



Filing Receipt

Filing Date - 2023-04-18 09:11:32 AM

Control Number - 54465

Item Number - 9

PROJECT NO. 54465**TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</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%	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%	N/A	N/A	N/A
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
10. Repair service				
% answered within 20 seconds	90%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<	0	0	0
Serving 10,000 or more lines	<3	.95	1.85	1.11
12. % of out-of-service reports cleared in 8 Working hours	90%	91	60*	83*
13. % Repeated Trouble Reports	<22%	9	4	6

*fill in according to recording methods used

Submitted by: Guadalupe Valley Tel. Cop. Inc.
Email Address: Robert.hunt@gvte.netName: Robert Hunt
Telephone: 830-885-8239

*(% of out of service reports cleared in 8 working hours were not met for February and March due to Texas Winter Storm Mara 1/31/23-2/2/23)

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**

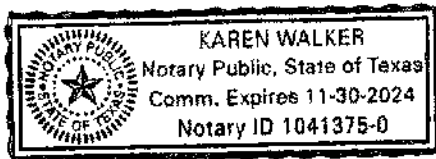
STATE OF TEXAS

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COUNTY OF COMAL

BEFORE ME, the undersigned authority, on this day personally appeared Garrett Leihsing representing Guadalupe Valley Telephone Company/Cooperative, who on her oath deposed and said:

“My name is Garrett Leihsing I am employed by Guadalupe Valley Telephone Company/Cooperative in the position of Manager Service and Support Center. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein true and correct.”



Garrett Leihsing
Garrett Leihsing, Manager Service & Support

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
The 17 day of April, 2023.

Karen Walker
Notary Public
State of Texas