



Control Number: 52944



Item Number: 206



Southwest Texas Communications

939 S Texas Highway 128

P.O. Box 128

Rocksprings, Texas 79880-0128

830-683-2111

swtexas.com

RECEIVED

2023 FEB -6 AM 10:45

PUBLIC UTILITY COMMISSION
FILING CLERK

January 27, 2023

Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project No. 52944

On behalf of Southwest Texas Communications, attached are an original and four (4) copies of the Telephone Service Quality Report for the fourth quarter of 2022. This report is being provided pursuant to Substantive Rules 26.81 and 26.54 as required by the Public Utility Commission of Texas.

Please file-stamp the additional copies and return them in the provided self-addressed stamped envelope. Any questions or comments may be directed to me at 830-683-1939.

Sincerely,

Todd Wilson
General Manager

Attachments

[Type here]

Southwest Texas Communications is an equal opportunity employer and service provider.


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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF EDWARDS

I, Todd Wilson, the attestator, sign my name to this instrument this 27th day of January, 2023, and being a duly authorized officer of Southwest Texas Communications 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

Title: General Manager

Date: January 27, 2023,

PROJECT NO. 52944

UTILITY: Southwest Texas Communications

QUARTER ENDING: 12/31/2022

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective OCT NOV DEC

SERVICE ORDERS

% Regular orders completed in 5 working days	90%	100%	95%	92%
% Primary orders completed in 5 working days	95%	98%	100%	97%
% Installation commitments met	90%	95%	92%	90%
% All Orders Completed in 30 days	99%	90%	99%	95%
% All Orders Completed in 90 days	100	100%	100%	100%

ANSWER TIME

Toll & Assistance ("0") answer time	3.3	No Calls	No Calls	No Calls
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	100%	94.3%	96.6%
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	100%	100%	100%
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	1.2%	0.6%	1.0%
% of out-of-service reports cleared in 8 working hours	90%	93.5%	87.5%	92.3%
% Repeated Trouble Reports	22%	4.9%	4.9%	7.3%

Contact Name: Todd Wilson

Contact Telephone Number: 830.683.1939

Revised October 2006