



Control Number: 35534



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35534
PROJECT NO. 33807

UTILITY: Cumby Telephone Coop

QUARTER ENDING: DECEMBER 31, 2008

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

<u>Objective</u>	OCT	NOV	DEC
% Regular orders completed in 5 working days	90%	99%	99% 98%
% Primary orders completed in 5 working days	95%	99%	99% 98%
% Installation commitments met	90%	100%	100% 100%
% All Orders Completed in 30 days	99%	100%	100% 99%
% 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%	99%	98%

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%	98%
% Repeated Trouble Reports	22%	1%	0%	1%

Contact Name: Esther Stonaker

Contact Telephone Number: 903-994-2211

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Hopkins

I, Karen Zimmerman, the attestator, sign my name to this instrument this 22 day of January, 2009, 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

1-22-2009

Date