



Filing Receipt

Filing Date - 2023-10-18 03:14:29 PM

Control Number - 54465

Item Number - 110

STATEMENT OF ATTESTATION

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

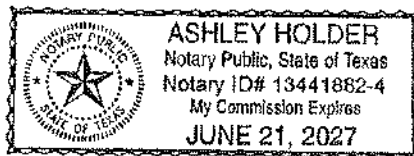
STATE OF TEXAS	§
	§
COUNTY OF AUSTIN	§

BEFORE ME, the undersigned authority, on this day personally appeared Rodney Hackemack representing Industry Telephone Company ("the Company"), who on his oath deposed 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
Name

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 18 day of October, 2023.



Ashley Holder
Notary Public
State of Texas

PROJECT NO. 54465

TELEPHONE SERVICE QUALITY REPORT

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	50%
2. % Regular orders completed in 5 working days	90%	100%	100%	97%
3. % Service installations completed within 30 days	99%	50%	100%	100%
4. % Service installations completed within 90 days	100%	50%	100%	100%
5. % Installation commitments met	90%	50%	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	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	.00	.15	.37
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	80%
13. % Repeated Trouble Reports	<22%	0%	0%	20%

*fill in according to recording methods used

Submitted by: Rodney Hackemack
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