



Control Number: 44022



Item Number: 24

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PROJECT NO. 44022

TELEPHONE SERVICE QUALITY REPORT				
OBJECTIVE	REPORT MONTHS			
	JAN	FEB	MAR	
<b>INSTALLATION OF SERVICE</b>				
1.% REGULAR ORDERS COMPLETED IN 5 WORKING DAYS	90%	100.0 %	100.0 %	100.0 %
2.% PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS	95%	100.0 %	100.0 %	100.0 %
3.% INSTALLATION COMMITMENTS MET	90%	100.0 %	100.0 %	100.0 %
4.% SERVICE INSTALLATIONS COMPLETED WITHIN 30 DAYS	99%	100.0 %	100.0 %	100.0 %
5.% SERVICE INSTALLATIONS COMPLETED WITHIN 90 DAYS	100%	100.0 %	100.0 %	100.0 %
6.HELD REGRADE ORDERS	<1%	0	0	0
<b>OPERATOR-HANDLED CALLS</b>				
7. TOLL & ASSISTANCE ("0") ANSWER TIME *	85%	N/A	N/A	N/A
% ANSWERED WITHIN 10 SECONDS	<3.3 SEC.	N/A	N/A	N/A
AVERAGE ANSWER TIME				
8. DIRECTORY ASSISTANCE ANSWER TIME *	85%	N/A	N/A	N/A
% ANSWERED WITHIN 10 SECONDS	<5.9 SEC.	N/A	N/A	N/A
AVERAGE ANSWER TIME				
9. BUSINESS OFFICE ANSWER TIME	90%	0	0	0
% ANSWERED WITHIN 20 SECONDS	<5.9 SEC.			
AVERAGE ANSWER TIME				
10. REPAIR SERVICE ANSWER TIME	90%	0	0	0
% ANSWERED WITHIN 20 SECONDS	<5.9 SEC.			
AVERAGE ANSWER TIME				
<b>TROUBLE REPORTS</b>				
11. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES				
SERVING 10,000 OR MORE LINES	<3	1.21	0.88	1.21
SERVING 10,000 OR FEWER LINES	<6			
12. % OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	90%	100.00%	100.00%	97.39%
13. % REPEATED TROUBLE REPORTS	<22%	14.92%	9.09%	10.99%
*FILL IN ACCORDING TO RECORDING METHODS USED				
SUBMITTED BY: Jackie Woerner		NAME:		
EMAIL ADDRESS:jwoerner@hctc.coop		TELEPHONE:830-367-5333 EXT.256		

2015 APR 29 AM 9:25  
 HILL COUNTRY TELEPHONE COOP

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**STATEMENT OF ATTESTATION**

**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

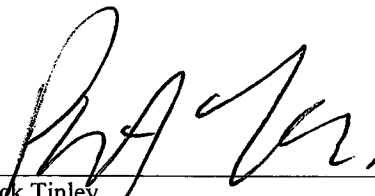
**PUBLIC UTILITY COMMISSION  
OF TEXAS**

STATE OF TEXAS

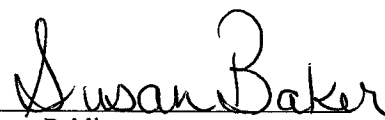
COUNTY OF KERR

BEFORE ME, the undersigned authority, on this day personally appeared Patrick Tinley representing Hill Country Telephone Cooperative Inc., who on his oath deposed and said:

“My name is Patrick Tinley. I am employed by Hill Country Telephone Cooperative, Inc. in the position of Manager, Network Operations. 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.”

  
\_\_\_\_\_  
Patrick Tinley,  
Manager, Network Operations

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 24<sup>th</sup> day of April, 2015.

  
\_\_\_\_\_  
Notary Public  
State of Texas

