



Control Number: 33807



Item Number: 83

Addendum StartPage: 0

UTILITY: LaWard Telephone Exchange, Inc.QUARTER ENDING: June 30, 2007**TELEPHONE SERVICE QUALITY REPORT**

<u>REPORT MONTH</u>	<u>APRIL</u>	<u>MAY</u>	<u>JUNE</u>
<u>SERVICE ORDERS</u>			
1. % Regular orders completed in 5 working days	100%	100%	100%
2. % Primary orders completed in 5 working days	100%	100%	100%
3. % Installation commitments met	100%	100%	100%
4. Number of held primary service orders at month end (over 30 days old)	-0-	-0-	-0-
5. Number of held primary service orders after 90 days (over 90 days old)	-0-	-0-	-0-
6. Number of held regrade orders at months end (over 30 days old)	0%	0%	0%
<u>ANSWER TIME</u>			
7. Toll & Assistance ("0") answer time *			
% over 10 seconds	-0-	-0-	-0-
Average answer time	7 sec	5 sec	5 sec
8. Directory assistance answer time *			
% over 10 seconds	-0-	-0-	-0-
Average answer time	4 sec	5 sec	4 sec
9. Business office answer time			
% over 20 seconds	-0-	-0-	-0-
10. Repair service answer time			
% over 20 seconds	-0-	-0-	-0-
<u>TROUBLE REPORTS</u>			
11. Customer trouble reports per 100 access lines	.8	.9	1.3
12. % of out of service reports cleared in 8 working hours	100%	100%	100%
13. % Repeated trouble reports	0%	11%	0%

*Fill in according to recording methods used.

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF JACKSON §

I, Terri Parker, the attester, sign my name to this instrument this 26th day of July 2007, and being a duly authorized representative of La Ward Telephone Exchange, Inc., do hereby declare and affirm that the attached 2nd Quarter 2007 Telephone Service Quality Report, filed in Project No. 33807, from La Ward Telephone Exchange, Inc. was prepared with my personal knowledge and the information contained therein is true and correct.

Terri Parker

Signature

Terri Parker

Typed Name

General Manager

Title

July 26, 2007

Date