



## Filing Receipt

**Received - 2022-04-14 01:30:46 PM**  
**Control Number - 52944**  
**ItemNumber - 8**

UTILITY: Industry Telephone Company

PERIOD ENDING: 3/31/22

PROJECT NO. 52944

### TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
1. % Regular orders completed in 5 working days	90%	100%	100%	100%
2. % Primary orders completed in 5 working days	95%	100%	100%	100%
3. % Installation commitments met	90%	100%	100%	100%
4. % All orders completed in 30 days	99%	100%	100%	100%
5. % All orders completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
6. Toll & Assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	100%	77.0%	100%
7. Directory assistance answer time Average answer time in seconds (or 85% within ten seconds)	5.9	100%	92.3%	87.5%
8. Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	100%	100%	100%
<u>TROUBLE REPORTS</u>				
9. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines Serving 10,000 or more lines	6.0 3.0	.06	.13	..06
10. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
11. % Repeated Trouble Reports	22%	0%	0%	0%

Submitted by: Rodney Hackemack  
Email Address: hack@industrytelco.com

Name: Industry Telephone Company  
Telephone: 979-357-4411

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

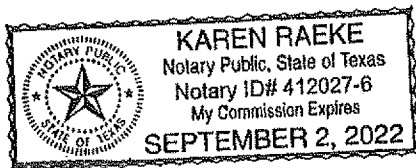
STATE OF TEXAS       §  
                                  §  
COUNTY OF AUSTIN   §

BEFORE ME, the undersigned authority, on this day personally appeared Rodney Hackemack representing Industry Telephone Company ("Company"), who on his oath depose and said:

"My name is Rodney Hackemack. I am employed by Industry Telephone Company in the position of Director of Regulatory Affairs. 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."

Rodney Hackemack  
Director of Regulatory Affairs

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 14<sup>th</sup> day of April, 2022.



Karen Raeke  
Notary Public  
State of Texas