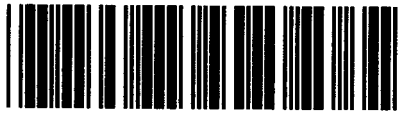




Control Number: 32592



Item Number: 33

Addendum StartPage: 0

UTILITY: Coleman County Telephone Cooperative, Inc.

PERIOD ENDING:

March 31, 2006

TELEPHONE SERVICE QUALITY REPORT

Project No. 30983

REPORT MONTHS

INSTALLATION OF SERVICE

	<u>Objective</u>	<u>January</u>	<u>February</u>	<u>March</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-

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time* % Answered within 10 seconds	85%	99%	99%	99%
8. Directory assistance answer time* % Answered within 10 seconds	85%	99%	99%	99%
9. Business office answer time % Answered within 20 seconds	90%	99%	99%	99%
10. Repair service % Answered within 20 seconds	90%	99%	99%	99%

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines	<6**	.8	.6	.8
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	-0-	-0-	-0-

*Fill in according to recording methods used

**Benchmark for companies serving 10,000 or less access lines

2006 APR 27 AM 9:22
RECEIVED
PUBLIC SAFETY DIVISION

STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RULE 26.54**

**PUBLIC UTILITY COMMISSION
OF TEXAS**

§
§
§

STATE OF TEXAS §
COUNTY OF COLEMAN §

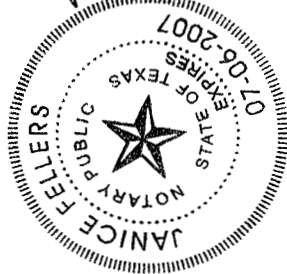
BEFORE ME, the undersigned authority, on this day personally appeared Leanna Jones representing, Coleman County Telephone Cooperative, Inc., who on her oath deposed and said:

“My name is Leanna Jones. I am employed by Coleman County 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.”

Leanna Jones

Leanna Jones, Office Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 24 day of April, 2006.



Janice Fellers
Notary Public
State of Texas