



Control Number: 33807



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UTILITY: La Ward Telephone Exchange, Inc.

QUARTER ENDING: September 30, 2007

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</u>
<u>SERVICE ORDERS</u>				
% 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%
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	4.0	5.0	4.0
Directory assistance answer time* Average answer time in seconds (or 85% within ten seconds)	5.9	5.0	4.0	4.0
Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	10.0	9.0	7.0
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	1.50	0.90	1.10
% of out of service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated trouble reports	22%	0.00	0%	0%

Contact Name: Dee Darilek

Contact Telephone Number: (361) 872-2211

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF JACKSON §

I, Terri Parker, the attester, sign my name to this instrument this 1st day of November 2007, and being a duly authorized representative of La Ward Telephone Exchange, Inc., do hereby declare and affirm that the attached 3rd Quarter 2007 Telephone Service Quality Report, filed in Project No. 33807, from La Ward Telephone Exchange, Inc. was prepared with my personal knowledge and the information contained therein is true and correct.

Terri Parker
Signature

Terri Parker
Typed Name

General Manager
Title

November 1, 2007
Date