



## Filing Receipt

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**Control Number - 50447**  
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September 15, 2021

Central Records Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78711

**Re:** Project No. 50447; *2020 Telecom Service Quality Report Under 16 TAC § 26.54*

Dear Filing Clerk:

In response to inquiries from Staff of the Public Utility Commission of Texas ("Staff"), I am submitting supplemental detailed information related to Eastex Telephone Cooperative, Inc.'s ("Eastex" or "Cooperative") third quarter 2020 service quality report, which was filed compliance with 16 TAC § 26.54(c). Eastex submitted the initial required report with the Commission utilizing the Commission-prescribed service quality report form, as required by 16 TAC § 26.81. The attached confidential supplemental information contains a more detailed exchange-level analysis than what is required in the Commission's standard form and Eastex is therefore requesting that it be treated as confidential.

As discussed in Eastex's initial report, during the third quarter of 2020, Eastex was unable to meet its goal of installing 99% of new service requests within 30 days. This was largely due to unprecedented demand brought on by the COVID-19 pandemic coupled with Eastex's commitment to regulators to help customers get and stay connected as they shifted to online work and learning.<sup>1</sup>

In addition to the spike in demand caused by the pandemic, Eastex's Onalaska Exchange was damaged by a tornado on April 22, 2020 claiming three lives and injuring thirty people in multiple neighborhoods. Polk County reported that 326 premises were damaged or destroyed as a result of the tornado. Eastex's repair crews went door-to-door through the affected subdivisions to temporarily repair services while the Cooperative replaced damaged copper with fiber facilities. The cable provider in some of these neighborhoods also experienced significant outside plant damage and, because Eastex was able to respond more rapidly with a superior service, Eastex gained a significant number of new customers. While the Cooperative's crews were working in these areas, they had to be pulled from other projects, causing installation delays elsewhere within Eastex's network.

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<sup>1</sup> See *Issues Related to the State of Disaster for Coronavirus Disease 2019*, Project No. 50664, Eastex's Second Letter to the Commission Regarding COVID-19, (March 27, 2020).

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All of the above events resulted in Eastex missing its installation goal of completing 99% of new service requests within 30 days for the affected quarter. However, as anticipated, once this unexpected surge in new requests subsided, Eastex was able to more closely meet its installation objectives in subsequent reporting periods and therefore did not propose any corrective actions.

Eastex makes every effort to provide high-quality and reliable telecommunications services to its customers. While unexpected state funding shortfalls have strained the Cooperative's resources, Eastex has thus far been able to meet customer demand expectations. Eastex appreciates Staff's inquiries and hopes that the attached confidential supplemental information assists Staff in its review.

Pursuant to the Commission's procedural rules, because the attached supplemental filing contains sensitive line count data, Eastex is submitting the attached confidentially. The attached information is not publicly available from any other source. Such information is proprietary and competitively sensitive information that is protected from public disclosure under Sections 552.104 and 552.110 of the Texas Public Information Act, TEX. GOV'T CODE ANN. §§ 552.001-.353 (Vernon 2004 and Supp. 2009) or any other provision which may apply. If such information is divulged, it would cause competitive disadvantage and harm because it would give advantage to Eastex's competitors and is therefore exempt from disclosure.

Thank you for your attention to this matter. Should you have any questions or concerns, please contact me at (903) 854-1290 or at [wes@eastex.com](mailto:wes@eastex.com).

Very truly yours,



Wes Robinson  
Director of Regulatory Affairs

Attachment

# Eastex Telephone Cooperative, Inc.

Service Quality Report Supplement  
Period: 3rd Quarter 2020

Service Objective:	Objective	REPORT MONTHS		
		JUL	AUG	SEPT
3. % of Service Installations Completed in 30 Days	99%	94.40%	92.60%	96.75%

Exchange	JUL				AUG				SEPT			
	Lines	Orders	Met	%	Lines	Orders	Met	%	Lines	Orders	Met	%
Blanchard				96.15%				97.73%				100.00%
Chester				50.00%				100.00%				75.00%
Coldsprings				97.50%				94.74%				93.55%
Evergreen				93.75%				100.00%				100.00%
Goodrich				77.27%				100.00%				100.00%
Huxley				100.00%				100.00%				100.00%
Oakhurst				94.29%				91.30%				100.00%
Onalaska				90.32%				92.11%				98.08%
Ruby				100.00%				92.86%				100.00%
Segno				95.00%				100.00%				91.67%
Elysian Fields				91.67%				100.00%				100.00%
Deberry				100.00%				91.67%				100.00%
Goodsprings				94.29%				73.08%				94.74%
Hudson				100.00%				100.00%				100.00%
Laneville				100.00%				76.92%				100.00%
Minden				100.00%				87.50%				100.00%
Mount Enterprise				100.00%				100.00%				85.71%
Maydelle				100.00%				71.43%				75.00%
Oak Hill				100.00%				92.86%				100.00%
Pinehill				100.00%				90.91%				83.33%
Waskom				100.00%				100.00%				100.00%
Total				94.40%				92.60%				96.75%