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STATEMENT OF ATTESTATION

STATE OF TEXAS §
COUNTY OF WILLACY §

I, Dave Osborn, the attester, sign my name to this instrument this 13 day of October 2015, and being a duly authorized officer of Valley Telephone Cooperative, Inc., do hereby declare and affirm that the attached 3rd Quarter 2015 Telephone Service Quality Report, filed in Project No. 41093, from Valley Telephone Cooperative, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Dave Osborn

Typed Name

CEO

Title

October 13, 2015

Date

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PROJECT NO. 42147QUARTER: 3rdUTILITY: Valley Telephone Cooperative, Inc.QUARTER ENDING: July 31, 2015

TELEPHONE SERVICE QUALITY REPORT

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>July</u>	<u>Aug</u>	<u>Sept</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	94%	100%	100%
% Primary orders completed in 5 working days	95%	100%	98%	92%
% Installation commitments met	90%	100%	100%	100%
All Orders Completed in 30 days	99%	100%	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	N/A	N/A	N/A
Directory assistance answer time* Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	N/A	N/A	N/A
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0			
% of out of service reports cleared in 8 working hours	90%	90%	77%	76%
% Repeated trouble reports	22%	4%	4%	5%

Contact Name: Paula SmithContact Telephone Number: 956.642.1194