



Control Number: 50447



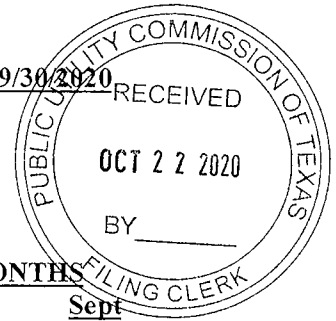
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UTILITY: Guadalupe Valley Telephone Cooperative, Inc. PERIOD ENDING: 9/30/2020

PROJECT NO. 50447

TELEPHONE SERVICE QUALITY REPORT



	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>July</u>	<u>Aug</u>	<u>Sept</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	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%	N/A	N/A	N/A
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
10. Repair service				
% answered within 20 seconds	90%			
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines		1.115	1.557	1.526
Serving 10,000 or fewer lines	<			
Serving 10,000 or more lines	<3	0	0	0
12. % of out-of-service reports cleared in 8 Working hours	90%	91.1	82.3	89.5
13. % Repeated Trouble Reports	<22%	10.000	7.925	9.353

*fill in according to recording methods used

Submitted by: Guadalupe Valley Tel. Cop. Inc.
Email Address: tim.grosse@gvtc.net

Name: Tim Grosse
Telephone: 830-885-8278

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 COMAL	§

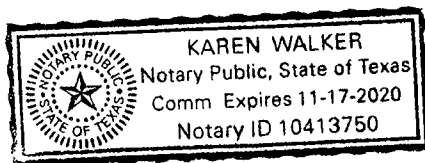
BEFORE ME, the undersigned authority, on this day personally appeared Garrett Leihsing representing Guadalupe Valley Telephone Company/Cooperative, who on her oath deposed and said:

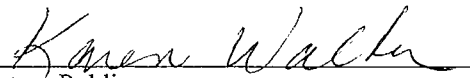
“My name is Garrett Leihsing I am employed by Guadalupe Valley Telephone Company/Cooperative in the position of Manager Service and Support Center. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein true and correct.”



Garrett Leihsing, Manager Service & Support

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
The 22 day of October, 2020.





Notary Public
State of Texas