



Control Number: 33807



Item Number: 231

Addendum StartPage: 0

PROJECT NO. 33807

RECEIVED

09 OCT 15 AM 9:57

PUBLIC UTILITY COMMISSION
CLERK

UTILITY: Cumby Telephone Coop

QUARTER ENDING: SEPT 30, 2009

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective **JULY** **AUGST** **SEPT**

SERVICE ORDERS

% Regular orders completed in 5 working days	90%	97%	98%	98%
% Primary orders completed in 5 working days	95%	98%	99%	99%
% Installation commitments met	90%	99 %	99%	99%
% 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				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	99%	98%	99%

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	6.0	6.0	6.0
% of out-of-service reports cleared in 8 working hours	90%	100 %	100%	100%
% Repeated Trouble Reports	22%	1.79 %	3.17%	4.55%

* Contracted out of office

Contact Name: Esther Stonaker

Contact Telephone Number: 903-994-2211

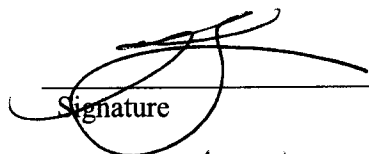
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Hopkins

I, Karen Zimmerman, the attestator, sign my name to this instrument this 13th day of October, 2009, and being a duly authorized officer of Cumby Telephone Coop., 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.



Signature

Title

Date

10/13

10-13-2009