



Filing Receipt

Received - 2022-04-29 08:56:30 AM
Control Number - 52944
ItemNumber - 22

UTILITY: Etex Telephone Cooperative, Inc.

PERIOD ENDING: 03/31/22

PROJECT NO. 52944

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	99.65%	99.73%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
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%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time* % Answered within 10 seconds	85%	88%	90%	89%
8. Directory assistance answer time* % Answered within 10 seconds	85%	86%	89%	86%
9. Repair service % Answered within 20 seconds Average answer time	90%	100%	100%	100%
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines Serving 10,000 or more lines	<6 <3	1.1 ##	2.1 ##	3.3 ##
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	1.1%	0%	1.2%

****fill in according to recording methods used***

Submitted by: Etex Telephone Coop., Inc. _____
Email Address: ejohnson@etexcoop.net _____

Name: Eleanor Johnson _____
Telephone: 903-797-1103 _____

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**

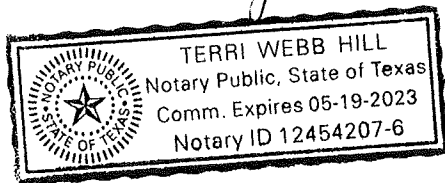
STATE OF TEXAS §
 §
COUNTY OF UPSHUR §

BEFORE ME, the undersigned authority, on this day personally appeared Eleanor Johnson representing Etex Telephone Cooperative, Inc. ("the Cooperative"), who on her oath deposed and said:

"My name is Eleanor Johnson. I am employed by Etex Telephone Cooperative, Inc. in the position of Billing Analyst. 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."

Eleanor Johnson
Eleanor Johnson, Billing Analyst

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 28 day of April, 2022.



Terri Webb Hill
Notary Public
State of Texas