



Control Number: 33807



Item Number: 10

Addendum StartPage: 0

MID-PLAINS RURAL TELEPHONE COOPERATIVE, INC.

411 North Hale Street



April 10, 2007

RECEIVED
2007 APR 12 AM 9:58
PUBLIC UTILITY COMMISSION
FILING CLERK

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.

Sincerely,

Danny Johnson
Manager

Enc.

PROJECT NO.

33801
~~32592~~UTILITY: MID-PLAINS RURAL TELEPHONE COOPERATIVE, INCQUARTER ENDING - March 2007**TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>March</u>
<u>SERVICE ORDERS</u>				
% 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%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time	3.3	N/A	N/A	N/A
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	N/A	N/A	N/A
Average answer time in seconds(or 85% within ten seconds)				
Repair answer time	5.9	N/A	N/A	N/A
Average answer time in seconds (or 90% within twenty seconds)				
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	1.73	1.16	2.82
% of out of service reports cleared in 8 working hours	90%	98%	94%	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

EXCHANGE	STATIONS IN SERVICE	BURIED CABLE	C.O.E	AERIAL CABLE	STA. PROT.	CXR PLANT	TOTAL TROUBLE CLEARED	R.O.H. REPORTS	NO TROUBLE FOUND	CAME CLEAR	C.P.E. REPORTS	CONNECTING CO. FAULT	TOTAL TROUBLE REPORTS	TOTAL REPORT INDEX
BEAN	138	4	0	0	1	0	5	0	0	0	7	0	5	1.208
CLETA	551	5	2	0	1	1	9	0	1	0	14	0	10	0.605
ELKINS	144	2	0	0	2	0	4	0	1	0	3	0	5	1.157
GDNT	254	7	0	0	2	0	9	0	3	0	6	0	12	1.575
GURLEY	200	7	0	0	2	1	10	0	0	0	3	0	10	1.667
KRESS	443	5	0	2	0	0	7	0	0	0	12	0	7	0.527
REDMON	172	2	0	0	0	0	2	0	1	0	4	0	3	0.581
SILVERTON	419	2	0	0	7	0	9	0	0	0	12	0	9	0.716
UMB	602	9	0	0	6	1	16	0	4	0	20	1	20	1.107
VIGO	88	2	0	0	0	0	2	0	0	0	0	0	2	0.758
SYSTEM TOTALS	3011	45	2	2	21	3	73	0	10	0	81	1	83	0.990
% SYSTEM TOTALS		54.217	2.410	2.410	25.301	3.614	87.952	0.000	12.048	0.000	97.590	1.205	100	
INDEX		0.498	0.022	0.022	0.232	0.033	0.808	0.000	0.111	0.000	0.897	0.011	0.919	