



Control Number: 33807



Item Number: 30

Addendum StartPage: 0

# COPY

## TELEPHONE SERVICE REPORT

UTILITY CenturyTel of Port Aransas, Inc.

Period Ending

2007 MAY 11  
March 2007

RECEIVED

AM 11:21

Project

30983

PUBLIC UTILITY COMMISSION  
CLERK

### REPORT MONTHS

#### SERVICE ORDERS

1. % Regular orders completed in 5 working days
2. % Primary orders completed in 5 working days
3. % Installation commitments met
4. Number of held primary service orders at month end (over 30 days old)
5. Number of held regrade orders at month end (over 30 days old)

Jan	Feb	Mar
100%	99%	99%
100%	98%	100%
100%	99%	100%
0	0	0
0	0	0

#### ANSWER TIME

6. Toll & assistance ("0") answer time  
& over 10 seconds
7. Directory assistance answer time  
% over 10 seconds
8. Business office answer time  
% answered within 20 seconds
9. Repair service answer time  
% answered within 20 seconds

Services not provided by CenturyTel	Services not provided by CenturyTel	Services not provided by CenturyTel
Services not provided by CenturyTel	Services not provided by CenturyTel	Services not provided by CenturyTel
86%	90%	88%
89%	95%	97%

#### TROUBLE REPORTS

10. Customer trouble reports per 100 access lines
11. % of out of service reports cleared in 8 working hours

1.80	1.07	1.09
100%	100%	98%