



Control Number: 50447



Item Number: 164

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North Texas Telephone Company

Administrative Offices:
P. O. Box 290
DeLeon, Texas 76444
(254)893-4600

January 19, 2021

Public Utility Commission of Texas
ATTN: Central Records
P. O. Box 13326
Austin, TX 78711-3326

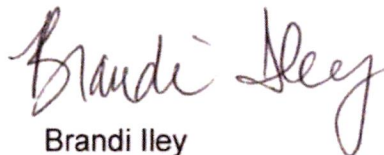
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2021 JAN 19 AM 11:53
PUBLIC UTILITY COMMISSION
FILING CLERK

Dear Commission:

Please find enclosed the signed original and four copies of the Telephone Service Quality Report along with the Statement of Attestation for the quarter ending December 31, 2020 for North Texas Telephone Company as required by Project No. 50447.

Please feel free to give me a call if you have any questions at the number listed.

Sincerely,



Brandi Iley
Regulatory Compliance & Billing Supervisor

Encl.

UTILITY: North Texas Telephone Company

PERIOD ENDING: 12/31/20

PROJECT NO. 50447

TELEPHONE SERVICE QUALITY REPORT

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>OCT</u>	<u>NOV</u>	<u>DEC</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%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	98%	96%	97%
Average answer time	<5.9 sec.	3.7	3.6	3.6
10. Repair service				
% Answered within 20 seconds	90%	96%	95%	97%
Average answer time	<5.9 sec.	3.7	3.6	3.6
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.84	1.34	1.34
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Submitted by: North Texas Telephone Co.
Email Address: jennifer.prather@totelcom.net

Name: Jennifer Prather
Telephone: 254-893-4600

STATEMENT OF ATTESTATION

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

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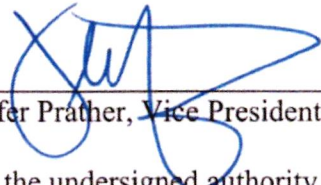
PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF COMANCHE §

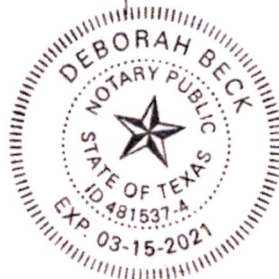
BEFORE ME, the undersigned authority, on this day personally appeared Jennifer Prather representing North Texas Telephone Company, who on her oath deposed and said:

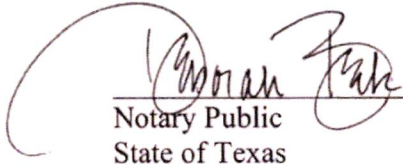
“My name is Jennifer Prather. I am employed by North Texas Telephone Company in the position of Vice President. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct.”



Jennifer Prather, Vice President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 19th day of January, 2021.





Notary Public
State of Texas