

Control Number: 46729



Item Number: 63

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UTILITY: Industry Telephone Company

PERIOD ENDING: 6/30/17

PROJECT NO. 46729

TELEPHONE SERVICE QUALITY REPORT

**COPY**

2017 JUL 20 AM 9:35

REPORT MONTHS

APR

MAY

JUN

POSTAL TELEGRAPH TELEPHONE  
COMMUNICATIONS  
COMMISSION  
FILING CLERK

SERVICE ORDERS

	Objective	APR	MAY	JUN
1. % Regular orders completed in 5 working days	90%	100%	100%	100%
2. % Primary orders completed in 5 working days	95%	100%	100%	100%
3. % Installation commitments met	90%	100%	100%	100%
4. % All orders completed in 30 days	99%	100%	100%	100%
5. % All orders completed in 90 days	100%	100%	100%	100%

ANSWER TIME

6. Toll & Assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	88%	100%	96%
7. Directory assistance answer time Average answer time in seconds (or 85% within ten seconds)	5.9	100%	94.12%	93.62%
8. Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	100%	100%	100%

TROUBLE REPORTS

9. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines	6.0	.40	.40	.10
Serving 10,000 or more lines	3.0			
10. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
11. % Repeated Trouble Reports	22%	0%	0%	0%

Submitted by: Rodney Hackemack  
Email Address: hack@industrytelco.com

Name: Industry Telephone Company  
Telephone: 979-357-4411

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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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§  
§  
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**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

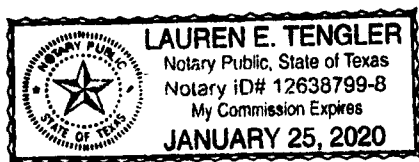
STATE OF TEXAS       §  
                                  §  
COUNTY OF AUSTIN   §

BEFORE ME, the undersigned authority, on this day personally appeared Rodney Hackemack representing Industry Telephone Company ("Company"), who on his oath depose and said:

"My name is Rodney Hackemack. I am employed by Industry Telephone Company in the position of Director of Regulatory Affairs. 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."

Rodney Hackemack  
Director of Regulatory Affairs

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 19<sup>th</sup> day of July, 2017.



Lauren E. Tengler  
Notary Public  
State of Texas