Service Quality Report Pursuant to P.U.C. SUBST. Rs. 26.54 and 26.81*

Dear Filing Clerk:

On behalf of Mid-Tex Cellular, Ltd. ("the Company"), attached are an original and four (4) copies of the Telephone Service Quality Report for the first quarter 2012. This report is being provided pursuant to the Public Utility Commission of Texas ("Commission") Substantive Rules 26.81 and 26.54.

As indicated in the report, the Company's service quality percentages for business office answer time fell below the Commission-provided benchmarks for three consecutive months. Answer time completed beyond the Commission objective was related to:

- 1) The Company's Customer Care Center was understaffed due to a loss of six Customer Service Representatives and had difficulty finding qualified personnel to fill the positions.
- 2) The Company purchased a new telephone system in November 2011. Once the new system was installed, answer time dropped due to misuse of the equipment.
- 3) The Company has also been experiencing extremely high volumes of customer calls for new service. With the reduction in staff, calls are not being answered within the benchmark.

A Corrective Action Plan is enclosed for the Commission's review. The Company believes that its continued focus and diligence in the area of improving answer time performance will result in performance at or above the applicable benchmark in the next reporting period.

Your cooperation in this matter is greatly appreciated. Please file-stamp the additional copies and return them to me by way of our courier. Any questions or comments may be directed to me at the above-listed address and telephone number.

HEADQUARTERS:

7852 Walker Drive, Suite 200, Greenbelt, MD 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: www.jsitel.com, e-mail: jsi@jsitel.com

Eagandale Corporate Center, Suite 310  
1380 Corporate Center Curve, Eagan, MN 55121  
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road  
Building B-3, Suite 200, Atlanta, Georgia 30328  
phone: 770-569-2105, fax: 770-410-1608

547 South Oakview Lane  
Bountiful, UT 84010  
phone: 801-294-4576, fax: 801-294-5124

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Sincerely,

A handwritten signature in black ink, appearing to read "Cindy Neugebauer". The script is fluid and cursive, with the first name "Cindy" being more prominent and the last name "Neugebauer" following in a similar style.

Cindy Neugebauer  
Authorized Representative  
Mid-Tex Cellular, Ltd.

Attachments

cc: Amanda Preas, Billing Supervisor  
West Central Family of Companies

## **CORRECTIVE ACTION PLAN**

The Company offers the enclosed corrective action plan for the counties of Erath, Comanche, Brown, Mills, Runnels, Coleman, Eastland and Concho.

- ▶ Continue to hire new staff to back-fill the loss of 6 employees in the customer care center. At this time, 5 of the positions have been filled. Once the last position is filled, the customer care center will have a full staff of 18 employees.
- ▶ Advertise open job positions with the Company more diligently by ensuring that job openings are placed on Company website, Company offices and in local newspapers.
- ▶ Train all customer care center representatives on the use of the new telephone system.
- ▶ Continue to train and cross-train new personnel in the customer care center, emphasizing the importance of quick answer time.
- ▶ Operations Manager will develop and provide monthly staffing report to General Manager to ensure and maintain staffing levels.

**PROJECT NO. 40309****TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>INSTALLATION OF SERVICE</u>				
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%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% Answered within 10 seconds	85%	n/a	n/a	n/a
Average answer time	<3.3 sec.	n/a	n/a	n/a
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	n/a	n/a	n/a
Average answer time	<5.9 sec.	n/a	n/a	n/a
9. Business office answer time				
% Answered within 20 seconds	90%	84.72%	80.23%	87.81
Average answer time	<5.9 sec.	15	19	13
10. Repair service				
% Answered within 20 seconds	90%	n/a	n/a	n/a
Average answer time	<5.9 sec.	n/a	n/a	n/a
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	##	##	##
Serving 10,000 or more lines	<3	15	0	10
12. % of out-of-service reports cleared in 8 working hours	90%	100	n/a	100
13. % Repeated Trouble Reports	<22%	0%	n/a	0%

\*fill in according to recording methods used

Submitted by: John Staurulakis, Inc.  
Email Address: cneugebauer@jsitel.comName: Cindy Neugebauer  
Telephone: (512) 338-0473

**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 TOM GREEN §

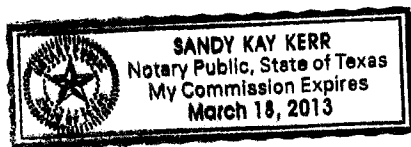
BEFORE ME, the undersigned authority, on this day personally appeared Amanda Preas representing Mid-Tex Cellular, Ltd. ("the Company"), who on her oath deposed and said:

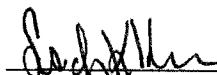
"My name is Amanda Preas. I am employed by Mid-Tex Cellular, Ltd. in the position of Billing Supervisor. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Amanda Preas, Billing Supervisor

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 15 day of May, 2012.



  
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Notary Public  
State of Texas