

Control Number: 33807

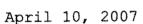


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## MID-PLAINS RURAL TELEPHONE COOPERATIVE, INC.

411 North Hale Street



Filing Clerk
Public Utility Commission of Texas
1701 N Congress Avenue
P O Box 13326
Austin, Texas 78711-3326

33801

Filing Clerk,

I am enclosing the Telephone Service Quality Report and Quarterly Trouble Report for Mid-Plains Rural Telephone Cooperative, Inc. for the quarter ending March 31, 2007.

If you need any additional information or have questions, please let us know.

Sincergly,

Danny Johnson

Manager

Enc.

33801

PROJECT NO.

## UTILITY: MID-PLAINS RURAL TELEPHONE COOPERATIVE, INC

## **QUARTER ENDING - March 2007**

## **TELEPHONE SERVICE QUALITY REPORT**

	<u>Objective</u>	REPORT I	MONTHS Feb	<u>March</u>	
SERVICE ORDERS % Regular orders completed in 5 working days	90%	100%	100%	90%	
% Primary orders completed in 5 working days	95%	98%	97%	94%	
% Installation commitments met	90%	99%	98%	92%	
% All Orders Completed in 30 days	99%	100%	100%	96%	
% All Orders Completed in 90 days	100%	100%	100%	100%	
ANSWER TIME Toll & Assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)  Directory assistance answer time Average answer time in seconds(or 85% within ten seconds)  Repair answer time Average answer time in seconds (or 90% within twenty seconds)	3.3 5.9 5.9	N/A N/A	N/A N/A	N/A N/A	
TROUBLE REPORTS  Customer trouble reports per 100 access lines  % of out of service reports cleared in 8 working hours	3.0 or 6.0 90%	1.73 98%	1.16 94%	2.82 95%	
% Repeated Trouble Reports	22%	7%	6%	9%	

Contact Name: Ann Thompson

Contact Telephone Number: (806)995-3572

MID-PLAINS RURAL TELEPHONE COOPERATIVE, INC. QUARTERLY SUMMARY TROUBLE REPORT JANUARY 1, 2007 - MARCH 31, 2007

NO EX	SOLOTEM LOTALS	% SYSTEM TOTALS	SYSTEM TOTALS	Vigo			DE ZAROV	CORLEY		CONT	ָהַ כָּ בַּבְּיִבְּיִי	BEAN C	EXCHANGE
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0.498	54.217		<u> </u>	ാ ഗ	) N	2	) (J	7	١ ~	I N		4 1	BURIED CABLE
0.022	2.410	, N	<b>,</b> c	) с	, 0	0	0	0	6	0	N	0	C.O.E
0.022	2.410	N	· 0		0	0	Ν	0	0	0	0	• 0	AERIAL CABLE
0.232	25.301	21	. 0	ത	7	0	0	N	N	N	_		STA. PROT
0.033	3.614	ω	0		0	0	0	_	0	0		0	CXR
0.808	87.952	73	N	16	ဖ	N	7	10	ဖ	4	ဖ	٥٦	TOTAL TROUBLE CLEARED
0.000	0.000	0	0	0	0	0	0	0	0	0	0	0	R.O.H. REPORTS
0.111	12.048	10	0	4	0	>	0	0	ω	-	_	0	NO TROUBLE FOUND
0.000	0.000	0	0	0	0	0	0	Ö	0	0	0	0	CAME
0.897	97.590	81	0	20	12	4	12	ω	თ	ω	<b>4</b>	7	C.P.E. REPORTS
0.011	1.205		0	-3	0	0	0	0	0	0	0	0	CONNECTING CO. FAULT
0.919	100	83	2	20	ဖ	ω	7	10	12	Ch	<del>1</del> 0	O	TOTAL TROUBLE REPORTS
		0.990	0.758	1.107	0.716	0.581	0.527	1.667	1.575	1.157	0.605	1.208	TOTAL REPORT INDEX