



Control Number: 33807



Item Number: 85

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UTILITY: Consolidated Communications of  
Fort Bend Company

QUARTER ENDING: June 30, 2007

**TELEPHONE SERVICE QUALITY REPORT**

**PROJECT # 33807**

		<u>REPORT MONTHS</u>		
	Objective	April	May	June
<u>SERVICE ORDERS</u>				
1. % Regular orders completed in 5 working days	90%	<u>100.00%</u>	<u>99.84%</u>	<u>100.00%</u>
2. % Primary orders completed in 5 working days	95%	<u>99.82%</u>	<u>100.00%</u>	<u>100.00%</u>
3. % Installation commitments met	90%	<u>99.56%</u>	<u>99.63%</u>	<u>99.76%</u>
4. % All Orders Completed in 30 days	99%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
5. % All Orders Completed in 90 days	100%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
6. Number of held regrade orders at month end	1.0	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>
<u>ANSWER TIME *</u>				
7. Toll & Assistance ("0") answer time Average answer time	3.3	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
8. Directory assistance answer time Average answer time	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
9. Repair service % within 20 seconds	90%	<u>90.00%</u>	<u>87.00%</u>	<u>85.00%</u>

\* CC of Texas and CC of Fort Bend Telephone share common business office and repair center. Op Svc outsourced.

**TROUBLE REPORTS**

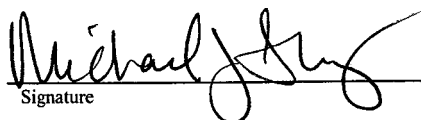
10. Customer trouble reports per 100 access lines	3	<u>0.58</u>	<u>0.72</u>	<u>0.78</u>
11. % of out-of-service reports cleared in 8 working hours	90%	<u>90.63%</u>	<u>90.88%</u>	<u>93.01%</u>
12. % Repeated Trouble Reports	22%	<u>1.88%</u>	<u>2.54%</u>	<u>2.62%</u>

**STATEMENT OF ATTESTATION**

**STATE OF TEXAS**

**COUNTY OF MONTGOMERY**

I, Michael Shultz, the attestator, sign my name to this instrument this 31st day of July, 2007,  
being a duly authorized officer of Consolidated Communications of Fort Bend Company 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

Vice President, Regulatory and Public Policy  
Title

July 31, 2007  
Date

RECEIVED  
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