



Control Number: 50447



Item Number: 177

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TELEPHONE COOPERATIVE

P.O. BOX 280 • STANTON, TX 79782-0280 • PHONE 432-756-3393 • FAX 432-756-2659

2021 FEB -3 AM 10:49  
PUBLIC UTILITY COMMISSION  
FILING CLERK

February 3, 2021

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

RE: Project No. 50447 – Telephone Service Quality Report for the Quarter Ending December 31, 2020

Enclosed please find four copies of the Telephone Service Quality Report for the quarter ending December 31, 2020 for Wes-Tex Telephone Cooperative, Inc.

Sincerely,

A handwritten signature in cursive script, appearing to read "Darren Patrick".

Darren Patrick  
Executive Vice President

**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 MARTIN   §

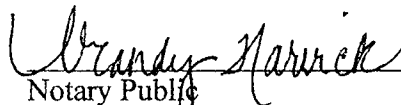
BEFORE ME, the undersigned authority, on this day personally appeared Darren Patrick representing Wes-Tex Telephone Cooperative, Inc. ("the Cooperative"), who on his/her oath deposed and said:

"My name is Darren Patrick. I am employed by Wes-Tex Telephone Cooperative, Inc. in the position of Executive 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."

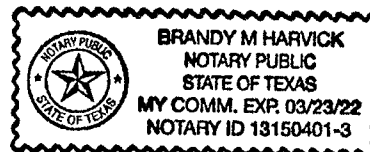


\_\_\_\_\_  
Darren Patrick, Executive Vice President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 3rd day of February, 2021.



\_\_\_\_\_  
Notary Public  
State of Texas



UTILITY: Wes-Tex Telephone Cooperative, Inc.PERIOD ENDING: 12/31/2020

PROJECT NO. 50447

## TELEPHONE SERVICE QUALITY REPORT

			REPORT MONTHS		
		Objective	Oct	Nov	Dec
<b><u>INSTALLATION OF SERVICE</u></b>					
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%	75%	80%	69%
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%
<b><u>OPERATOR-HANDLED CALLS</u></b>					
7.	Toll & Assistance ("0" answer time*				
	%Answered within 10 seconds	85%			
	Average answer time	<3.3 sec.	n/a	n/a	n/a
8.	Directory assistance answer time*				
	%Answered within 10 seconds	85%	96%	83%	67%
	Average answer time	<5.9 sec.			
9.	Business office answer time				
	% Answered withing 20 seconds	90%			
	Average answer time	<5.9 sec.	100%	100%	100%
10.	Repair service				
	% Answered withing 20 seconds	90%			
	Average answer time	<5.9 sec	100%	100%	100%
<b><u>TROUBLE REPORTS</u></b>					
11.	Customer trouble reports per 100 access lines				
	Serving 10,000 or fewer lines	<6	0.65	0.09	0.66
	Serving 10,000 or more lines	<3			
12.	% of out-of-service reports cleared in 8 working hours	90%	100.0%	100.0%	99.9%
13.	% Repeated Trouble Reports	<22%	0%	0%	21%

\* fill in according to recording methods used

Submitted by: Name: Darren PatrickEmail: dpatrick@westex.coopTelephone: (432) 756-3393

UTILITY: Wes-Tex Telephone Cooperative, Inc. PERIOD ENDING: 12/31/2020  
PROJECT NO. 50447

**TELEPHONE SERVICE QUALITY REPORT**  
**Comments on Unmet Benchmarks**

**Line 8 - Directory Assistance**

Network, automation and staffing changes have been made by 3rd party contractor to help mitigate the impact of the COVID-19 global pandemic.