



Control Number: 49064



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PROJECT NO. 49064
TELEPHONE SERVICE QUALITY REPORT

UTILITY: Coleman County Telephone Cooperative, Inc.

QUARTER ENDING:

2018 OCT 21 AM 9:19

PUBLIC UTILITY COMMISSION
REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sept</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%	0%	0%	0%

ANSWER TIME

7. Toll & Assistance ("0") answer time % Answered within 10 seconds	85%	99%	99%	99%
8. Directory assistance answer time % Answered within 10 seconds	85%	99%	99%	99%
9. Business office answer time % Answered within 20 seconds	90%	99%	99%	99%
10. Repair service answer time % Answered within 20 seconds	90%	99%	99%	99%

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines	<6.0	1.16%	1.3%	0.87%
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

Contact Name: Gay Abernathy Telephone Number: 325-348-3124 Email Address: billieg@web-access.net

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STATEMENT OF ATTESTATION

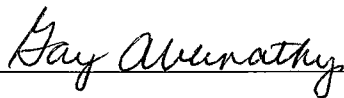
TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RULE 26.54 & 26.81

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PUBLIC UTILITY COMMISSION
OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF COLEMAN §

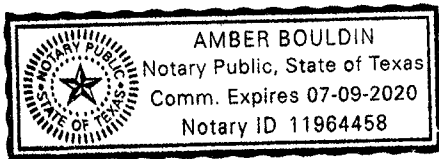
BEFORE ME, the undersigned authority, on this day personally appeared Gay Abernathy representing, Coleman County Telephone Cooperative, Inc., who on her oath deposed and said:


“My name is Gay Abernathy I am employed by Coleman County Telephone Cooperative, Inc. in the position of Office 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.”



Gay Abernathy, Office Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 15th day of October 2019.





Notary Public
State of Texas