

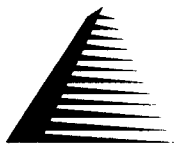


Control Number: 32592



Item Number: 73

Addendum StartPage: 0



COLORADO
VALLEY

Telephone Cooperative

4915 South US Hwy. 77 • PO Box 130
La Grange, Texas 78945
979.242.5911 • 800.242.5911
Fax 979.242.5910

www.coloradovalley.com

RECEIVED
2006 JUL 20 PM 4:40

July 13, 2006

Filing Clerk
Central Records
Public Utility Commission of Texas
1701 North Congress Avenue
P.O. Box 13326
Austin, Texas 78711-3326

RE: Project No. 32592 – 2006 Telephone Utilities Service Quality Report Pursuant to
SUBST. R. 26.54 and 26.81

Dear Filing Clerk:

Enclosed please find the Telephone Service Quality Report for the period ending June 30, 2006 for Colorado Valley Telephone Cooperative, Inc. This filing is made in accordance with P.U.C. SUBST. R. 26.54 and SUBST. R. 26.81.

Please contact me at the above listed number if you have questions or need further information.

Sincerely,

Pam Anderson
Director of Regulatory and Special Projects

Enclosure

TELEPHONE SERVICE QUALITY REPORT


		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>
<u>SERVICE ORDERS</u>				
1. % Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
2. % Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
3. % Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
4. % All Orders Completed in 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
5. % All Orders Completed in 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
6. Number of held regrade orders at month end	1.0	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>
<u>ANSWER TIME</u>				
7. Toll & Assistance (“0”) answer time* Average answer time	3.3	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
8. Directory assistance answer time* Average answer time	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
9. Repair service % within 20 seconds	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>TROUBLE REPORTS</u>				
10. Customer trouble reports per 100 access lines	6%	<u>.681</u>	<u>.539</u>	<u>.628</u>
11. % of out-of-service reports cleared in 8 working hours	90%	<u>97.87%</u>	<u>100%</u>	<u>100%</u>
12. % Repeated Trouble Reports	22%	<u>2%</u>	<u>8%</u>	<u>5%</u>

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF FAYETTE

I, Pam Anderson, the attestator, sign my name to this instrument this 13th day of July, 2006, and being a duly authorized officer of Colorado Valley Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Director of Regulatory & Special Projects
Title

July 13, 2006
Date