



Control Number: 33807



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PROJECT NO. 33807

UTILITY: Lipan Telephone Co, Inc.

QUARTER ENDING: 09/30/2007

**TELEPHONE SERVICE QUALITY REPORT**

**REPORT MONTHS**

**Objective Jul Aug Sep**

**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	2.7	1.50	2.00
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	2.45	3.00	3.20
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	2.45	3.25	3.85
Average answer time in seconds (or 90% within twenty seconds)				

**TROUBLE REPORTS**

Customer trouble reports per 100 access lines	3.0 or 6.0	1.36	1.58	1.69
% of out-of-service reports cleared in 8 working hours	90%	98.00	92.00	96.00
% Repeated Trouble Reports	22%	0	0	0

Contact Name: Deana B. Williams

Contact Telephone Number: 254-646-2211

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Hood

I, John Howard, the attestator, sign my name to this instrument this 30th day of October, 2007, and being a duly authorized officer of Lipan Telephone Company, Inc. 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.

John Howard  
Signature

President  
Title

10/30/2007  
Date