



Control Number: 50447



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**Southwest Texas Communications**

939 S Texas Hwy 55

P.O. Box 128

Rocksprings TX 78880-0128

830-683-2111

swtexas.com

2020 AUG -4 AM 9:23

PUBLIC UTILITY COMMISSION  
FILING CLERK

July 30, 2020

Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78701

Re: Project No. 50447

On behalf of Southwest Texas Communications, attached are an original and four (4) copies of the Telephone Service Quality Report for the Second quarter of 2020. This report is being provided pursuant to Substantive Rules 26.81 and 26.54 as required by the Public Utility Commission of Texas.

Please file-stamp the additional copies and return them in the provided self-addressed stamped envelope. Any questions or comments may be directed to me at 830-683-1917.

Sincerely,

Steve Evans  
General Manager

Attachments

60

2020 AUG -4 AM 9: 22

FILED  
CLERK

**STATEMENT OF ATTESTATION**

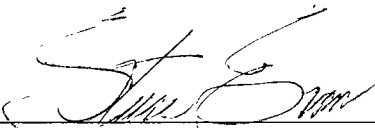
**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

**§ PUBLIC UTILITY COMMISSION  
§  
§ OF TEXAS  
§**

STATE OF TEXAS       §  
                                  §  
COUNTY OF EDWARDS   §

I, Steve Evans, representing Southwest Texas Telephone Company ("the Company"),  
who on his oath deposed and said:

"My name is Steve Evans; I am employed by Southwest Texas Telephone Company in  
the position of General Manager. 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."

  
\_\_\_\_\_  
Steve Evans, General Manager

# **SOUTHWEST TEXAS TELEPHONE COMPANY**

PROJECT No. 50447

## **PUC TELEPHONE SERVICE QUALITY REPORT**

QUARTER ENDING

June 30, 2020

<u>REPORT MONTH</u>	<u>April</u>	<u>May</u>	<u>June</u>
<u>SERVICE ORDERS</u>			
% REGULAR ORDERS COMPLETED IN 5 WORKING DAYS	95%	97%	95%
% PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS	98%	98%	99%
% INSTALLATIONS MET	100%	100%	100%
NUMBER OF HELD PRIMARY SERVICE ORDERS AT MONTH END ( OVER 30 DAYS OLD )	0	0	0
NUMBER OF HELD REGRADE ORDERS AT MONTH END (OVER 30 DAYS OLD )	0	0	0
<u>ANSWER TIME</u>			
TOLL & ASSISTANCE ( O ) ANSWER TIME			
% OVER 10 SECONDS	No Calls	No Calls	No Calls
AVERAGE ANSWER TIME	N/A	N/A	N/A
DIRECTORY ASSISTANCE ANSWER TIME			
% OVER 10 SECONDS*	7.7%	16.2%	15.2%
AVERAGE ANSWER TIME	N/A	N/A	N/A
BUSINESS OFFICE ANSWER TIME			
% OVER 20 SECONDS	<u>ALL BUSINESS &amp; REPAIR</u>		
REPAIR SERVICE ANSWER TIME	<u>SERVICE ANSWER TIME</u>		
% OVER 20 SECONDS	<u>UNDER 20 SECONDS</u>		
<u>TROUBLE REPORTS</u>			
CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES	1.75%	3.26%	1.77%
% OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	94%	72%	72%
% REPEATED TROUBLE REPORTS	7.5%	5.2%	5.2%