



Control Number: 54465



Item Number: 147



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2023 NOV 20 AM 9:45  
PUBLIC UTILITY COMMISSION  
FILED CLERK

November 10, 2023

Public Utility Commission of Texas  
Central Records  
PO Box 13326  
Austin, Texas 78711-3326

Re: Project No. 54465

Enclosed please find the original and four (4) copies of Poka Lambro Telephone Cooperative, Inc.'s Telephone Service Quality Report for the quarter ended September 30, 2023 for filing in Project No. 54465. Also enclosed is an additional copy that we request stamped with the date of filing and returned to us in the enclosed self-addressed and stamped envelope.

Thank you,

A handwritten signature in black ink, appearing to read "Skyler Williams".

Skyler Williams

Enclosures

UTILITY: Poka Lambro Telephone Coop., Inc. PERIOD ENDING:

PROJECT NO.

# TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>			
		<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sep</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%	100%	100%	100%	
4. % Service installations completed within 90 days	100%	100%	100%	100%	
5. % Installation commitments met	90%	100%	100%	100%	
<u>OPERATOR-HANDLED CALLS</u>					
7. Toll & Assistance ("0") answer time*					
% Answered within 10 seconds	85%	%	%	%	
Average answer time	<3.3 sec.	N/A	N/A	N/A	
8. Directory assistance answer time*					
% Answered within 10 seconds	85%	%	%	%	
Average answer time	<5.9 sec.	N/A	N/A	N/A	
9. Business office answer time					
% Answered within 20 seconds	90%				
Average answer time	<5.9 sec.				
10. Repair service					
% Answered within 20 seconds	90%				
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	1.7	1.2	1.4	
Serving 10,000 or more lines	<3				
12. % of out-of-service reports cleared in 8 working hours	90%				
13. % Repeated Trouble Reports	<22%	0	5.8	15.7	

\*fill in according to recording methods used

Submitted by: Poka Lambro Telephone Coop. Inc.  
Email Address: [chads@poka.com](mailto:chads@poka.com)

Name: Chad Swinford  
Telephone: (806) 924-7234

Telephone Service Quality Report  
2Q22

			<u>JULY</u>	<u>AUG.</u>	<u>SEPT.</u>
9. Business Office	Objective				
% answered within 20 seconds	90%				
<b>JULY</b>			3.7		
			2.8		
			4.2		
	3		10.7		
<b>Average</b>			3.57		
<b>AUG</b>				5.8	
				4.80	
				7.20	
	3			17.80	
<b>Average</b>				5.93	
<b>SEPT</b>					4.5
					6.20
					4.80
	3				15.50
<b>Average</b>					5.17
10. Repair Service	Objective				
% answered within 20 seconds	90%			924-5555	
<b>JULY</b>			8.2		
			4.1		
			3.4		
	3		15.7		
<b>Average</b>			5.23		
<b>AUG</b>				4.5	
				6.2	
				2.2	
	3	0		12.9	
<b>Average</b>				4.30	
<b>SEPT</b>					7.40
					5.40
					3.20
	3				16.00
<b>Average</b>					5.33

PROJECT NO. 54465

## TELEPHONE SERVICE QUALITY REPORT

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>July</u>	<u>Aug.</u>	<u>Sep.</u>
<b><u>INSTALLATION OF SERVICE</u></b>				
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%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1			
<b><u>OPERATOR-HANDLED CALLS</u></b>				
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.	2.64	2.99	2.39
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	3.43	3.49	3.72
<b><u>TROUBLE REPORTS</u></b>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.7	1.2	1.4
Serving 10,000 or more lines				
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	5.8%	15.7%

\*fill in according to recording methods used

Submitted by: Poka Lambro Telephone Coop. Inc.  
Email Address: [canderson@teampoka.com](mailto:canderson@teampoka.com)Name: Chris Anderson  
Telephone: (806) 924-7234

**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**

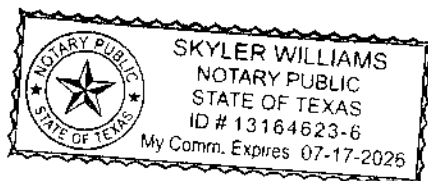
STATE OF TEXAS       §  
                                  §  
COUNTY OF LYNN     §

BEFORE ME, the undersigned authority, on this day personally appeared Patrick Sherrill representing Poka Lambro Telephone Cooperative, Inc. ("the Cooperative"), who on his oath deposed and said:

"My name is Patrick Sherrill. I am employed by Poka Lambro Telephone Cooperative, Inc. in the position of General Manager & CEO. 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."

  
\_\_\_\_\_  
Patrick Sherrill, CEO

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



  
\_\_\_\_\_  
Notary Public  
State of Texas