



Control Number: 33807



Item Number: 141

Addendum StartPage: 0

UTILITY: Consolidated Communications of
Fort Bend Company

QUARTER ENDING: September 30, 2007

TELEPHONE SERVICE QUALITY REPORT

PROJECT # 33807

REPORT MONTHS

SERVICE ORDERS

Objective	July	August	September
1. % Regular orders completed in 5 working days	90% 99.50%	100.00%	100.00%
2. % Primary orders completed in 5 working days	95% 100.00%	98.96%	99.81%
3. % Installation commitments met	90% 99.10%	98.57%	99.76%
4. % All Orders Completed in 30 days	99% 100.00%	100.00%	100.00%
5. % All Orders Completed in 90 days	100% 100.00%	100.00%	100.00%
6. Number of held regrade orders at month end	1.0 0.0	0.0	0.0

ANSWER TIME

7. Toll & Assistance ("0") answer time Average answer time	3.3 N/A	N/A	N/A
8. Directory assistance answer time Average answer time	5.9 N/A	N/A	N/A
9. Repair service % within 20 seconds	90% 85.00% *	77.00% *	80.00% *

TROUBLE REPORTS

10. Customer trouble reports per 100 access lines	3 0.84	0.46	0.67
11. % of out-of-service reports cleared in 8 working hours	90% 86.00% *	89.30% *	89.00% *
12. % Repeated Trouble Reports	22% 3.13%	2.44%	2.40%

* Due to weather conditions, these objectives were not met.

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MONTGOMERY

I, Michael Shultz, the attestator, sign my name to this instrument this 22nd day of October, 2007, being a duly authorized officer of Consolidated Communications of Fort Bend 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

Vice President, Regulatory and Public Policy
Title

October 22, 2007
Date

RECEIVED
2007 OCT 26 PM 1:30
PUBLIC UTILITY
FILING CLERK