



Control Number: 33807



Item Number: 235

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PROJECT NO. 33807

UTILITY: Cumby Telephone Coop

QUARTER ENDING: MAR 31, 2011

| TELEPHONE SERVICE QUALITY REPORT | | | | |
|---|------------|---------------|-------|------|
| | | REPORT MONTHS | | |
| | Objective | JAN | FEB | MAR |
| <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% | 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% | 90% | 90% |
| <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% | 0% |

*Contracted out of office
Contact Name: Esther Stonaker

Contact Telephone Number: 903-994-2211

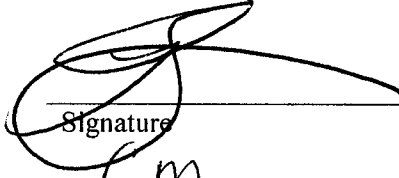
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF HOPKINS

I, Karen Zimmerman, the attestator, sign my name to this instrument this 20th day of April, 2011, 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

GM

Title

4-20-2011

Date