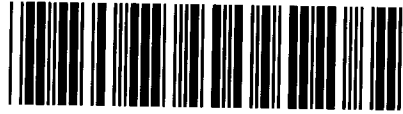


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TELEPHONE COOPERATIVE

P.O. BOX 280 • STANTON, TX 79782-0280 • PHONE 432-756-3393 • FAX 432-756-2659

January 30, 2015

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

42147

RE: Project No. — Telephone Service Quality Report for the Quarter Ending December 31, 2014

Enclosed please find four copies of the Telephone Service Quality Report for the quarter ending December 31, 2014 for Wes-Tex Telephone Cooperative, Inc.

Sincerely,

A handwritten signature in cursive script that reads "Darren Patrick".

Darren Patrick  
Assistant General Manager

RECEIVED  
2015 FEB -3 AM 9:59  
PUBLIC UTILITY COMMISSION  
FILING CLERK

203

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MARTIN

I, J. R. Wilson, the attestator, sign my name to this instrument this 30<sup>th</sup> day of January, 2015, and being a duly officer of Wes-Tex 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.



\_\_\_\_\_  
Signature

Executive Vice President

\_\_\_\_\_  
Title

1-30-15

\_\_\_\_\_  
Date

PROJECT NO. 41093

UTILITY: Wes-Tex Telephone Cooperative, Inc.

QUARTER ENDING: December 31, 2014

<b>TELEPHONE SERVICE QUALITY REPORT</b>				
	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<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>100</u>	<u>100</u>	<u>100</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	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Average answer time in seconds (or 90% within twenty seconds)				
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	3.0 or <u>6.0</u>	<u>4.19</u>	<u>2.64</u>	<u>1.71</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>0.999</u>	<u>1</u>	<u>0.999</u>
% Repeated trouble reports	22%	<u>16%</u>	<u>12%</u>	<u>8%</u>

Contact Name: Darren Patrick

Contact Telephone Number: (432) 756-3393