



Control Number: 52944



Item Number: 144

PROJECT NO. 52944

UTILITY: Nortex Communications Co.QUARTER ENDING: 3rd Quarter 2022

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	OBJECTIVE	July	Aug	Sept
<u>INSTALLATION OF SERVICE</u>				
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Service installations completed within 30 days	99%	100%	100%	100%
% Service installations completed within 90 days	100%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% Held regrade orders	1%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	100%	100%	100%
<i>or</i>				
Average answer time in seconds	3.3			
Directory assistance answer time				
% answered within 10 seconds	85%	100%	96.67%	100%
<i>or</i>				
Average answer time in seconds	5.9			
Repair Service answer time				
% answered within 20 seconds	90%	99%	99%	100%
<i>or</i>				
Average answer time in seconds	5.9			
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	0.26	0.50	0.19
<i>or</i>				
Serving 10,000 or more lines	3			
% out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated trouble reports	22%	0%	0%	0%

Contact Name: Kyla HenscheidContact Telephone: 940-759-2251


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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 27th day of October, 2022, and being a duly authorized officer of Nortex Communications Co. 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

Billing Coordinator
Title

10/27/2022
Date