



Control Number: 46729



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PROJECT NO. 46729

## TELEPHONE SERVICE QUALITY REPORT

2017 OCT 31 AM 9:47

## REPORT MONTHS

		Objective	JUL	AUG	SEP
<b><u>INSTALLATION OF SERVICE</u></b>					
1. % Primary orders completed in 5 working days	95%		<u>100%</u>	<u>100%</u>	<u>100%</u>
2. % Regular orders completed in 5 working days	90%		<u>100%</u>	<u>100%</u>	<u>100%</u>
3. % Service installations completed within 30 days	99%		<u>100%</u>	<u>100%</u>	<u>100%</u>
4. % Service installations completed within 90 days	100%		<u>100%</u>	<u>100%</u>	<u>100%</u>
5. % Installation commitments met	90%		<u>100%</u>	<u>100%</u>	<u>100%</u>
6. % Held regrade orders	<1%		<u>0%</u>	<u>0%</u>	<u>0%</u>
<b><u>OPERATOR-HANDLED CALLS</u></b>					
7. Toll & Assistance ("0") answer time*					
% Answered within 10 seconds	85%		<u>100%</u>	<u>100%</u>	<u>100%</u>
or					
Average answer time	<3.3 sec.		_____	_____	_____
8. Directory assistance answer time*					
% Answered within 10 seconds	85%		<u>100%</u>	<u>100%</u>	<u>100%</u>
or					
Average answer time	<5.9 sec.		_____	_____	_____
9. Business office answer time					
% Answered within 20 seconds	90%		<u>100%</u>	<u>100%</u>	<u>100%</u>
or					
Average answer time	<5.9 sec.		_____	_____	_____
10. Repair service					
% Answered within 20 seconds	90%		<u>100%</u>	<u>100%</u>	<u>100%</u>
or					
Average answer time	<5.9 sec.		_____	_____	_____
<b><u>TROUBLE REPORTS</u></b>					
11. Customer trouble reports per 100 access lines					
Serving 10,000 or fewer lines	<6		<u>.217</u>	<u>.776</u>	<u>.540</u>
or					
Serving 10,000 or more lines	<3		_____	_____	_____
12. % of out-of-service reports cleared in 8 working hours	90%		<u>100%</u>	<u>100%</u>	<u>100%</u>
13. % Repeated Trouble Reports	<22%		<u>0%</u>	<u>0%</u>	<u>8%</u>

Submitted by: Colorado Valley Telephone Cooperative, Inc.

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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 FAYETTE   §

BEFORE ME, the undersigned authority, on this day personally appeared Kelly Allison representing Colorado Valley Telephone Cooperative, Inc., who on his oath deposed and said:

“My name is Kelly Allison. I am employed by Colorado Valley Telephone Cooperative, Inc. in the position of General Manager. I am personally responsible for overseeing the preparation of the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct.”

  
\_\_\_\_\_  
General Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 26<sup>th</sup> day of October, 2017.

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