



Control Number: 42147



Item Number: 38

Addendum StartPage: 0

PROJECT NO. 42147 RECEIVED

14 MAY 13 AM 9:46

QUARTER ENDING:

March 31, 2014

UTILITY: Dell Telephone Cooperative, Inc.PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>January</u>	<u>February</u>	<u>March</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	95%	95%	97%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
All Orders Completed in 30 days	99%	99%	100%	100%
All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	SBC	SBC	SBC
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	SBC	SBC	SBC
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	SBC	SBC	SBC
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	4.50	5.10	3.40
% of out of service reports cleared in 8 working hours	90%	100%	97%	100%
% Repeated trouble reports	22%	100%	2%	100%

Contact Name: Steve GattoContact Telephone Number: (830) 895-7226

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF HUDSPETH §

I, Denny Bergstrom, the attester, sign my name to this instrument this 5th day of May 2014, and being a duly authorized representative of Dell Telephone Cooperative, Inc., do hereby declare and affirm that the attached 1st Quarter 2014 Telephone Service Quality Report, filed in Project No. 42147, from Dell Telephone Cooperative, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Denny Bergstrom

Typed Name

General Manager

Title

May 05, 2014

Date