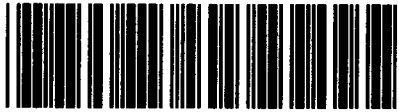




Control Number: 33807



Item Number: 189

Addendum StartPage: 0

PROJECT NO. 33807**UTILITY: Tatum Telephone Co.****QUARTER ENDING: December 31, 2007****TELEPHONE SERVICE QUALITY REPORT****REPORT MONTHS**

	<u>Objective</u>	OCT	NOV	DEC
<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	3.3	N/A	N/A	N/A
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	N/A	N/A	N/A
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	N/A	N/A	N/A
Average answer time in seconds (or 90% within twenty seconds)				
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.6	0.4	0.7
% of out-of-service reports cleared in 8 working hours	90%	100	100	100
% Repeated Trouble Reports	22%	0	0	0

Contact Name: Jeff Keller

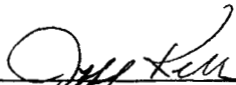
Contact Telephone Number: 903-947-2222

STATEMENT OF ATTESTATION

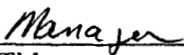
STATE OF TEXAS

COUNTY OF Rusk / Panola

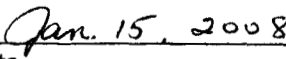
I, Jeff Keller, the attestator, sign my name to this instrument this 15th day of Jan., 2007, and being a duly authorized officer of Tatum Telephone Co. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Signature



Title



Date