



Control Number: 56001



Item Number: 166

JAN 27 2025

UTILITY: HILL COUNTRY TELEPHONE COOP.

PERIOD ENDING: 12/31/2024

PROJECT NO. 56001

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

OBJECTIVE OCT NOV DEC

INSTALLATION OF SERVICE

1.% PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS	95%	100.0 %	100.0 %	100.0 %
2.% REGULAR ORDERS COMPLETED IN 5 WORKING DAYS	90%	100.0 %	100.0 %	100.0 %
3.% SERVICE INSTALLATIONS COMPLETED WITHIN 30 DAYS	99%	100.0 %	100.0 %	100.0 %
4.% SERVICE INSTALLATIONS COMPLETED WITHIN 90 DAYS	100%	100.0%	100.0%	100.0%
5.% INSTALLATION COMMITMENTS MET	90%	100.0%	100.0%	100.0%
6.HELD REGRADE ORDERS	<1%	0	0	0

OPERATOR-HANDLED CALLS

7. TOLL & ASSISTANCE ("0") ANSWER TIME *				
% ANSWERED WITHIN 10 SECONDS	85%	100.0%	100.0%	100.0%
AVERAGE ANSWER TIME	<3.3 SEC.	0.7	0.7	0.6
8. DIRECTORY ASSISTANCE ANSWER TIME *				
% ANSWERED WITHIN 10 SECONDS	85%	100.0%	100.0%	100.0%
AVERAGE ANSWER TIME	<5.9 SEC.	0.30	0.30	0.29
9. BUSINESS OFFICE ANSWER TIME				
% ANSWERED WITHIN 20 SECONDS	90%	0	0	0
AVERAGE ANSWER TIME	<5.9 SEC.			
10. REPAIR SERVICE ANSWER TIME				
% ANSWERED WITHIN 20 SECONDS	90%	0	0	0
AVERAGE ANSWER TIME	<5.9 SEC.			

TROUBLE REPORTS

11. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES				
SERVING 10,000 OR FEWER LINES	<6	0.97	0.83	0.91
SERVING 10,000 OR MORE LINES	<3			
12. % OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	90%	98.08%	100.00%	100.00%
13. % REPEATED TROUBLE REPORTS	<22%	5.19%	9.09%	8.82%

*FILL IN ACCORDING TO RECORDING METHODS USED

SUBMITTED BY: Jackie Woerner

EMAIL ADDRESS: jwoerner@hctc.coop

NAME: Jackie Woerner

TELEPHONE: 830-367-5333 EXT. 256

1166

STATEMENT OF ATTESTATION

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

PUBLIC UTILITY COMMISSION

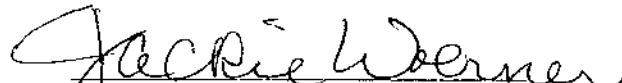
OF TEXAS

STATE OF TEXAS

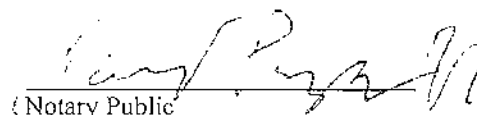
COUNTY OF KERR

BEFORE ME, the undersigned authority, on this day personally appeared Jackie Woerner representing Hill Country Telephone Cooperative Inc., who on her oath deposed and said:

“My name is Jackie Woerner. I am employed by Hill Country Telephone Cooperative, Inc. in the position of Supervisor, Centralized Operations. 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.”


Jackie Woerner
Manager, Centralized Operations

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
the 23 day of November, 2025.


(Notary Public
State of TEXAS

