



Control Number: 33807



Item Number: 6

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FIVE AREA TELEPHONE COOPERATIVE, INC. RECEIVED  
P.O. BOX 448  
MULESHOE, TEXAS 79347-0448

2007 APR -9 AM 9:52  
PUBLIC UTILITY COMMISSION  
FILING CLERK

April 3, 2007

Filing Clerk  
Central Records  
Public Utility Commission of Texas  
PO Box 13326  
Austin, Texas 78711-3326

RE: **Project No. 32592** <sup>33807</sup> – Quarterly Telephone Service Quality Reports

Dear Sir or Madam:

Enclosed for filing are the original and three copies of the Quarterly Telephone Service Quality Report for our company. We have also enclosed a Report Attestation signed by an officer of our company.

Please advise if any further information is needed at this time.

Sincerely,

*Jacque Boutell*

Jacque Boutell

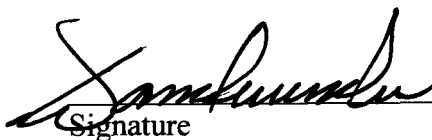
Enclosures

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF BAILEY

I, Sandy Vandevender, the attestator, sign my name to this instrument this 3rd day of April, 2007, and being a duly authorized officer of Five Area Telephone Cooperative, Inc. 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

Executive Vice President & General Manager  
Title

4/3/2007  
Date

## TELEPHONE SERVICE QUALITY REPORT

<u>REPORT MONTH</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>			
1. % Regular orders completed in 5 working days	<u>100%</u>	<u>100%</u>	<u>100%</u>
2. % Primary orders completed in 5 working days	<u>100%</u>	<u>100%</u>	<u>100%</u>
3. % Installation commitments met	<u>100%</u>	<u>100%</u>	<u>100%</u>
4. Number of held primary service orders at month end (over 30 days old)	<u>NONE</u>	<u>NONE</u>	<u>NONE</u>
5. Number of held regrade orders at month end (over 30 days old)	<u>NONE</u>	<u>NONE</u>	<u>NONE</u>
<u>ANSWER TIME</u>			
6. Toll & assistance ("0") answer time*			
% over 10 seconds	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
average answer time	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
7. Directory assistance answer time*			
% over 10 seconds	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
average answer time	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
8. Business office answer time			
% over 20 seconds	<u>1%</u>	<u>1%</u>	<u>1%</u>
9. Repair service answer time			
% over 20 seconds	<u>1%</u>	<u>1%</u>	<u>1%</u>
<u>TROUBLE REPORTS</u>			
10. Customer trouble reports per 100 access lines	<u>0.51</u>	<u>1.28</u>	<u>1.71</u>
11. % of out of service reports cleared in 8 working hours	<u>100%</u>	<u>100%</u>	<u>100%</u>

\*fill in according to recording methods

Revised 3/88