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Madison, WI 53717  
2020 FEB 10 AM 9:28

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PUBLIC UTILITY COMMISSION  
FILING CLERK

February 6, 2020

Filing Clerk  
Public Utilities Commission of Texas  
1701 North Congress Avenue  
Austin, TX 78701

Re: Project No. <sup>49064</sup>~~46729~~ - Telephone Utilities Service Quality Report Pursuant to 16 TAC §26.54 and §26.81

Dear Filing Clerk:

On behalf of Dell Telephone Cooperative, Inc. ("Dell Telephone), please find enclosed for filing an original and five (5) copies of the 2019 4<sup>th</sup> Quarter Quality of Service Report pursuant to 16 TAC §26.54 and §26.81.

Please do not hesitate to contact me should you have any questions or need additional information.

Sincerely,

Robert R. Abrams  
Authorized Representative for  
Dell Telephone Cooperative, Inc.

Enclosures

cc: Denny Bergstrom, Dell Telephone Cooperative, Inc.  
Marcy Guillen, Dell Telephone Cooperative, Inc.

201

**OATH OF APPLICANT/PROVIDER**

Name of Applicant/Provider: Dell Telephone Cooperative, Inc.

Title: N/A

D/B/A Name: Same as Above

D/B/A Address: 610 S. Main Street

Dell City, Texas 79837

I hereby affirm that I will abide by the NMPRC "Commission" rules governing Payphone Providers in New Mexico and that all information provided in this application for registration/equipment update is true and complete to the best of my knowledge.

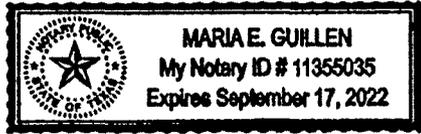
Dated this \_\_\_\_\_ day of February 2020 at City of Dell City, State of Texas

Signature of Applicant/Provider: 

Printed Name of Applicant/Provider: Denny Bergstrom  
General Manager  
Dell Telephone Cooperative, Inc.

STATE OF TEXAS                    )  
COUNTY OF HUDSPETH         )

Subscribed and Sworn to before me this 5th day of February 2020.



Notary: 

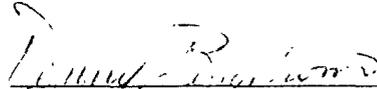
My Commission Expires: 09-17-2022

SEAL

**STATEMENT OF ATTESTATION**

**STATE OF TEXAS**                   §  
**COUNTY OF HUDSPETH**       §

I, Denny Bergstrom, the attester, sign my name to this instrument this 5th day of February 2020, and being a duly authorized officer of Dell Telephone Cooperative, Inc., do hereby declare and affirm that the attached 4th Quarter 2019 Telephone Service Quality Report, filed in Project No. 46729 from Dell Telephone Cooperative, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.

  
\_\_\_\_\_  
Signature

Denny Bergstrom  
\_\_\_\_\_  
Typed Name

General Manager  
\_\_\_\_\_  
Title

Feb. 5, 2020  
\_\_\_\_\_  
Date

PROJECT NO. 46729

UTILITY: Dell Telephone Cooperative, Inc

QUARTER ENDING: December, 2019

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORTING MONTHS</u>		
	<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<b><u>ANSWER TIME</u></b>				
Toll & assistance ("O") answer time				
Average answer time in seconds (or 85% within 10 seconds)	3.3	<u>91.5%</u>	<u>92.5%</u>	<u>90.2%</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within 10 seconds)	5.9	<u>100.0%</u>	<u>100%</u>	<u>98%</u>
Repair service answer time				
Average answer time in seconds (or 90% within 20 seconds)	5.9	<u>100%</u>	<u>100%</u>	<u>100%</u>
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lin	6.0	<u>1.5</u>	<u>0.9</u>	<u>0.7</u>
% of out of service reports cleared in 8 working hou	90%	<u>100%</u>	<u>100%</u>	<u>90%</u>
% Repeated trouble report	22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

Contact Name: Robert Abrams  
 Contact Telephone Number: (608) 664-9110

Revised October 2006