



Control Number: 33807



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PROJECT NO. 32592

UTILITY: Community Telephone Co., Inv.

QUARTER ENDING: March 31, 2007

TELEPHONE SERVICE QUALITY REPORT				
	<u>REPORT MONTHS</u>			
	<u>Objective</u>	Jan	Feb	March
<b><u>SERVICE ORDERS</u></b>				
% 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%
<b><u>ANSWER TIME</u></b>				
Toll & Assistance ("0") answer time	3.3	—	—	—
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	3.5	3.5	3.5
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	3.5	3.5	3.5
Average answer time in seconds (or 90% within (twenty seconds)				
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	3.0 or 6.0	1.45	.70	1.59
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	0%	0%

RECEIVED  
2007 MAY 14 AM 10:56  
PUBLIC UTILITIES  
COMMUNICATIONS  
DIVISION  
CLERK

Contact Name: Kenny Humpert

Contact Telephone Number: 940-423-6201

Revised October 2006

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**STATEMENT OF ATTESTATION**

**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

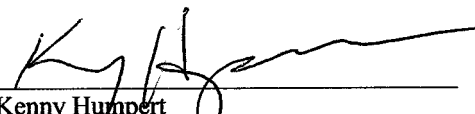
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**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

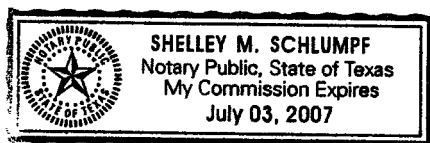
STATE OF TEXAS           §  
                                     §  
COUNTY OF ARCHER       §


BEFORE ME, the undersigned authority, on this day personally appeared Kenny Humpert representing Community Telephone Co., Inc. ("The Company/Cooperative"), who on his oath deposed and said:

"My name is Kenny Humpert. I am employed by Community Telephone Co., Inc. in the position of Plant Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."

  
Kenny Humpert  
Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this  
the 11 day of May, 2007.



  
Notary Public  
State of Texas