



Control Number: 46729



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PUBLIC UTILITY COMMISSION
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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 20 day of April 2017, and being a duly authorized officer of Valley Telephone Cooperative, Inc., do hereby declare and affirm that the attached 1st Quarter 2017 Telephone Service Quality Report, filed in Project No. 46729, 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

April 20, 2017

Date

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PROJECT NO. 46729

QUARTER: 1st

UTILITY: Valley Telephone Cooperative, Inc.

QUARTER ENDING: March 31, 2017

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	Objective	Jan	Feb	Mar
SERVICE ORDERS				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	95%
% 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%

ANSWER TIME

N/A indicator as this section is not applicable to our company

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

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0			
% of out of service reports cleared in 8 working hours	90%	93%	92%	91%
% Repeated trouble reports	22%	22%	21%	26%

Contact Name: Paula Smith

Contact Telephone Number: 956.642.1194