



Control Number: 46729



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PUBLIC UTILITY COMMISSION
FILING CLERK

GVNW CONSULTING, INC.

1001 WATER STREET, STE. A-100
KERRVILLE, TX 78028
TEL 830.896.5200
FAX 830.896.5202

January 31, 2019

Filing Clerk
Public Utilities Commission of Texas
1701 North Congress Avenue
Austin, TX 78701

Re: Project No. 46729 - Telephone Utilities Service Quality Report Pursuant to 16 TAC §26.54 and §26.81

Dear Filing Clerk:

On behalf of Ganado Telephone Company, Inc. ("Ganado"), please find enclosed for filing an original and five (5) copies of the 2017 3rd Quarter Quality of Service Report pursuant to 16 TAC §26.54 and §26.81.

Please do not hesitate to contact me should you have any questions or need additional information.

Sincerely,

Stephanie Griffin
Authorized Representative for
Ganado Telephone Company, Inc.

cc: Bill Rakowitz, General Manager, Ganado Telephone Company, Inc.

STATEMENT OF ATTESTATION

STATE OF TEXAS **§**

COUNTY OF JACKSON §

I, Bill Rakowitz, the attester, sign my name to this instrument this 24th day of October 2017, and being a duly authorized officer of Ganado Telephone Company, Inc., do hereby declare and affirm that the attached 3rd Quarter 2017 Telephone Service Quality Report, filed in Project No. 46729 from Ganado Telephone Company, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.

Signature Bill R. Rowitz

Bill Rakowitz
Typed Name

General Manager
Title

October 24, 2017
Date

PROJECT NO. 46729

UTILITY: Ganado Telephone Company, Inc.

QUARTER ENDING: September 30, 2017

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>100%</u>	* <u>100%</u>	* <u>100%</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>79.41%</u>	* <u>92.86%</u>	* <u>100%</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	<u>0.64</u>	<u>0.34</u>	<u>0.83</u>
% of out of service reports cleared in 8 working hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Repeated trouble reports	22%	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>

Contact Name: Courtney Spears

Contact Telephone Number: (830) 895-7221

* See attached answer time results provided by National Directory Assistance.

Revised October 2006