



Control Number: 32592



Item Number: 159

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2006 NOV 13 AM 11:06

November 10, 2006

Mr. James Galloway
Public Utility Commission of Texas
1701 N. Congress Ave.
Austin, Texas 78711

Re: Project No. 32592 – 3rd Quarter 2006 Telephone Service Quality Report

Mr. Galloway:

On behalf of Valley Telephone Cooperative, Inc. attached are an original copy and five copies of the Telephone Service Quality Report for the 3rd Quarter of 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 fifth copy and return it to me in the SASE provided. Any questions or comments may be directed to me at the number indicated on the letterhead.

Sincerely,

Henry S. Abrego
Controller
Valley Telephone Cooperative, Inc.

Attachments



TELEPHONE SERVICE QUALITY REPORT

UTILITY NAME: Valley Telephone Cooperative, Inc.

REPORT PERIOD ENDING: 3RD QUARTER 2006

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>Sept</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	75%	93%
2. % Regular orders completed in 5 working days	90%	93%	92%	95%
3. % Service installations completed within 30 days	99%	99%	99%	99%
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%
<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.			
9. Business office answer time				
% Answered within 20 seconds	90%	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	<6	1.1%	0.9%	1.3%
Serving 10,000 or more lines	<3	n/a	n/a	n/a
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	99%
13. % Repeated Trouble Reports	<22%	5%	3%	5%

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

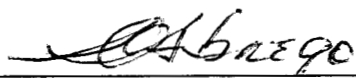
OF TEXAS

STATE OF TEXAS §
§
COUNTY OF WILLACY §

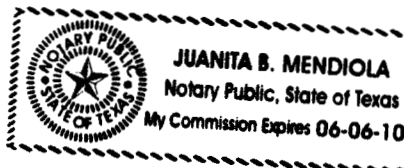
BEFORE ME, the undersigned authority, on this day personally appeared **Henry S.**

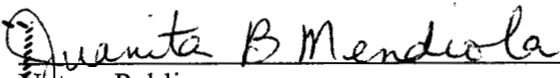
Abrego, representing Valley Telephone Cooperative, Inc., who on his oath deposed and said:

"My name is Henry S. Abrego. I am employed by Valley Telephone Cooperative, Inc. in the position of Controller. 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."


Henry S. Abrego, Controller

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 10th day of November, 2006.




Notary Public
State of Texas