



Control Number: 50447



Item Number: 171

Addendum StartPage: 0

UTILITY: Etex Telephone Cooperative, Inc.

PERIOD ENDING: 12/31/20

PROJECT NO. 50447

TELEPHONE SERVICE QUALITY REPORT

2021 JAN 27 PM 10:01

FILED

FILED

REPORT MONTHS

	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	98.32%	99.55%	97.93%
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* (85% within 10 seconds)	85%	97%	90%	100%
8. Directory assistance answer time* (85% within 10 seconds)	85%	99%	98%	100%
9. Repair service (90% Answered within 20 seconds)	90%	100%	100%	100%
<u>TROUBLE REPORTS</u>				
10. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.4	1.4	1.5
Serving 10,000 or more lines	<3	##	##	##
11. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
12. % Repeated Trouble Reports	<22%	3%	.8%	.7%

*fill in according to recording methods used

Submitted by: Etex Telephone Cooperative, Inc.
Email Address: ejohnson@etexcoop.net

Name: Eleanor Johnson
Telephone: (903) 797-2711

STATEMENT OF ATTESTATION

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

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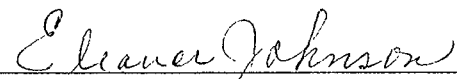
PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF UPSHUR §

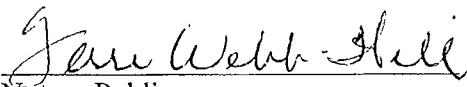
BEFORE ME, the undersigned authority, on this day personally appeared Eleanor Johnson representing Etex Telephone Cooperative, Inc. ("the Cooperative"), who on her oath deposed and said:

"My name is Eleanor Johnson. I am employed by the Cooperative in the position of Billing Analyst. 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."



Eleanor Johnson, Billing Analyst

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 20th day of January, 2021.



Notary Public
State of Texas

