



Control Number: 33807



Item Number: 232

Addendum StartPage: 0

PROJECT NO. 33807

UTILITY: Cumby Telephone Coop

QUARTER ENDING: JUNE 30, 2010

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>			
	<u>Objective</u>	APRIL	MAY	JUNE	
<u>SERVICE ORDERS</u>					
% Regular orders completed in 5 working days	90%	99 %	98 %	97%	
% Primary orders completed in 5 working days	95%	100%	99%	100%	
% 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%	
<u>ANSWER TIME</u>					
Toll & Assistance (“0”) answer time					
Average answer time in seconds (or 85% within * ten seconds)	3.3	NA	NA	NA	
Directory assistance answer time					
Average answer time in seconds (or 85% within* ten seconds)	5.9	NA	NA	NA	
Repair service answer time					
Average answer time in seconds (or 90% within twenty seconds)	5.9	90%	99%	99%	
<u>TROUBLE REPORTS</u>					
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%	0 %	0%	3.03%	

\* Contracted out of office

Contact Name: Esther Stonaker

Contact Telephone Number: 903-994-2211

Revised October 2006

232

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Hopkins

I, Karen Zimmerman, the attestator, sign my name to this instrument this 11<sup>th</sup> day of August, 2010, and being a duly authorized officer of Cumby Telephone Coop., 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

8-11 2010