



Control Number: 50447



Item Number: 129

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PROJECT NO. 50447

UTILITY: Nortex Communications CoQUARTER ENDING: 9/30/2020

2020 OCT 23 AM 9:04

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	OBJECTIVE	July	Aug	Sept
<u>INSTALLATION OF SERVICE</u>				
% Primary orders completed in 5 working days	95%	99%	99%	100%
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Service installations completed within 30 days	99%	100%	100%	100%
% Service installations completed within 90 days	100%	100%	100%	100%
% Installation commitments met	90%	99%	99%	99%
% Held regrade orders	1%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	85.7%	89.7%	82.8%
<i>or</i>				
Average answer time in seconds	3.3			
Directory assistance answer time				
% answered within 10 seconds	85%	100%	80%	100%
<i>or</i>				
Average answer time in seconds	5.9			
Repair Service answer time				
% answered within 20 seconds	90%	100%	100%	100%
<i>or</i>				
Average answer time in seconds	5.9			
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	0.91%	0.94%	1.00%
<i>or</i>				
Serving 10,000 or more lines	3			
% out-of-service reports cleared in 8 working hours	90%	99%	99%	100%
% Repeated trouble reports	22%	0%	0%	0%

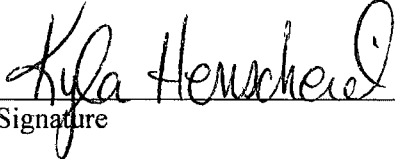
Contact Name: Kyla HenscheidContact Telephone: 940-759-2251

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF COOKE

I, Kyla Henscheid, the attestator, sign my name to this instrument this 20th day of October, 2020, and being a duly authorized officer of Nortex Communications Co do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Billing Coordinator

Title

10/20/2020

Date