

Control Number: 47932



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UTILITY: Community Telephone Company

PERIOD ENDING: 12/31/18

PROJECT NO. 47932

2019 FEB 13 PM 2:34

TELEPHONE SERVICE QUALITY REPORT

PUBLIC UTILITIES COMMISSION
FILING CLERK
REPORT MONTHS

	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	100%	100%	100%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time* % Answered within 10 seconds	85%	no calls	no calls	no calls *
8. Directory assistance answer time* % Answered within 10 seconds	85%	100%	100%	95.8% *
9. Business office answer time % Answered within 20 seconds Average answer time	90% <5.9 sec.	100% ##	100% ##	100% ##
10. Repair service % Answered within 20 seconds Average answer time	90% <5.9 sec.	100% ##	100% ##	100% ##
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines Serving 10,000 or more lines	<6 <3	.8% ##	.5% ##	.7% ##
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	9%	10%	20%

* Provided by National Directory Assistance – As indicated on the attached NDA Operator Answer Time Results Report, there were no OS calls recorded for the fourth quarter.

Submitted by: Community Telephone Company
Email Address: stevh@comcell.net

Name: Steve Humpert
Telephone: (940) 423-6201

1931


STATEMENT OF ATTESTATION

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

STATE OF TEXAS §
 §
COUNTY OF ARCHER §

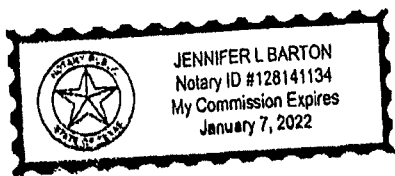
BEFORE ME, the undersigned authority, on this day personally appeared Steve Humpert representing Community Telephone Company (“Community”), who on his oath deposed and said:


“My name is Steve Humpert. I am employed by Community in the position of Plant Manager. 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.”



Steve Humpert
Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 13 day of February, 2019.





Jennifer L. Barton
Notary Public
State of Texas

**National Directory Assistance Operator Answer Time Results
4th Quarter 2018**

Percentage of Calls Within 10 Seconds

Community Telephone Co

	Oct 18	Nov 18	Dec 18	Quarter Average
Operator Speed of Answer				
Directory Assistance Information	100.0%	100.%	87.5 %	95.8%
Operator Service	No Calls	No Calls	No Calls	No Calls

This information is intended for and valid for use by Texas LECs in meeting quarterly service requirements of the Texas Public Utility Commission.

Corrective Action Required: No

Corrective Action Details: