



Control Number: 50447



Item Number: 126

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UTILITY: HILL COUNTRY TELEPHONE COOP.

PERIOD ENDING: 09/30/2020

PROJECT NO. 50447

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

OBJECTIVE

JUL

AUG

SEPT

INSTALLATION OF SERVICE

1.% REGULAR ORDERS COMPLETED IN 5 WORKING	90%	100.0 %	100.0 %	100.0 %
2.% PRIMARY ORDERS COMPLETED IN 5 WORKING	95%	100.0 %	100.0 %	100.0 %
3.% INSTALLATION COMMITMENTS MET	90%	100.0 %	100.0 %	100.0 %
4.% SERVICE INSTALLATIONS COMPLETED WITHIN 30 DAYS	99%	100.0 %	100.0 %	100.0 %
5.% SERVICE INSTALLATIONS COMPLETED WITHIN 90 DAYS	100%	100.0 %	100.0 %	100.0 %
6.HELD REGRADE ORDERS	<1%	0	0	0

OPERATOR-HANDLED CALLS

7. TOLL & ASSISTANCE ("0") ANSWER TIME *				
% ANSWERED WITHIN 10 SECONDS	85%	100%	100%	100%
AVERAGE ANSWER TIME	<3.3 SEC.	0.6	0.6	0.4
8. DIRECTORY ASSISTANCE ANSWER TIME *				
% ANSWERED WITHIN 10 SECONDS	85%	100%	100%	100%
AVERAGE ANSWER TIME	<5.9 SEC.	0.31	0.31	0.32
9. BUSINESS OFFICE ANSWER TIME		0	0	0
% ANSWERED WITHIN 20 SECONDS	90%			
AVERAGE ANSWER TIME	<5.9 SEC.			
10. REPAIR SERVICE ANSWER TIME				
% ANSWERED WITHIN 20 SECONDS	90%	0	0	0
AVERAGE ANSWER TIME	<5.9 SEC.			

TROUBLE REPORTS

11. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES				
SERVING 10,000 OR MORE LINES	<3	0.93	1.16	1.60
SERVING 10,000 OR FEWER LINES	<6			
12. % OF OUT OF SERVICE REPORTS CLEARED IN WORKING HOURS	90%	100.00%	100.00%	100.00%
13. % REPEATED TROUBLE REPORTS	<22%	7.69%	5.26%	7.34%

*FILL IN ACCORDING TO RECORDING METHODS USED

SUBMITTED BY: Jackie Woerner

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TELEPHONE: 830-367-5333 EXT.256

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STATEMENT OF ATTESTATION

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

PUBLIC UTILITY COMMISSION


OF TEXAS

STATE OF TEXAS

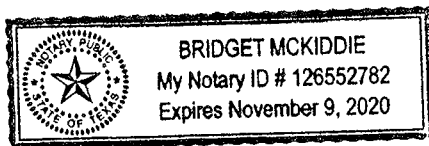
COUNTY OF KERR

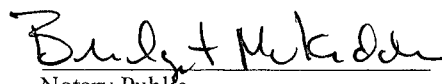
BEFORE ME, the undersigned authority, on this day personally appeared Jackie Woerner representing Hill Country Telephone Cooperative Inc., who on her oath deposed and said:

“My name is Jackie Woerner. I am employed by Hill Country Telephone Cooperative, Inc. in the position of Supervisor, Centralized Operations. 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.”


Jackie Woerner
Supervisor, Centralized Operations

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
the 19 day of Oct, 2020.




Notary Public
State of Texas