



Control Number: 33807



Item Number: 94

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PROJECT NO. 33807

UTILITY: Eastex Telephone Cooperative, Inc. QUARTER ENDING: 06-30-07

<b>TELEPHONE SERVICE QUALITY REPORT</b>				
<b>REPORT MONTHS</b>				
	<b>Objective</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	90%	<u>96.84</u>	<u>97.89</u>	<u>96.71</u>
% Primary orders completed in 5 working days	95%	<u>98.91</u>	<u>99.16</u>	<u>98.65</u>
% Installation commitments met	90%	<u>95</u>	<u>95</u>	<u>95</u>
% All Orders Completed in 30 days	99%	<u>0</u>	<u>3</u>	<u>6</u>
% All Orders Completed in 90 days	100%	<u>----</u>	<u>----</u>	<u>----</u>
<b><u>ANSWER TIME</u></b>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds) (1)	3.3	<u>---</u>	<u>---</u>	<u>---</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds) (1)	5.9	<u>---</u>	<u>---</u>	<u>---</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>5</u>	<u>5</u>	<u>5</u>
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	3.0 or 6.0	<u>2.25</u>	<u>3.35</u>	<u>3.81</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>99.70</u>	<u>100</u>	<u>100</u>
% Repeated Trouble Reports	22%	<u>7.87</u>	<u>8.70</u>	<u>11.03</u>
<b>(1) THESE SERVICES CONTRACTED WITH SBC / AT&amp;T</b>				

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TELEPHONE SERVICE QUALITY REPORT

Contact Name: Rusty Dorman  
Contact Telephone Number: 903-854-1000

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF RUSK

I, Rusty Dorman, the attestator, sign my name to this instrument this 8th day of August, 2007, and being a duly authorized officer of Eastex 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

Assistant Manager  
Title

August 8, 2007  
Date