



Control Number: 47932



Item Number: 141

Addendum StartPage: 0

PROJECT NO. 47932

TELEPHONE SERVICE QUALITY REPORT

2018 NOV 13 AM 9:30

REPORT MONTHS

	<u>Objective</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
2. % Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
3. % Service installations completed within 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
4. % Service installations completed within 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
5. % Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
6. % Held regrade orders	<1%	<u>0</u>	<u>0</u>	<u>0</u>

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	<u>100%</u>	<u>100%</u>	<u>100%</u>
or				
Average answer time	<3.3 sec.	_____	_____	_____
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	<u>86.62%</u>	<u>94.965%</u>	<u>89.97%</u>
or				
Average answer time	<5.9 sec.	_____	_____	_____
9. Business office answer time				
% Answered within 20 seconds	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
or				
Average answer time	<5.9 sec.	_____	_____	_____
10. Repair service				
% Answered within 20 seconds	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
or				
Average answer time	<5.9 sec.	_____	_____	_____

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	<u>.349</u>	<u>.590</u>	<u>.420</u>
or				
Serving 10,000 or more lines	<3	_____	_____	_____
12. % of out-of-service reports cleared in 8 working hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
13. % Repeated Trouble Reports	<22%	<u>0%</u>	<u>3%</u>	<u>0%</u>

Submitted by: Colorado Valley Telephone Cooperative, Inc.Name: Susie PolasekEmail: susiep@coloradovalley.comTelephone: 979-247-8116

141

STATEMENT OF ATTESTATION

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF FAYETTE §

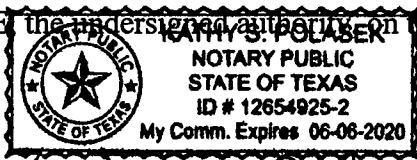
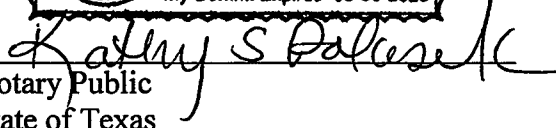
BEFORE ME, the undersigned authority, on this day personally appeared Kelly Allison representing Colorado Valley Telephone Cooperative, Inc., who on his oath deposed and said:

“My name is Kelly Allison. I am employed by Colorado Valley Telephone Cooperative, Inc. in the position of General Manager. I am personally responsible for overseeing the preparation of the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct.”



General Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 8th day of November, 2018.

Notary Public
State of Texas