



Control Number: 32592



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PROJECT NO. 32592UTILITY: Dell Telephone Cooperative, Inc.2006 NOV 14
2006 NOV 14
QUARTER-ENDING: September 30, 2006

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective	July	August	September
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SERVICE ORDERS

1. % Regular orders completed in 5 working days	90%	97%	96%	98%
2. % Primary orders completed in 5 working days	95%	100%	100%	100%
3. % Installation commitments met	90%	100%	100%	100%
4. All Orders Completed in 30 days	99%	100%	100%	100%
5. All Orders Completed in 90 days	100%	100%	100%	100%
6. Number of held regrade orders at months end	1.0	0	0	0

ANSWER TIME

7. Toll & assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	SBC	SBC	SBC
8. Directory assistance answer time* Average answer time in seconds (or 85% within ten seconds)	5.9	SBC	SBC	SBC
9. Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	90%	0%	0%	0%

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines	6%	2.50%	2.95%	1.85%
12. % of out of service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated trouble reports	22%	2%	2%	1%

Contact Name: Jame s A. MillerContact Telephone Number: (830) 895-7233

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS §
COUNTY OF HUDSPETH §

I, Denny Bergstrom, the attester, sign my name to this instrument this 7th day of November 2006, and being a duly authorized representative of Dell Telephone Cooperative, Inc., do hereby declare and affirm that the attached 3rd Quarter 2006 Telephone Service Quality Report, filed in Project No. 32592, from Dell Telephone Cooperative, Inc. was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Denny Bergstrom

Typed Name

General Manager

Title

November 7, 2006

Date