



Control Number: 33807



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Echelon Building II, Suite 200  
9430 Research Boulevard, Austin, TX 78759  
phone: 512-338-0473, fax: 512-346-0822

May 14, 2007

Mr. James Galloway, Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78711

Re: Project No. 32592, *First Quarter 2007 Service Quality Report Pursuant to P.U.C. SUBST. Rules 26.54 and 26.81*


RECEIVED  
2007 MAY 14 PM 2:09  
PUBLIC UTILITY COMMISSION  
FILING CLERK

Dear Mr. Galloway:

On behalf of Taylor Telephone Cooperative, Inc. ("Cooperative"), attached are an original and four (4) copies of the Telephone Service Quality Report for the first quarter 2007. This report is being provided pursuant to P.U.C. SUBST. Rules 26.81 and 26.54. This cover letter is being provided with this report in accordance with P.U.C. Proc. R. 21.33(e), requiring every pleading and document to include the party's address, telephone and facsimile numbers, and e-mail address.

Your cooperation in this matter is greatly appreciated. Please file-stamp the additional copies and return them to our courier. Any questions or comments may be directed to me at the above-listed telephone number.

Sincerely,

  
Cindy Neugebauer  
Authorized Representative for  
Taylor Telephone Cooperative, Inc.

Attachments

cc: Earl Laird, Office Manager  
Taylor Telephone Cooperative, Inc.

HEADQUARTERS:

7852 Walker Drive, Suite 200, Greenbelt, MD 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: www.jsitel.com, e-mail: jsi@jsitel.com

Engandale Corporate Center, Suite 310  
1380 Corporate Center Curve, Eagan, MN 55121  
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road  
Building B-3, Suite 200, Atlanta, Georgia 30328  
phone: 770-569-2105, fax: 770-410-1608

547 South Oakview Lane  
Bountiful, UT 84010  
phone: 801-294-4576, fax: 801-294-5124

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**UTILITY: Taylor Telephone Cooperative    PERIOD ENDING: 03/31/07**

**TELEPHONE SERVICE QUALITY REPORT**

**REPORT MONTHS**  
**<Jan>    <Feb>    <Mar>**

**SERVICE ORDERS**

1. % Regular orders completed in 5 working days	100	100	100
2. % Primary orders completed in 5 working days	98	98	98
3. % Installation commitments met	99	99	99
4. Number of held primary service orders at month end	0	0	0
5. % All Orders Completed in 90 days	100	100	100

**ANSWER TIME**

6. Toll & Assistance ("0") answer time* % over 10 seconds	n/a	n/a	n/a
average answer time	n/a	n/a	n/a
7. Directory assistance answer time* % over 10 seconds	n/a	n/a	n/a
Average answer time	n/a	n/a	n/a
8. Business office answer time % over 20 seconds	0	0	0
9. Repair service % over 20 seconds	0	0	0

**TROUBLE REPORTS**

10. Customer trouble reports per 100 access lines	2.16	1.82	2.86
11. % of out-of-service reports cleared in 8 working hours	99	99	99
13. % Repeated Trouble Reports	3(est )	2(est)	5(est)

\*fill in according to recording methods used

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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**

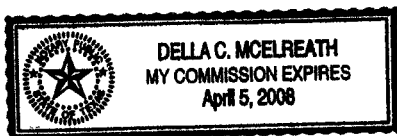
STATE OF TEXAS       §  
                                  §  
COUNTY OF TAYLOR   §


BEFORE ME, the undersigned authority, on this day personally appeared. Earl E. Laird representing Taylor Telephone Cooperative, Inc., who on his oath deposed and said:

“My name is Earl E. Laird. I am employed by Taylor Telephone Cooperative, Inc. in the position of Controller. 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.”

  
\_\_\_\_\_  
Earl E. Laird, Controller

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



  
\_\_\_\_\_  
Notary Public  
State of Texas