



Filing Receipt

Received - 2022-04-12 10:00:43 AM
Control Number - 52944
ItemNumber - 4



April 12, 2022

Central Records Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78711

Re: Project No. 52944; *CY 2022 Dominant Certificated Telecommunications Utility Service Quality Report Under 16 TAC § 26.54*

Dear Filing Clerk:

In compliance with 16 TAC § 26.54(c), Eastex Telephone Cooperative, Inc. ("Eastex") submits the attached quarterly service quality report for filing in the above-referenced proceeding.

Thank you for your attention to this matter. Should you have any questions or concerns, please contact me at (903) 854-1290 or at wes@eastex.com.

Sincerely,

Wes Robinson
Director of Regulatory Affairs

Attachment

Livingston Branch Office:

PO Box 1510
1704 US Highway 59 Loop N
Livingston, TX 77351-0027
936.327.5224 · 800.732.7839

Main Office:

PO Box 150 · 3675 US Highway 79 South
Henderson, TX 75653-0150
903.854.1000 · 800.232.7839
Fax: 903.854.1205 · www.eastex.com

Waskom Branch Office:

PO Box 1691
705 Spur 156
Waskom, TX 75692-1691
903.687.3600

UTILITY: Eastex Telephone Cooperative, Inc.

PERIOD ENDING: 03-31-2022

PROJECT NO. 52944

TELEPHONE SERVICE QUALITY REPORT

	<u>Objective</u>	<u>REPORT MONTHS</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.	100.	100.
2. % Regular orders completed in 5 working days	90%	100.	100.	100.
3. % Service installations completed within 30 days	99%	97.8	99.1	100.
4. % Service installations completed within 90 days	100%	100.	100.	100.
5. % Installation commitments met	90%	99.8	100.	100.
6. % Held regrade orders	<1%	0	0	0

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time* (1)	85%			
% Answered within 10 seconds	<3.3 sec.	98.00	91.00	98.00
Average answer time				
8. Directory assistance answer time* (1)	85%			
% Answered within 10 seconds	<5.9 sec.	91.7	95.55	92.8
Average answer time				
9. Business office answer time	90%			
% Answered within 20 seconds	<5.9 sec.	5	5	5
Average answer time				
10. Repair service	90%			
% Answered within 20 seconds	<5.9 sec.	5	5	5
Average answer time				

(1) THESE SERVICES CONTRACTED WITH NATIONAL DIRECTORY ASSISTANT (NDA)

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	N/A	N/A	N/A
Serving 10,000 or more lines	<3	.8	.8	.1
12. % of out-of-service reports cleared in 8 working hours	90%	98.4	98.4	98.7
13. % Repeated Trouble Reports	<22%	9.0	5.0	5.5

*fill in according to recording methods used

Submitted by: Eastex Telephone Cooperative, Inc.
Email Address: shirley@eastex.com

Name: Shirley Killgore
Telephone: (903) 854-1000

STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81**

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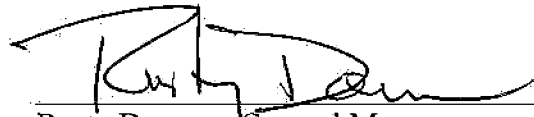
**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS §
 §
COUNTY OF RUSK §

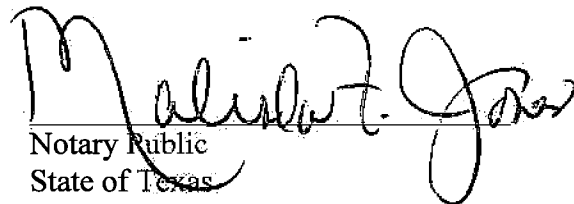
BEFORE ME, the undersigned authority, on this day personally appeared Rusty Dorman representing Eastex Telephone Cooperative, Inc. ("the Cooperative"), who on his oath deposed and said:

"My name is Rusty Dorman. I am employed by the Cooperative in the position of General Manager. 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."

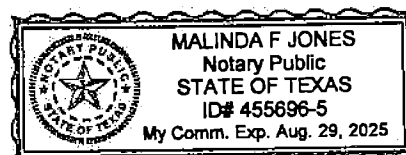


Rusty Dorman, General Manager

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



Notary Public
State of Texas



**National Directory Assistance Operator Answer Time Results
1st Quarter 2022**

Percentage of Calls Within 10 Seconds

Eastex Telephone Coop

	Jan 22	Feb 22	Mar 22	Quarter Average
Operator Speed of Answer				
Directory Assistance Information	91.7%	95.5%	92.8%	93.33%
Operator Service	98.00%	91.00 %	98.0%	95.67 %

This information is intended for and valid for use by Texas LECs in meeting quarterly service requirements of the Texas Public Utility Commission.

Corrective Action Required: No

Corrective Action Details None