



Filing Receipt

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Control Number - 52944
ItemNumber - 118

PROJECT NO. 52944

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>April</u>	<u>May</u>	<u>June</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	N/A	N/A	N/A
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
10. Repair service				
% answered within 20 seconds	90%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<	0	0	0
Serving 10,000 or more lines	<3	.8	1.1	1.3
12. % of out-of-service reports cleared in 8 Working hours	90%	94	86	87
13. % Repeated Trouble Reports	<22%	3	3	2

*fill in according to recording methods used

Submitted by: Guadalupe Valley Tel. Cop. Inc.
Email Address: Robert.hunt@gvtc.net

Name: Robert Hunt
Telephone: 830-885-8239

STATEMENT OF ATTESTATION

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

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**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS

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COUNTY OF COMAL

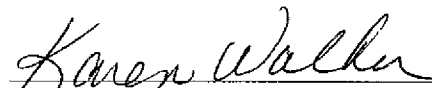
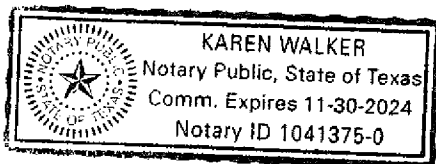
BEFORE ME, the undersigned authority, on this day personally appeared Garrett Leihsing representing Guadalupe Valley Telephone Company/Cooperative, who on her oath deposed and said:

“My name is Garrett Leihsing I am employed by Guadalupe Valley Telephone Company/Cooperative in the position of Manager Service and Support Center. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein true and correct.”



Garrett Leihsing, Manager Service & Support

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
The 22 day of September, 2022.


Notary Public
State of Texas