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TELEPHONE SERVICE REPORT-FIRST QUARTER 2006

UTILITY CenturyTel of Lake Dallas, Inc.**COPY**

Period Ending

March 2006**REPORT MONTHS****SERVICE ORDERS**

1. % Regular orders completed in 5 working days
2. % Primary orders completed in 5 working days
3. % Installation commitments met
4. Number of held primary service orders at month end (over 30 days old)
5. Number of held regrade orders at month end (over 30 days old)

Jan	Feb	Mar
99%	99%	99%
99%	98%	99%
100%	97%	97%
0	0	0
0	0	0

ANSWER TIME

6. Toll & assistance ("0") answer time
& over 10 seconds

Services not provided by CenturyTel	Services not provided by CenturyTel	Services not provided by CenturyTel
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7. Directory assistance answer time
% over 10 seconds

Services not provided by CenturyTel	Services not provided by CenturyTel	Services not provided by CenturyTel
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8. Business office answer time
% answered within 20 seconds

91%	91%	93%
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9. Repair service answer time
% answered within 20 seconds

94%	94%	89%
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TROUBLE REPORTS

10. Customer trouble reports per 100 access lines
11. % of out of service reports cleared in 8 working hours

0.94	.69	.99
100%	100%	97%

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