



Control Number: 33807



Item Number: 12

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PROJECT NO. 33807UTILITY: Blossom Telephone Co, Inc. QUARTER ENDING: March 31, 2007

## TELEPHONE SERVICE QUALITY REPORT

## REPORT MONTHS

Objective Jan. Feb. March

SERVICE ORDERS

% Regular orders completed in 5 working days	90%	100	100	100
% 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

ANSWER TIME

Toll & Assistance ("0") answer time	3.3	3	3	3
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	4.2	4	4.5
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	5.5	5	5
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	1.68	.92	2.22
% of out-of-service reports cleared in 8 working hours	90%	100	100	100
% Repeated Trouble Reports	22%	10%	5%	5%

Contact Name: Joyce DorriesContact Telephone Number: 903-982-5200

Revised October 2006

RECEIVED

2007 APR 16 AM 9:20

## STATEMENT OF ATTESTATION

STATE OF TEXAS

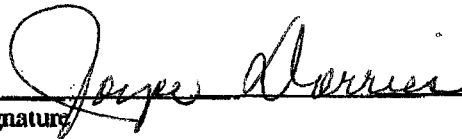
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COUNTY OF Lamar

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I, Joyce Dorries, the attestator, sign my name to this instrument this 10th day of April 2007, 2006, and being a duly authorized officer of Blossom Telco 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 

Secretary/Treasurer

Title

April 10, 2007

Date

## Instructions

NOTE: Companies with internal reports disclosing the below required information may furnish copy of their report in lieu of completing this form. Those companies electing to use this form should machine copy for additional pa

Exchange	Number of equipped lines and total access lines at end of year		Number Of Customer Access Lines Classified As:					Number of Customer Access Lines Served By Lines With More Than Eight Customers Per Line
	Equipped	Access Line	1 Party	2 Party	4 Party	8 Party	Other	
1. 903-982	1,920	1,303	1,303	0	0	0	0	0
2.								
3.								
4.								
5.								
6.								
7.								
8.								
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