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PROJECT NO. 46729

50447

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UTILITY: Nortex Communications Co

QUARTER ENDING: 4th Quarter

PUBLIC UTILITY COMMISSION  
FILING CLERK

# TELEPHONE SERVICE QUALITY REPORT

## REPORT MONTHS

Objective Oct Nov Dec

## SERVICE ORDERS

% Regular orders completed in 5 working days	90%	100%	99%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%

## ANSWER TIME

Toll & Assistance ("0") answer time	3.3	85.%	100%	100%
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	98.5%	100%	96.9%
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	100%	100%	100%
Average answer time in seconds (or 90% within twenty seconds)				

## TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	0.71%	0.87%	0.51%
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	0%	0%

Contact Name: Kyla Henscheid

Contact Telephone Number: 940-759-2251

Revised October 2006  
Current as of 03/01/2017

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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Cooke

I, Kyla Henscheid, the attestator, sign my name to this instrument this 15 day of Jan, 2020 and being a duly authorized officer of Nortex Communications 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.

Kyla Henscheid  
Signature

Billing Coordinator  
Title

1/15/20  
Date