



Control Number: 45517



Item Number: 49

Addendum StartPage: 0

PROJECT NO. 45517

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UTILITY: XIT Rural TelephoneQUARTER ENDING: 3/31/2016PUBLIC UTILITY COMMISSION
FILING CLERK**TELEPHONE SERVICE QUALITY REPORT****REPORT MONTHS**

	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	93%	100%	90%
% Primary orders completed in 5 working days	95%	84%	100%	84%
% 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	100%	100%	100%
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	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.86	0.38	0.47
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	80%
% Repeated Trouble Reports	22%	0%	0%	0%

Contact Name: Catherine TaylorContact Telephone Number: 806-384-7513

Revised October 2006

49

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DALLAM

I, Catherine Taylor, the attestator, sign my name to this instrument this 13th day of May, 2016,
and being a duly authorized officer of XIT Rural 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.

Catherine Taylor
Signature

Billing Manager
Title

05/13/2016
Date