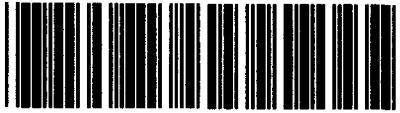


Control Number: 33807



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# SOUTHWEST TEXAS TELEPHONE COMPANY

PROJECT #33807

## P U C TELEPHONE SERVICE QUALITY REPORT

QUARTER ENDING

9/30/2007

### REPORT MONTH

### SERVICE ORDERS

% REGULAR ORDERS COMPLETED IN 5 WORKING DAYS

July Aug. Sept.

100% 100% 100%

% PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS

100% 100% 100%

% INSTALLATIONS MET

100% 100% 100%

NUMBER OF HELD PRIMARY SERVICE ORDERS AT  
MONTH END ( OVER 30 DAYS OLD )

0 0 0

NUMBER OF HELD REGRADE ORDERS AT MONTH  
END (OVER 30 DAYS OLD )

0 0 0

### ANSWER TIME

TOLL & ASSISTANCE ( O ) ANSWER TIME

% OVER 10 SECONDS

N/A N/A N/A

AVERAGE ANSWER TIME

N/A N/A N/A

DIRECTORY ASSISTANCE ANSWER TIME

% OVER 10 SECONDS

N/A N/A N/A

AVERAGE ANSWER TIME

N/A N/A N/A

BUSINESS OFFICE ANSWER TIME

% OVER 20 SECONDS

ALL BUSINESS & REPAIR

REPAIR SERVICE ANSWER TIME

SERVICE ANSWER TIME

% OVER 20 SECONDS

UNDER 20 SECONDS

### TROUBLE REPORTS

CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES

2 2 1

% OF OUT OF SERVICE REPORTS CLEARED IN  
8 WORKING HOURS

94% 94% 98%

% REPEATED TROUBLE REPORTS

32% 18% 7%

RECEIVED

2007 OCT 29 AM 9:45

**STATEMENT OF ATTESTATION**

**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**


**PUBLIC UTILITY COMMISSION  
OF TEXAS**

STATE OF TEXAS

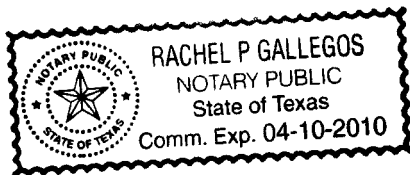
COUNTY OF EDWARDS

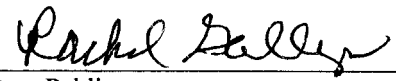
BEFORE ME, the undersigned authority, on this day personally appeared Tommy Fry  
representing Southwest Texas Telephone Company, who on his oath deposed and said:

"My name is Tommy Fry. I am employed by Southwest Texas Telephone Company in the  
position of outside plant manager. In this position, I am personally responsible for preparing the attached  
Telephone Service Quality Report and I hereby attest that the information contained therein is true and  
correct.

  
Tommy Fry                      Outside Plant Mngr.

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this  
the 22<sup>nd</sup> day of Oct, 2007.



  
Notary Public  
State of Texas