



Filing Receipt

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Control Number - 52944

Item Number - 235

UTILITY: West Texas Rural Telephone Cooperative, IncPERIOD ENDING: March 31, 2023

PROJECT NO. 54465

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>OBJECTIVE</u>	<u>January</u>	<u>February</u>	<u>March</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
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%	100%	100%	100%
Average answer time in seconds	<3.3			
8. Directory assistance answer time*				
% answered within 10 seconds	85%	100%	100%	100%
Average answer time in seconds	<5.9			
9. Business Office answer time				
% answered within 20 seconds	90%	100%	100%	100%
Average answer time in seconds	<5.9			
10. Repair Service answer time				
% answered within 20 seconds	90%	100%	100%	100%
Average answer time in seconds	<5.9			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.4	0.2	0.8
Serving 10,000 or more lines	<3			
12. % out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated trouble reports	<22%	14%	0%	0%

*Add explanation for missed benchmarks here

Submitted by: West Texas Rural Telephone Coop, Inc.
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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 Hillsborough

BEFORE ME, the undersigned authority, on this day personally appeared Amy Linzey, representing West Texas Rural Telephone Cooperative, ("the Company"), who on her oath deposed and said:

"My name is Amy Linzey. I am employed by West Texas Rural Telephone Cooperative in the position of 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."


Amy Linzey, CEO

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 28th day of April, 2023.


Notary Public
State of Texas

