



Control Number: 52944



Item Number: 197

PROJECT NO. 52944

UTILITY: Coleman County Telephone Cooperative, Inc

RECEIVED  
2023 JAN 30 AM 10:21  
PUBLIC UTILITY COMMISSION  
QUARTER ENDING: December 31, 2023  
FILING CLERK

# TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>October</u>	<u>November</u>	<u>December</u>
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
All Orders Completed in 30 days	99%	<u>99%</u>	<u>99%</u>	<u>99%</u>
All Orders Completed in 90 days	100%	<u>99%</u>	<u>99%</u>	<u>99%</u>
<b><u>ANSWER TIME</u></b>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	<u>99 0</u>	# <u>99.0</u>	<u>99 0</u>
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	85%	<u>99 0</u>	<u>99.0</u>	<u>99 0</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	<u>99 0</u>	<u>99 0</u>	<u>99.0</u>
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	6 0	<u>1 18</u>	<u>0 27</u>	<u>0 34</u>
% of out of service reports cleared in 8 working hours	90%	<u>95%</u>	<u>95%</u>	<u>95%</u>
% Repeated trouble reports	22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

Contact Name: Gay Aberanthy

Contact Telephone Number: 325-348-3124

**STATEMENT OF ATTESTATION**

**STATE OF TEXAS §**  
**COUNTY OF COLEMAN §**

I, Gay Abernathy, the attester, sign my name to this instrument this 26th day of January, 2023 and being a duly authorized representative of Coleman County Telephone Cooperative do hereby declare and affirm that the attached 4th Quarter 2022 Telephone Service Quality Report, filed in Project No. 52944, from Coleman County Telephone Cooperative was prepared with my personal knowledge and the information contained therein is true and correct.

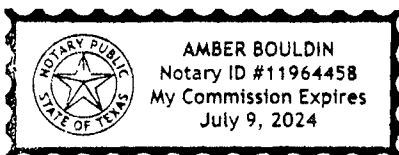
Gay Abernathy  
Signature

Gay Abernathy  
Typed Name

Office Manager  
Title

January 26, 2023  
Date

SWORN TO AND SUBSCRIBER BEFORE ME, the undersigned authority, on this the  
26th day of January, 2023



Amber Bouldin  
Notary Public State of Texas