



Control Number: 46729



Item Number: 189

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TELEPHONE COOPERATIVE

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2018 FEB -5 AM 9:42

PUBLIC UTILITY COMMISSION
FILING CLERK

February 1, 2018

Filing Clerk
Public Utility Commission of Texas
1701 N Congress Ave
P.O. Box 13326
Austin, TX 78711-3326

RE: Project No. 46729 – Telephone Service Quality Report for the Quarter Ending December 31, 2017

Enclosed please find four copies of the Telephone Service Quality Report for the quarter ending December 31, 2017 for Wes-Tex Telephone Cooperative, Inc.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Darren Patrick'.

Darren Patrick
Executive Vice President

STATEMENT OF ATTESTATION

TEXAS TELEPHONE SERVICE QUALITY REPORT PURSUANT TO P.U.C. SUBST. RS. 26.54 & 26.81	§ § § §	PUBLIC UTILITY COMMISSION OF TEXAS
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STATE OF TEXAS §
 §
COUNTY OF MARTIN §

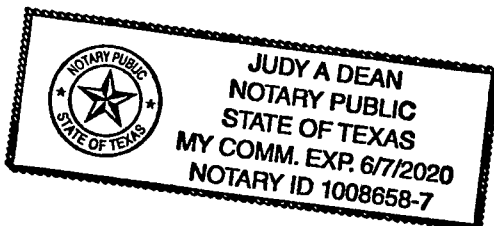
BEFORE ME, the undersigned authority, on this day personally appeared Darren Patrick representing Wes-Tex Telephone Cooperative, Inc. ("the Cooperative"), who on his/her oath deposed and said:

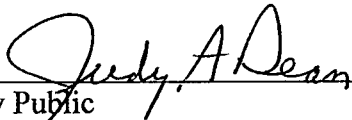
"My name is Darren Patrick. I am employed by Wes-Tex Telephone Cooperative, Inc. in the position of Executive Vice President. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Darren Patrick, Executive Vice President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 1st day of February, 2018.





Notary Public
State of Texas

UTILITY: Wes-Tex Telephone Cooperative, Inc.PERIOD ENDING: 12/31/2017

PROJECT NO. 46729

TELEPHONE SERVICE QUALITY REPORT

		REPORT MONTHS			
		Objective	Oct	Nov	Dec
<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%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>					
7.	Toll & Assistance ("0" answer time*				
	% Answered within 10 seconds	85%			
	Average answer time	<3.3 sec.	n/a	n/a	n/a
8.	Directory assistance answer time*				
	% Answered within 10 seconds	85%	97%	96%	30%
	Average answer time	<5.9 sec.			
9.	Business office answer time				
	% Answered withing 20 seconds	90%			
	Average answer time	<5.9 sec.	100%	100%	100%
10.	Repair service				
	% Answered withing 20 seconds	90%			
	Average answer time	<5.9 sec	100%	100%	100%
<u>TROUBLE REPORTS</u>					
11.	Customer trouble reports per 100 access lines				
	Serving 10,000 or fewer lines	<6	1.32	1.17	0.75
	Serving 10,000 or more lines	<3			
12.	% of out-of-service reports cleared in 8 working hours	90%	99.7%	99.9%	99.7%
13.	% Repeated Trouble Reports	<22%	29%	28%	31%

* fill in according to recording methods used

Submitted by: Name: Darren PatrickEmail: dpatrick@westex.coopTelephone: (432) 756-3393

UTILITY: Wes-Tex Telephone Cooperative, Inc.

PERIOD ENDING: 12/31/2017

PROJECT NO. 46729

TELEPHONE SERVICE QUALITY REPORT
Comments on Unmet Benchmarks

Line 8: Directory Assistance Calls

Wes-Tex outsources its directory assistance service to an outside company, National Directory Assistance. According to NDA, "a new call center automation platform malfunctioned defaulting extraordinarily high volumes of calls directly to live operators. This resulted in capacity overload for the live operators. Operators were added and their schedules optimized to handle this temporary increased call volume. The automation platform issues were resolved in January 2018."

Wes-Tex will monitor the performance in the 1st quarter of 2018 and reevaluate the use of this resource if performance measures do not become compliant.

Line 13: % Repeat Trouble Reports

Overall, Wes-Tex experienced a decrease in total trouble tickets for the quarter. However, we experienced a higher percentage of repeat trouble reports from a small number of subscribers. The source of these troubles is related to stray electrical power influence and induction over copper telephone cables. The customers affected are on extremely long copper loops running through a service territory with multiple submersible oil pumps as well as several miles of electric lines that parallel our copper cable.

Wes-Tex is in the process of re-bonding and re-grounding the copper cable feeding these customer and has ordered devices to place on the copper cable that have been advertised to be able to mitigate harmonic interference. There is a 3 - 4 week lead time on receiving these devices. Therefore, we anticipate implementing these devices in March 2018.