



Control Number: 50447



Item Number: 18

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PROJECT NO. 50447

TELEPHONE SERVICE QUALITY REPORT

RECEIVED

2020 APR 16 AM 10:29

REPORT MONTHS

Jan Feb Mar
PUBLIC UTILITY COMMISSION
FILING CLERK

INSTALLATION OF SERVICE

	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
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%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%			
6. % Held regrade orders	<1%	N/A	N/A	N/A

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
10. Repair service				
% answered within 20 seconds	90%			
Average answer time	<5.9 sec.	100%	100%	100%

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<	1.193	1.057	1.315
Serving 10,000 or more lines	<3	0	0	0
12. % of out-of-service reports cleared in 8 Working hours	90%	96.21	96.64	92.35
13. % Repeated Trouble Reports	<22%	6.838	9.091	11.082

*fill in according to recording methods used

Submitted by: Guadalupe Valley Tel. Cop. Inc.
Email Address: tim.grosse@gvvc.net

Name: Tim Grosse
Telephone: 830-885-8278

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**

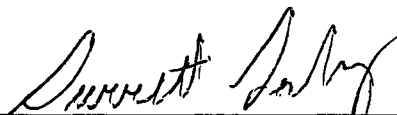
STATE OF TEXAS

COUNTY OF COMAL

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BEFORE ME, the undersigned authority, on this day personally appeared Nicole D. Reininger representing Guadalupe Valley Telephone Company/Cooperative, who on her oath deposed and said:

“My name is Nicole Reininger I am employed by Guadalupe Valley Telephone Company/Cooperative in the position of Manager Service and Support Center. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein true and correct.”



Garrett Leihsing, Manager Service & Support

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
The 8 day of April, 2020.



Notary Public
State of Texas

