



Control Number: 32592



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32592

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

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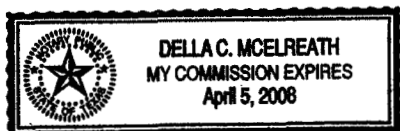
STATE OF TEXAS §
COUNTY OF TAYLOR §


BEFORE ME, the undersigned authority, on this day personally appeared Earl E Laird
representing Taylor Telephone Cooperative, Inc., who on his oath deposed and said:

"My name is Earl E Laird. I am employed by Taylor Telephone Cooperative Inc., in the position
of Office Manager. 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."


Earl E Laird, Controller

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
the 6th day of February 2007.




Notary Public
State of Texas

212

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TELEPHONE SERVICE QUALITY REPORT

	<u>REPORT MONTHS</u>		
	<u><Oct></u>	<u><Nov></u>	<u><Dec></u>
<u>SERVICE ORDERS</u>			
1. % Regular orders completed in 5 working days	100	100	100
2. % Primary orders completed in 5 working days	98	98	98
3. % Installation commitments met	99	99	99
4. Number of held primary service orders at month end	0	0	0
5. % All Orders Completed in 90 days	100	100	100
<u>ANSWER TIME</u>			
6. Toll & Assistance ("0") answer time*	n/a	n/a	n/a
% over 10 seconds			
average answer time	n/a	n/a	n/a
7. Directory assistance answer time*			
% over 10 seconds	n/a	n/a	n/a
Average answer time	n/a	n/a	n/a
8. Business office answer time			
% over 20 seconds	0	0	0
9. Repair service			
% over 20 seconds	0	0	0
<u>TROUBLE REPORTS</u>			
10. Customer trouble reports per 100 access lines	1.60	3.41	2.24
11. % of out-of-service reports cleared in 8 working hours	99	99	99
13. % Repeated Trouble Reports	3(est)	2(est)	5(est)

*fill in according to recording methods used