



Control Number: 52944



Item Number: 23



8517 Excelsior Drive Phone 608 664 9110  
Suite 301 Fax 608 664 9112  
Madison, WI 53717 www.bkd.com

2022 APR 29 PM 2:27

RECEIVED  
APR 29 2022

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,

A handwritten signature in black ink that reads "Robert R. Abrams".

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.

PROJECT NO. 52944  
~~46729~~

UTILITY: Dell Telephone Cooperative, Inc

QUARTER ENDING: March, 2022

TELEPHONE SERVICE QUALITY REPORT				
		REPORTING MONTHS		
	Objective	October	November	December
<u>SERVICE ORDERS</u>				
% 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%
<u>ANSWER TIME</u>				
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%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access line	6.0	1.13	0.88	0.25
% of out of service reports cleared in 8 working hours	90%	89%	86%	100%
% Repeated trouble report	22%	0%	0%	0%

Contact Name: Robert Abrams  
Contact Telephone Number: (608) 664-9110

Revised October 2006

**STATE OF TEXAS** §  
**COUNTY OF HUDSPETH** §

Signature \_\_\_\_\_

Date 4/4/2022