



Control Number: 33807



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2007 AUG 14 AM 10:52 PROJECT NO. 33807

UTILITY: Dell Telephone Cooperative, Inc.

QUARTER ENDING: June 30, 2007

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>April</u>	<u>May</u>	<u>June</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	99%	96%	90%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
All Orders Completed in 30 days	99%	100%	100%	100%
All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	SBC	SBC	SBC
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	SBC	SBC	SBC
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	SBC	SBC	SBC
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	2.01	2.88	3.87
% of out of service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated trouble reports	22%	0%	0%	0%

Contact Name: James A. Miller

Contact Telephone Number: (830) 895-7223

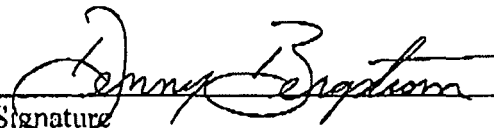
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS           §

COUNTY OF HUDSPETH   §

I, Denny Bergstrom, the attester, sign my name to this instrument this 13 day of August 2007, and being a duly authorized representative of Dell Telephone Cooperative, Inc., do hereby declare and affirm that the attached 2nd Quarter 2007 Telephone Service Quality Report, filed in Project No. 33807, 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

August 13, 2007  
Date