



Control Number: 51704



Item Number: 41

Addendum StartPage: 0



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PUBLIC UTILITY COMMISSION  
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May 13, 2021

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

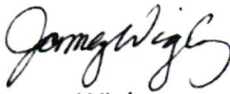
RE: Project No 51704– First Quarter 2021 Telephone Service Quality Report

On behalf of Central Texas Telephone Cooperative, Inc., attached are an original and four (4) copies of the Telephone Service Quality Report for the 1<sup>st</sup> quarter 2021. 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 one in the provided self-addressed stamped envelope. Any questions or comments may be directed to the Billing Department at 325-938-5701.

Sincerely,

**CENTRAL TEXAS TELEPHONE COOPERATIVE, INC.**

  
Jamey Wigley  
General Manager

Connected To The Community

T 325-648-2237  
TF 800-535-8904  
F 325-938-5606

1012 Reilly St. PO Box 627  
Goldthwaite TX 76844  
www.centex.net

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41

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MILLS

I, Jamey Wigley, the attester, sign my name to this instrument this 13th day of May 2021, and being a duly authorized officer of Central Texas Telephone Cooperative, Inc. 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.

  
Signature

General Manager

Title

05/13/2021

Date

## PROJECT NO. 51704

UTILITY: Central Texas Telephone Cooperative, Inc.QUARTER ENDING: 3/31/2021

## TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>OBJECTIVE</u>	<u>January</u>	<u>February</u>	<u>March</u>
<b><u>INSTALLATION OF SERVICE</u></b>				
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>50%</u>	<u>100%</u>
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>83%</u>	<u>100%</u>
% Service installations completed within 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Service installations completed within 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Held regrade orders	1%	<u>&lt; 1%</u>	<u>&lt; 1%</u>	<u>&lt; 1%</u>
<b><u>OPERATOR-HANDLED CALLS</u></b>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	<u>98.18%</u>	<u>96.83%</u>	<u>100.00%</u>
<i>or</i>				
Average answer time in seconds	3.3	<u>          </u>	<u>          </u>	<u>          </u>
Directory assistance answer time				
% answered within 10 seconds	85%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
<i>or</i>				
Average answer time in seconds	5.9	<u>          </u>	<u>          </u>	<u>          </u>
Repair Service answer time				
% answered within 20 seconds	90%	<u>100%*</u>	<u>100%*</u>	<u>100%*</u>
<i>or</i>				
Average answer time in seconds	5.9	<u>          </u>	<u>          </u>	<u>          </u>
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	<u>1.19</u>	<u>1.36</u>	<u>1.33</u>
<i>or</i>				
Serving 10,000 or more lines	3	<u>          </u>	<u>          </u>	<u>          </u>
% out-of-service reports cleared in 8 working hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Repeated trouble reports	22%	<u>0.07%</u>	<u>0.09%</u>	<u>0.05%</u>

Contact Name: Jamey WigleyContact Telephone: 325-938-5611

\* Central Texas Telephone Cooperative, Inc. is currently working with our switch and billing vendors to find a way to capture. We have full time dispatch and customer service staff available and trained to answer within three rings. The total trouble calls for the quarter equals 171 which averages less than 3 per working day.