



Control Number: 45517



Item Number: 221

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Consolidated[®] communications

350 S Loop 336 West, Conroe, TX 77304-3308
www.consolidated.com

February 28, 2016

Public Utility Commission of Texas
Filing Clerk, Central Records
1701 N. Congress Avenue, Ste, 8-100
Austin, TX 78711-3326

RECEIVED
2017 MAR -1 AM 11:02
PUBLIC UTILITY COMMISSION
FILING CLERK

Re: Project # 45517 Telephone Service Quality Report of the 4th Quarter 2016 for
Consolidated Communications of Fort Bend Company and Consolidated
Communications of Texas Company

Enclosed are the original and three (3) copies of Project # 45517 Telephone Service Quality
Report of the 4th Quarter 2016 for:

Consolidated Communications of Fort Bend Company (CCFB)
Consolidated Communications of Texas Company (CCTX)

This report is filed in compliance with Substantive Rules §26.54 and §26.81 as required by the
Public Utility Commission of Texas. In accordance to 26.54(c)(6)(D) below are the reasons
4Q16 Repair Service Answer Time were missed:

Reasons Missed:

- Staffing issues (vacancies and some FMLA absences)
- Staffing issues in the data center which resulted in additional calls to repair

Action Plan:

- Positions have been filled and training is being conducted now. Training will be completed by March 3.

Also in accordance to 26.54(c)(6)(D) below are the reasons 4Q16 Primary Service Orders
within 5 days were missed:

Reasons Missed:

- Metric was missed due to open tech positions

Action Plan:

- Positions have since been filled.

Questions regarding this report can be directed to me at scott.kitchen@consolidated.com or
936.521.7736.

Sincerely,

Scott Kitchen
Director, Regulatory Compliance

UTILITY: Consolidated Communications of Fort Bend Company QUARTER ENDING: December 31, 2016

TELEPHONE SERVICE QUALITY REPORT

PROJECT # 45517

		<u>REPORT MONTHS</u>		
	Objective	October	November	December
<u>SERVICE ORDERS</u>				
1. % Regular orders completed in 5 working days	90%	100.00%	99.52%	100.00%
2. % Primary orders completed in 5 working days	95%	90.79%	90.63%	93.33%
3. % Installation commitments met	90%	94.03%	95.94%	94.16%
4. % All Orders Completed in 30 days	99%	100.00%	100.00%	100.00%
5. % All Orders Completed in 90 days	100%	100.00%	100.00%	100.00%
6. Number of held regrade orders at month end	< 1	0.0	0.0	0.0
<u>ANSWER TIME *</u>				
7. Toll & Assistance ("0") answer time % answered within 10 secs	>=85%	96%	95%	95%
8. Directory assistance answer time % answered within 10 secs	>=85%	93%	95%	94%
9. Repair service % within 20 seconds	>=90%	61.90%	70.29%	82.25%

* CC of Texas and CC of Fort Bend Telephone share common business office and repair center. Op Svc outsourced.

TROUBLE REPORTS

10. Customer trouble reports per 100 access lines	<3	0.34	0.35	0.30
11. % of out-of-service reports cleared in 8 working hours	>=90%	99.54%	95.75%	97.79%
12. % Repeated Trouble Reports	<22%	2.19%	0.80%	0.55%

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MONTGOMERY

I, Scott Kitchen, the attestator, sign my name to this instrument this 28th day of Feb, 2016, being a duly authorized officer of Consolidated Communications of Fort Bend Company 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

Director, Regulatory Compliance
Title

February 28, 2017
Date

UTILITY:

Consolidated Communications of Texas Company

QUARTER ENDING:

December 31, 2016

TELEPHONE SERVICE QUALITY REPORT

PROJECT # 45517

SERVICE ORDERS

1. % Regular orders completed in 5 working days
2. % Primary orders completed in 5 working days
3. % Installation commitments met
4. % All Orders Completed in 30 days
5. % All Orders Completed in 90 days
6. Number of held regrade orders at month end

Objective	REPORT MONTHS		
	October	November	December
>=90%	98.43%	98.08%	98.87%
>=95%	91.71%	92.47%	86.59%
>=90%	90.20%	81.51%	82.25%
>=99%	100.00%	99.89%	100.00%
100%	100.00%	100.00%	100.00%
<=1	0.0	0.0	0.0

ANSWER TIME *

7. Toll & Assistance ("0") answer time
% answered within 10 secs
8. Directory assistance answer time
% answered within 10 secs
9. Repair service
% within 20 seconds

>=85%	96%	95%	95%
>=85%	93%	95%	94%
>=90%	61.90%	70.29%	82.25%

* CC of Texas and CC of Fort Bend Telephone share common business office and repair center. Op Svc outsourced.

TROUBLE REPORTS

10. Customer trouble reports per 100 access lines
11. % of out-of-service reports cleared in 8 working hours
12. % Repeated Trouble Reports

<=3	0.46	0.41	0.51
>=90%	94.16%	94.74%	93.42%
<=22%	1.77%	2.08%	1.35%

STATEMENT OF ATTESTATION

STATE OF TEXAS

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Signature

Director, Regulatory Compliance

Title

February 28, 2017

Date