



Control Number: 50447



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**UTILITY:** Industry Telephone Company

**PERIOD ENDING:** 3/31/20

**PROJECT NO.** 50447

## TELEPHONE SERVICE QUALITY REPORT

RECEIVED

2020 APR 29 AM 9:15

PUBLIC UTILITY COMMISSION  
FILING CLERK

		<u>REPORT MONTHS</u>			
		<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	
<b><u>SERVICE ORDERS</u></b>					
1. % Regular orders completed in 5 working days	90%	100%	100%	100%	
2. % Primary orders completed in 5 working days	95%	100%	100%	100%	
3. % Installation commitments met	90%	100%	100%	100%	
4. % All orders completed in 30 days	99%	100%	100%	100%	
5. % All orders completed in 90 days	100%	100%	100%	100%	
<b><u>ANSWER TIME</u></b>					
6. Toll & Assistance ("0") answer time					
Average answer time in seconds	3.3	100%	100%	100%	
(or 85% within ten seconds)					
7. Directory assistance answer time					
Average answer time in seconds	5.9	100%	100%	89.3%	
(or 85% within ten seconds)					
8. Repair service answer time					
Average answer time in seconds	5.9	100%	100%	100%	
(or 90% within twenty seconds)					
<b><u>TROUBLE REPORTS</u></b>					
9. Customer trouble reports per 100 access lines					
Serving 10,000 or fewer lines	6.0	.22	.22	.28	
Serving 10,000 or more lines	3.0				
10. % of out-of-service reports cleared in 8 working hours	90%	100%	75%	100%	
11. % Repeated Trouble Reports	22%	0%	0%	0%	

Submitted by: Rodney Hackemack  
Email Address: hack@industrytelco.com

Name: Industry Telephone Company  
Telephone: 979-357-4411

1900

**COPY**

**STATEMENT OF ATTESTATION**

**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

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§  
§  
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**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

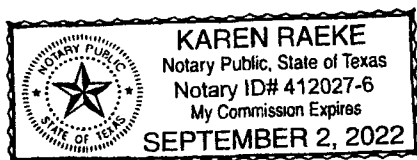
STATE OF TEXAS       §  
                                  §  
COUNTY OF AUSTIN   §

BEFORE ME, the undersigned authority, on this day personally appeared Rodney Hackemack representing Industry Telephone Company ("Company"), who on his oath depose and said:

"My name is Rodney Hackemack. I am employed by Industry Telephone Company in the position of Director of Regulatory Affairs. 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."

Rodney Hackemack  
Director of Regulatory Affairs

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 27<sup>th</sup> day of April, 2020.



Karen Raeke  
Notary Public  
State of Texas