



Control Number: 50447



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8517 Excelsior Drive Phone 608 664 9110
Suite 301 Fax 608 664 9112
Madison, WI 53717 www.bkd.com

2020 OCT 15 AM 11:04

PUBLIC UTILITIES COMMISSION
FILING CLERK

October 13, 2020

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

50447
Re: Project No. ~~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 2020 3rd 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: Joel Muniz, Dell Telephone Cooperative, Inc.
Marcy Guillen, Dell Telephone Cooperative, Inc.

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STATE OF TEXAS §
COUNTY OF HUDSPETH §

Signature _____

General Manager
Title

10-12-2020
Date

PROJECT NO. 46729

UTILITY: Dell Telephone Cooperative, Inc.

QUARTER ENDING: September, 2020

TELEPHONE SERVICE QUALITY REPORT				
		REPORTING MONTHS		
	Objective	April	May	June
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
All Orders Completed in 30 days	99%	100%	100%	100%
All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & assistance ("O") answer time				
Average answer time in seconds (or 85% within 10 seconds)	3.3	90.9%	100.0%	94.3%
Directory assistance answer time				
Average answer time in seconds (or 85% within 10 seconds)	5.9	100%	100%	100%
Repair service answer time				
Average answer time in seconds (or 90% within 20 seconds)	5.9	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	1.50	1.00	0.75
% of out of service reports cleared in 8 working hours	90%	94.4%	92%	100%
% Repeated trouble reports	22%	0%	0%	0%

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

Revised October 2006