

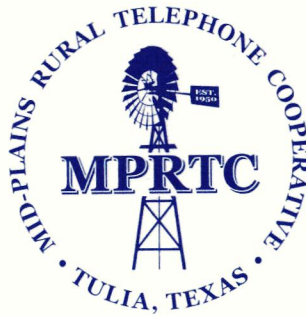


Control Number: 50447



Item Number: 186

Addendum StartPage: 0



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PUBLIC UTILITY COMMISSION
FILING CLERK

January 13, 2021

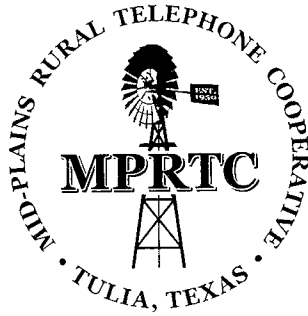
Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

Filing Clerk,

Enclosed is an original and 4 copies of the 4th Quarter Telephone Service Quality Report for Mid-Plains Rural Telephone Cooperative, Inc.

Sincerely,

Donna Adams
Office Manager
Mid-Plains Rural Telephone Cooperative, Inc.
P.O. Box 300
Tulia, Texas 79088-0300
donna527@midplains.org
Ph: 806-668-4420
Fax: 806-668-4444



STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF SWISHER

I, Donna Adams, the attestator, sign my name to this instrument this 13th day of January 2021, and being a duly authorized officer of Mid-Plains Rural Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

Signature

Office Manager

Title

1-13-21

Date

PROJECT NO.

46729

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>October</u>	<u>November</u>	<u>December</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	98%	98%	98%
% Primary orders completed in 5 working days	95%	99%	99%	98%
% Installation commitments met	90%	99%	99%	99%
% All Orders Completed in 30 days	99%	99%	99%	99%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85% <3.3 sec.	No Calls	No Calls	No Calls *
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85% <5.9 sec.	92.30%	83.80%	75.80% *
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90% <5.9 sec.	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0	0	0
Serving 10,000 or more lines	<3	0.22	1.17	0.33
% of out of service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	1%	1%

Contact Name: Donna Adams
Contact Telephone Number: (806)668-4420

* Results provided by National Directory Assistance

Corrective Action Required: Yes

Coreective Action Details: Network, automation and staffing changes have been made to help mitigate the impact of the Covid-19 global pandemic.