

Control Number: 49064



Item Number: 55

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UTILITY: Mid-Tex Cellular, Ltd.

PERIOD ENDING: 06/30/19

PROJECT NO. 49064

TELEPHONE SERVICE QUALITY REPORT

2019 JUL 11 PM 2:19

RECEIVED

UTILITY COMMISSION
FILING CLERK

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	NA	NA	NA
2. % Regular orders completed in 5 working days	90%	NA	NA	NA
3. % Service installations completed within 30 days	99%	NA	NA	NA
4. % Service installations completed within 90 days	100%	NA	NA	NA
5. % Installation commitments met	90%	NA	NA	NA
6. % Held regrade orders	<1%	NA	NA	NA

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec.	1.0	1.0	1.0
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<5.9 sec.	1.0	1.0	1.0
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	1.0	1.0	1.0
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	1.0	1.0	1.0

TROUBLE REPORTS

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

*fill in according to recording methods used

Submitted by: West Central Wireless
Email Address: jennifer@wcc.net

Name: Jennifer Armor
Telephone: (325) 944-9016

Note: Installation of Service Reported as NA – Not applicable for a Wireless Carrier

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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 TOM GREEN §

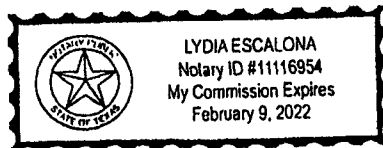
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Armor representing Mid-Tex Cellular, Ltd. ("the Company"), who on her oath deposed and said:


"My name is Jennifer Armor. I am employed by the Company in the position of Corporate Customer Services 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."



Jennifer Armor, Corporate Customer
Services Manager

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





Notary Public
State of Texas