



Control Number: 46729



Item Number: 96

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PROJECT NO. 46729

UTILITY: Cumby Telephone Co-op, Inc.

QUARTER ENDING June 30, 2017

2017 AUG 16 PM 1:19

**TELEPHONE SERVICE QUALITY REPORT**

PUBLIC UTILITY COMMISSION  
FILE NO. 15-16-K

**REPORT MONTHS**

	<b>OBJECTIVE</b>	<b>Apr</b>	<b>May</b>	<b>June</b>
<b><u>INSTALLATION OF SERVICE</u></b>				
% Primary orders completed in 5 working days	95%	96%	99%	100%
% Regular orders completed in 5 working days	90%	97%	100%	100%
% Service installations completed within 30 days	99%	99%	100%	100%
% Service installations completed within 90 days	100%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% Held regrade orders	1%	0%	0%	0%
<b><u>OPERATOR-HANDLED CALLS</u></b>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	99%	98%	99%
or				
Average answer time in seconds	3.3	3.3	3.3	3.3
Directory assistance answer time				
% answered within 10 seconds	85%	90%	90%	90%
or				
Average answer time in seconds	5.9	5.9	5.9	5.9
Repair Service answer time				
% answered within 20 seconds	90%	95%	95%	95%
or				
Average answer time in seconds	5.9	5.9	5.9	5.9
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	6	6	6
or				
Serving 10,000 or more lines	3			
% out-of-service reports cleared in 8 working hours	90%	96%	98%	99%
% Repeated trouble reports	22%	0%	0%	0%

Contact Name: Judy Stewart

Contact Telephone: 903-994-2211

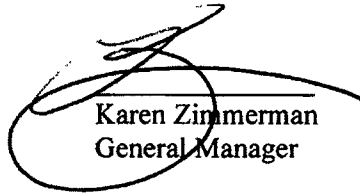
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## STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF HOPKINS

I, Karen Zimmerman, the attestator, sign my name to this instrument this 15th day of August 2017, and being a duly authorized officer of Cumby Telephone Co-op, Inc., 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.



Karen Zimmerman  
General Manager

August 15, 2017

## Hicks, Ruby

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**From:** NoReply  
**Sent:** Wednesday, August 16, 2017 11:54 AM  
**To:** Hicks, Ruby  
**Subject:** PUC Filing submission confirmation.

## Filing Complete

### Next Steps:

You have completed the electronic portion of your filing, however, in order for the PUC to be able to process your filing, you must submit this tracking number with your paper copies. You may print and include this page or the confirmation email you received. For any questions about the number of copies, please see the following page: <http://www.puc.texas.gov/industry/filings/FilingProceed.aspx> **Central Records: (512) 936-7180**

### Tracking Number: MYTQMKZG

**Filing Submitted** 8/16/2017 11:53:37 AM  
**on**

**Control Number** 47343 RULEMAKING TO AMEND CHAPTER 25 SUBSTANTIVE RULES RELATING  
TO THE ELIMINATION OF THE SYSTEM BENEFIT FUND

**Filing Party** PUC CADM

**Filing Type** PROJECT

**Description** STAFF STRAWMAN PROPOSAL AND REQUEST FOR COMMENT

**Documents** 47343 - Strawman and Request for Comment (002).docx

**Addendum**  
**Included** Yes

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**Page**

**Submitted By** Ruby Hicks  
1701 N Congress Ave  
Austin, TX 78701  
5129367249  
Ruby.Hicks@puc.texas.gov