



Control Number: 32592



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32592

UTILITY: Central Texas Telephone Coop Inc.PERIOD ENDING: 1st qtr 2006**TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>January</u>	<u>February</u>	<u>March</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
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	0.98	1.02	1.84
Serving 10,000 or more lines	<3	##	##	##
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	<1%	<1%	<1%

\*fill in according to recording methods used

**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 MILLS       §

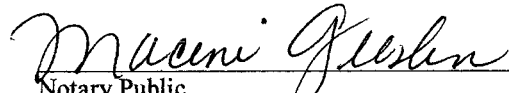
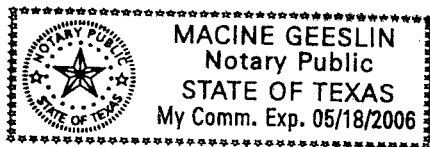
BEFORE ME, the undersigned authority, on this day personally appeared Jimmy Horton representing Central Texas Telephone Cooperative ( "the Cooperative" ), who on his oath deposed and said:

"My name is Jimmy Horton. I am employed by Central Texas Telephone Cooperative in the position of Network 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."



Jimmy Horton Network Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 14th day of April, 2006.



Notary Public  
State of Texas