



Filing Receipt

Received - 2023-01-09 10:57:35 AM
Control Number - 52944
ItemNumber - 175

UTILITY: Taylor Telephone Coop. Inc.

PERIOD ENDING: 12/31/22

PROJECT NO. 52944

TELEPHONE SERVICE QUALITY REPORT

<u>INSTALLATION OF SERVICE</u>	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
1. % Primary orders completed in 5 working days	95%	95%	95%	95%
2. % Regular orders completed in 5 working days	90%	95%	95%	95%
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%	95%	95%	95%
6. % Held regrade orders	<1%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	99%	100%	100%
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	100%	99%	99%
Average answer time	<5.9 sec.	3.0	3.0	3.0
10. Repair service				
% Answered within 20 seconds	90%	98%	98%	98%
Average answer time	<5.9 sec.	4.0 sec	4.0 sec	4.0 sec
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.07	0.04	0.07
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	2%	2%	2%

Submitted by: Steve Singletary
Email Address: steves@taylortel.org

Name: Steve Singletary
Telephone: (325) 846-4111

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 TAYLOR §

BEFORE ME, the undersigned authority, on this day personally appeared Steve Singletary, General Manager/CEO, representing Taylor Telephone Cooperative, Inc. ("the Cooperative"), who on his oath deposed and said:

"My name is Steve Singletary. I am employed by Taylor Telephone Cooperative, Inc. in the position of General Manager/CEO. 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 Singletary, General Manager/CEO

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 5th day of January 2023.




Notary Public
State of Texas