



 8517 Excelsior Drive
 Phone
 608
 664
 9110

 Suite 301
 Suite 301

2022 APR 29 PM 2: 27

April 25, 2022

Filing Clerk
Public Utilities Commission of Texas
1701 North Congress Avenue
Austin, TX 78701
52944
Re: Project No. 46729- Telephone Utilities Service Quality Report Pursuant to 16
TAC §26.54 and §26.81

Dear Filing Clerk:

On behalf of Dell Telephone Cooperative, Inc. ("Dell Telephone), please find enclosed for filing an original and five (6) copies of the 2022 1st Quarter Quality of Service Report pursuant to 16 TAC §26.54 and §26.81.

Please do not hesitate to contact me should you have any questions or need additional information.

Sincerely,

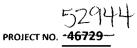
Robert RAbras

Robert R. Abrams Authorized Representative for Dell Telephone Cooperative, Inc.

Enclosures

cc: Joel Muniz, Dell Telephone Cooperative, Inc. Marcy Guillen, Dell Telephone Cooperative, Inc. Deborah Hickox, Dell Telephone Cooperative, Inc.





UTILITY: Dell Telephone Cooperative, Inc

QUARTER ENDING: March, 2022

TELEPHONE SERVICE QUALITY REPORT					
		REPORTING MONTHS			
	Objective	October	November	December	
SERVICE ORDERS					
% Regular orders completed in 5 working days	90%	100%	100%	100%	
% Primary orders completed in 5 working days	95%	100%	100%	100%	
% Installation commitments met	90%	100%	100%	100%	
All Orders Completed in 30 days	99%	100%	100%	100%	
All Orders Completed in 90 days	100%	100%	100%	100%	
ANSWERTIME					
Toll & assistance ("O") answer time					
Average answer time in seconds (or 85% within 10 seconds)	3.3	97%	100%	94%	
Directory assistance answer time					
Average answer time in seconds (or 85% within 10 seconds)	5.9	100%	100%	100%	
Repair service answer time					
Average answer time in seconds (or 90% within 20 seconds)	5.9	100%	100%	100%	
TROUBLE REPORTS					
Customer trouble reports per 100 access lin	6.0	1.13	0.88	0.25	
% of out of service reports cleared in 8 working hou	90%	89%	86%	100%	
% Repeated trouble report	22%	0%		0%	

Contact Name[.] Contact Telephone Number[.] Robert Abrams (608) 664-9110 Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS§COUNTY OF HUDSPETH§

I, Joel Muniz, the attester, sign my name to this instrument this 4th day of April, 2022, and being a duly authorized officer of Dell Telephone Cooperative, Inc., do hereby declare and affirm that the attached 1st Quarter 2022 Telephone Service Quality Report, filed in Project No. 46729 from Dell Telephone Cooperative, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.

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Joel Muniz Typed Name

General Manager Title

<u>4/4/2022</u>