



Control Number: 33807



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WEST PLAINS TELECOMMUNICATIONS, INC.

P.O. BOX 1012

MULESHOE, TEXAS 79347-1012

PHONE 806-272-5533 • 1-800-741-6925

FAX 806-272-5196

RECEIVED

2007 APR -9 AM 9:51

PUBLIC UTILITY COMMISSION
FILING CLERK

April 3, 2007

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

33801

RE: **Project No. ~~32592~~** 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,

Jacques 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 West Plains Telecommunications, 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>0.63</u>	<u>0.49</u>	<u>1.98</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