



Control Number: 46729



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PROJECT NO. 46729



2017 MAY -1 AM 9:10

UTILITY: Nortex Communications Co

QUARTER ENDING: March 31, 2017
PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% 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

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	98.06	97.89	98.48
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	100%	100%	100%

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	.77	.87	.67
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	0%	0%

Contact Name: Kyla Henscheid

Contact Telephone Number: 940-759-2251

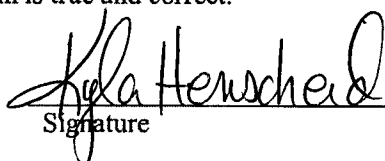
Revised October 2006
Current as of 03/01/2017

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Cooke

I, Kyla Henscheid, the attestator, sign my name to this instrument this 26th day of April, 2017, and being a duly authorized officer of Nortex Communications 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.



Signature

Billing Coordinator

Title

4/26/2017

Date