



Control Number: 50447



Item Number: 175

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UTILITY: Colorado Valley Telephone CooperativePERIOD ENDING: 12/31/2020PROJECT NO. 50447

TELEPHONE SERVICE QUALITY REPORT

2021 FEB -2 PM 2:34

REPORT MONTHS

OCT NOV DEC

INSTALLATION OF SERVICE

	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
1. % Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
2. % Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
3. % Service installations completed within 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
4. % Service installations completed within 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
5. % Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
6. % Held regrade orders	<1%	<u>0%</u>	<u>0%</u>	<u>0%</u>

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time				
% Answered within 10 seconds	85%	<u>100%</u>	<u>100%</u>	<u>100%</u>
Average answer time	<3.3 sec.			
8. Directory assistance answer time				
% Answered within 10 seconds	85%	<u>85.57%</u>	<u>85.16%</u>	<u>85.28%</u>
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
Average answer time	<5.9 sec.			

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	<u>.304</u>	<u>.429</u>	<u>.375</u>
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
13. % Repeated Trouble Reports	<22%	<u>6%</u>	<u>4%</u>	<u>0%</u>

Submitted by: Colorado Valley Telephone Cooperative, Inc.Name: Susie PolasekEmail: susiep@coloradovalley.comTelephone: 979-242-5911

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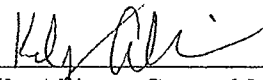
STATEMENT OF ATTESTATION

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 FAYETTE	§

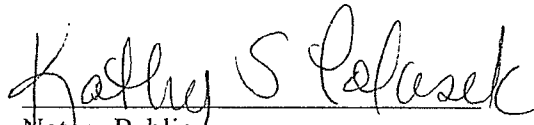
BEFORE ME, the undersigned authority, on this day personally appeared Kelly Allison representing Colorado Valley Telephone Cooperative, Inc., who on his oath deposed and said:

“My name is Kelly Allison. I am employed by Colorado Valley Telephone Cooperative, Inc. in the position of General Manager. In this position, I am personally responsible for overseeing the preparation of the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct.”



Kelly Allison, General Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 2nd day of February, 2021.



Notary Public
State of Texas

