



Control Number: 50447



Item Number: 168

Addendum StartPage: 0



CARMINE
979-278-3600

INDUSTRY
979-357-4411

NEW ULM
979-357-4411

Industry Telephone Company

P.O. Box 40 • Industry, Texas 78944 • Toll Free Number 888-212-8872

January 25, 2021

Filing Clerk
Public Utility Commission of Texas
P. O. Box 13326
1701 N. Congress Avenue
Austin, Texas 78711-3326

2021 JAN 26 AM 9:03
FILED
PUBLIC UTILITY COMMISSION
AUSTIN, TEXAS

Re: Project No. 50447 – Fourth Quarter 2020 Telephone Service Quality Report

Dear Public Utility Commission of Texas:

On behalf of Industry Telephone Company, enclosed are an original and four (4) copies of the Telephone Service Quality Report for 4th quarter, 2020. This report is being provided pursuant to Substantive Rule 26.81 as required by the Public Utility Commission of Texas.

Your cooperation in this matter is greatly appreciated. Please file-stamp the additional copies and return one in the provided self-addressed stamped envelope. Any questions or comments may be directed to me at 1-888-212-8872.

Sincerely,

INDUSTRY TELEPHONE COMPANY

Rodney Hackemack
Director of Regulatory Affairs

UTILITY: Industry 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>SERVICE ORDERS</u>				
1. % Regular orders completed in 5 working days	90%	100%	100%	100%
2. % Primary orders completed in 5 working days	95%	100%	100%	100%
3. % Installation commitments met	90%	100%	100%	100%
4. % All orders completed in 30 days	99%	100%	100%	100%
5. % All orders completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
6. Toll & Assistance (“0”) answer time Average answer time in seconds (or 85% within ten seconds)	3.3	100%	100.0%	100%
7. Directory assistance answer time Average answer time in seconds (or 85% within ten seconds)	5.9	92.0%	73.7%	83.8%
8. Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	100%	100%	100%
<u>TROUBLE REPORTS</u>				
9. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines Serving 10,000 or more lines	6.0 3.0	.29	.35	.35
10. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	83%
11. % Repeated Trouble Reports	22%	0%	0%	0%

Submitted by: Rodney Hackemack
Email Address: hack@industrytelco.com

Name: Industry Telephone Company
Telephone: 979-357-4411

STATEMENT OF ATTESTATION

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

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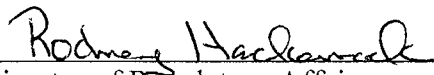
**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS §
 §
COUNTY OF AUSTIN §

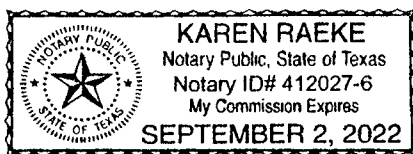
BEFORE ME, the undersigned authority, on this day personally appeared Rodney Hackemack representing Industry Telephone Company ("Company"), who on his oath depose and said:

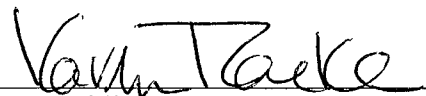
"My name is Rodney Hackemack. I am employed by Industry Telephone Company in the position of Director of Regulatory Affairs. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Director of Regulatory Affairs

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 25th day of January, 2021.





Notary Public
State of Texas