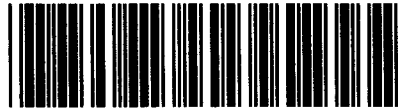




Control Number: 35534



Item Number: 148

Addendum StartPage: 0

PROJECT NO. 33807

UTILITY: Cumby Telephone Coop

QUARTER ENDING: September 30, 2008

TELEPHONE SERVICE QUALITY REPORT**REPORT MONTHS****Objective JULY AUG September****SERVICE ORDERS**

% Regular orders completed in 5 working days	90%	99%	99%	99%
% Primary orders completed in 5 working days	95%	99%	99%	97%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%

ANSWER TIME

Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	95%	95%	95%

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	6.0	6.0	6.0
% of out-of-service reports cleared in 8 working hours	90%	99%	99%	99%
% Repeated Trouble Reports	22%	0%	0%	4%

Contact Name: Esther Stonaker

Contact Telephone Number: 903-994-2211

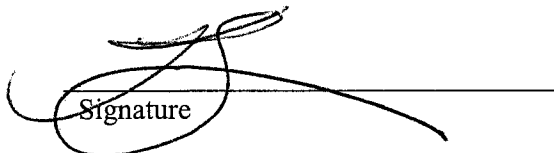
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Hopkins

I, Karen Zimmerman, the attestator, sign my name to this instrument this 12th day of November, 2008, and being a duly authorized officer of Cumby Telephone Coop 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

General Manager
Title

November 12, 2008

Date