



Control Number: 50447



Item Number: 111

Addendum StartPage: 0



October 9, 2020

Central Records Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78711



**Re:** Project No. 50447; 2020 Telecom Service Quality Report Under 16 TAC § 26.54

Dear Filing Clerk:

In compliance with 16 TAC § 26.54(c), Eastex Telephone Cooperative, Inc. ("Eastex") submits the attached quarterly service quality report for filing in the above-referenced proceeding.

Due to the COVID-19 pandemic and social distancing orders, Eastex experienced unprecedented demand for new orders and installations of telephone service, many of which required new construction that impacted operations. In addition, Eastex continues to repair and replace plant in its Onalaska Exchange that was damaged by a tornado. These events have resulted in Eastex being unable to meet its goal of installing 99% of new service requests within 30 days, but Eastex does not anticipate that this trend will continue once these construction projects are finalized.

Additionally, Eastex's operator service provider, National Directory Assistance ("NDA"), has experienced increased call volumes related to the pandemic which has resulted in increased answer times in September. NDA has implemented corrective action to address this issue.

Thank you for your attention to this matter. Should you have any questions or concerns, please contact me at (903) 854-1290 or at wes@eastex.com.

Very truly yours,

Wes Robinson  
Director of Regulatory Affairs

Attachment

**Livingston Branch Office:**

PO Box 1510  
1704 US Highway 59 Loop N  
Livingston, TX 77351-0027  
936.327.5224 · 800.732.7839

**Main Office:**

PO Box 150 · 3675 US Highway 79 South  
Henderson, TX 75653-0150  
903.854.1000 · 800.232.7839  
Fax: 903.854.1205 · www.eastex.com

**Waskom Branch Office:**

PO Box 1691  
705 Spur 156  
Waskom, TX 75692-1691  
903.687.3600

**UTILITY: Eastex Telephone Cooperative, Inc.**

**PERIOD ENDING: 09/30/2020**

**PROJECT NO. 50447**

**TELEPHONE SERVICE QUALITY REPORT**

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>JUL</u>	<u>AUG</u>	<u>SEPT</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	99.24	99.49	100
2. % Regular orders completed in 5 working days	90%	100	100	100
3. % Service installations completed within 30 days	99%	94.4	92.6	96.75
4. % Service installations completed within 90 days	100%	99.75	100	100
5. % Installation commitments met	90%	99.83	100	100
6. % Held regrade orders	<1%	0	0	0

**OPERATOR-HANDLED CALLS**

7. Toll & Assistance ("0") answer time* (1)				
% Answered within 10 seconds	85%	97.00	98.00	100
Average answer time	<3.3 sec.	##	##	##
8. Directory assistance answer time* (1)				
% Answered within 10 seconds	85%	88.9	89.3	81.1
Average answer time	<5.9 sec.	##	##	##
9. Business office answer time				
% Answered within 20 seconds	90%	%	%	%
Average answer time	<5.9 sec.	5	5	5
10. Repair service				
% Answered within 20 seconds	90%	%	%	%
Average answer time	<5.9 sec.	5	5	5

**(1) THESE SERVICES CONTRACTED WITH NATIONAL DIRECTORY ASSISTANT (NDA)**

**TROUBLE REPORTS**

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	##	##	##
Serving 10,000 or more lines	<3	1.76	1.61	1.48
12. % of out-of-service reports cleared in 8 working hours	90%	100	100	100
13. % Repeated Trouble Reports	<22%	5.88	2.82	8.1

\*fill in according to recording methods used

Submitted by: Eastex Telephone Cooperative, Inc.  
Email Address: shirley@eastex.com

Name: Shirley Killgore  
Telephone: (903) 854-1000

**STATEMENT OF ATTESTATION**

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

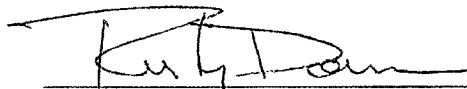
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**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

STATE OF TEXAS       §  
                                  §  
COUNTY OF RUSK     §

BEFORE ME, the undersigned authority, on this day personally appeared Rusty Dorman representing Eastex Telephone Cooperative, Inc. ("the Cooperative"), who on his oath deposed and said:


"My name is Rusty Dorman. I am employed by the Cooperative in the position of General 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."

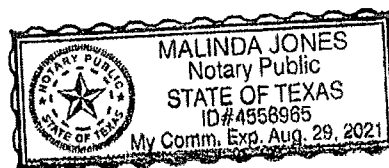


Rusty Dorman, General Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the

8 day of October, 2020.

  
Notary Public  
State of Texas



**National Directory Assistance Operator Answer Time Results  
3rd Quarter 2020**

**Percentage of Calls Within 10 Seconds**

**Eastex Telephone Coop**

	July 20	Aug 20	Sept 20	Quarter Average
<b>Operator Speed of Answer</b>				
Directory Assistance Information	88.9%	89.3%	81.1 %	86.4%
Operator Service	97.00 %	98.00%	100 %	91.67%

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:** Yes

**Corrective Action Details:** *Texas ASA Corrective Actions: Q2 2020*

*Network, automation and staffing changes have been made to help mitigate the impact of the COVID-19 global pandemic.*