



Control Number: 56001



Item Number: 70

RECEIVED

2024 JUL 29 AM 10:23

PROJECT NO. 56001

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

PUBLIC UTILITY COMMISSION
FILING CLERK

OBJECTIVE

ARR

MAX

JUN

INSTALLATION OF SERVICE

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%	0	0	0

OPERATOR-HANDLED CALLS

7. TOLL & ASSISTANCE ("0") ANSWER TIME *				
% ANSWERED WITHIN 10 SECONDS	85%	100%	100%	100%
AVERAGE ANSWER TIME	<3.3 SEC.	0.6	0.7	0.7
8. DIRECTORY ASSISTANCE ANSWER TIME *				
% ANSWERED WITHIN 10 SECONDS	85%	100%	100%	100%
AVERAGE ANSWER TIME	<5.9 SEC.	0.29	0.30	0.30
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	1.00	1.35	1.05
SERVING 10,000 OR MORE LINES	<3			
12. % OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	90%	100%	100%	100%
13. % REPEATED TROUBLE REPORTS	<22%	4.11%	8.91%	7.59%

*FILL IN ACCORDING TO RECORDING METHODS USED

SUBMITTED BY: Jackie Woerner
EMAIL ADDRESS: jwoerner@hctc.coop

NAME:
TELEPHONE: 830-367-5333 EXT 256

70

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
Jackie Woerner
Manager, Centralized Operations

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 25th day of July, 2024.

Hannah Garey
Notary Public
State of TEXAS

