

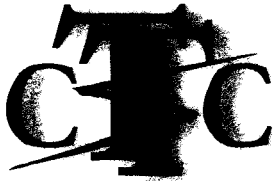


Control Number: 32592



Item Number: 143

Addendum StartPage: 0



Central Texas Telephone Cooperative, Inc.

"Your Telecommunications Link to the World"

October 24, 2006

Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78711

Re: Project No. 32592 – Third Quarter 2006 Telephone Service Quality Report

On behalf of Central Texas Telephone Cooperative, Inc, attached are an original and four (4) copies of the Telephone Service Quality Report for the 3rd quarter, 2006. This report is being provided pursuant to Substantive Rules 26.81 and 26.54 as required by the Public Utility Commission of Texas.

Your cooperation in this matter is greatly appreciated. Please file-stamp the additional copies and return them in the provided self-addressed stamped envelope. Any questions or comments may be directed to me at 325-938-5611.

Sincerely,

Central Texas Telephone Cooperative, Inc

Jimmy Horton
Network Manager

Attachments

Serving the Rural Areas of Central Texas

1012 Reilly - PO Box 627
Goldthwaite TX 76844

Phones: (325) 648-2237
(800) 535-8904

Fax: (325) 938-5606
www.centex.net

143

COPY

PROJECT NO. 32592

UTILITY: Central Texas Telephone Coop.

QUARTER ENDING: 9-30-06

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	july	aug.	sept.
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance (“0”) answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	n/a	n/a	n/a
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	n/a	n/a	n/a
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	n/a	n/a	n/a
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	0.77	0.91	1.37
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	< 1%	<1%	<1%

Contact Name: Jimmy Horton
Contact Telephone Number: 325-938-5611

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MILLS

I, Jimmy Horton, the attestator, sign my name to this instrument this 24th day of October, 2006, and being a duly authorized officer of Central Texas Telephone Coop do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Network Manager

Title

10-24-06

Date