



Filing Receipt

Received - 2023-01-19 04:38:38 PM
Control Number - 52944
ItemNumber - 184

UTILITY: Industry Telephone Company

PERIOD ENDING: 12/31/22

PROJECT NO. 52944

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>SERVICE ORDERS</u>				
1. % Regular orders completed in 5 working days	90%	100%	100%	100%
2. % Primary orders completed in 5 working days	95%	100%	100%	100%
3. % Installation commitments met	90%	100%	100%	100%
4. % All orders completed in 30 days	99%	100%	100%	100%
5. % All orders completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
6. Toll & Assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	100%	100%	100%
7. Directory assistance answer time Average answer time in seconds (or 85% within ten seconds)	5.9	100%	100%	91%
8. Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	100%	100%	100%
<u>TROUBLE REPORTS</u>				
9. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines Serving 10,000 or more lines	6.0 3.0	.37	.20	.41
10. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
11. % Repeated Trouble Reports	22%	20%	0%	0%

Submitted by: Rodney Hackemack
Email Address: hack@industrytelco.com

Name: Industry Telephone Company
Telephone: 979-357-4411

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 AUSTIN §

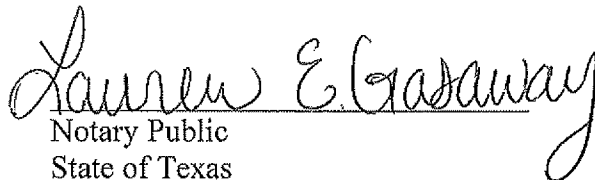
BEFORE ME, the undersigned authority, on this day personally appeared Rodney Hackemack representing Industry Telephone Company ("Company"), who on his oath depose and said:

"My name is Rodney Hackemack. I am employed by Industry Telephone Company in the position of Director of Regulatory Affairs. 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."



Director of Regulatory Affairs

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 19 day of Jun, 2023.



Notary Public
State of Texas

