



Control Number: 46729



Item Number: 119

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UTILITY: Community Telephone Company

PERIOD ENDING: 9/30/17

PROJECT NO. 46729

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

2017 OCT 25 PM 2:32

	<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	100%	100%	100%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	no calls	no calls	no calls
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	89.47%	93.10%	96.49%
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	##	##	##
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	##	##	##
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1%	1%	1%
Serving 10,000 or more lines	<3	##	##	##
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	10%	7.6%	0%

* Provided by National Directory Assistance
Corrective Action Details per NDA: None required

Submitted by: Community Telephone Company
Email Address: steveh@comcell.net

Name: Steve Humpert
Telephone: (940) 423-6201

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STATEMENT OF ATTESTATION

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

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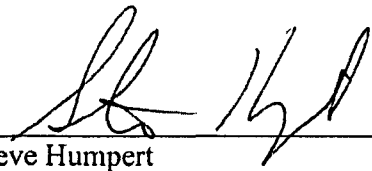
PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF ARCHER §

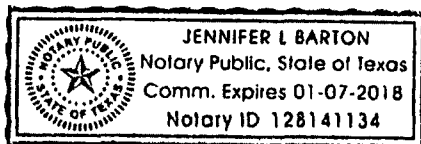
BEFORE ME, the undersigned authority, on this day personally appeared Steve Humpert representing Community Telephone Company ("Community"), who on his oath deposed and said:

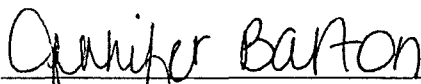
"My name is Steve Humpert. I am employed by Community in the position of Plant Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Steve Humpert
Plant Manager

24 SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the
day of October, 2017.





Jennifer Barton
Notary Public
State of Texas