



Control Number: 50447



Item Number: 115

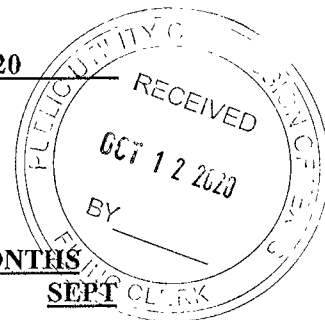
Addendum StartPage: 0

UTILITY: Etex Telephone Cooperative, Inc.

PERIOD ENDING: 9/30/20

PROJECT NO. 50447

**TELEPHONE SERVICE QUALITY REPORT**



		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JUL</u>	<u>AUG</u>	<u>SEPT</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	99.56%	98.68%	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%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time* (85% within 10 seconds)	85%	97%	90%	92%
8. Directory assistance answer time* (85% within 10 seconds)	85%	99%	97%	97%
9. Repair service (90% Answered within 20 seconds)	90%	100%	100%	100%
<u>TROUBLE REPORTS</u>				
10. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.9	1.3	2.1
Serving 10,000 or more lines	<3	##	##	##
11. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
12. % Repeated Trouble Reports	<22%	1%	1%	1%

\*fill in according to recording methods used

Submitted by: Etex Telephone Cooperative, Inc.  
Email Address: ejohnson@etexcoop.net

Name: Eleanor Johnson  
Telephone: (903) 797-2711

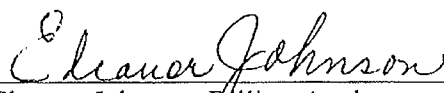
STATEMENT OF ATTESTATION

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

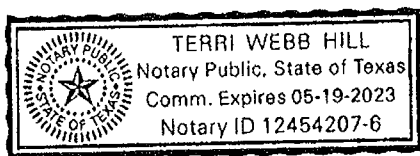
STATE OF TEXAS	§	
	§	
COUNTY OF UPSHUR	§	

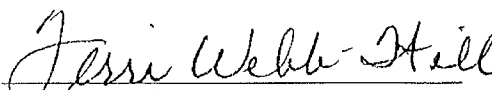
BEFORE ME, the undersigned authority, on this day personally appeared Eleanor Johnson representing Etex Telephone Cooperative, Inc. ("the Cooperative"), who on her oath deposed and said:

"My name is Eleanor Johnson. I am employed by the Cooperative in the position of Billing Analyst. 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."

  
\_\_\_\_\_  
Eleanor Johnson, Billing Analyst

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 12<sup>th</sup> day of Oct., 2020.



  
\_\_\_\_\_  
Notary Public  
State of Texas