



Control Number: 35534



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UTILITY: Leaco Rural Telephone Cooperative, Inc.

PERIOD ENDING: March 31, 2008

Project # 33807

35534

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Month</u> <u>Jan.</u>	<u>Month</u> <u>Feb.</u>	<u>Month</u> <u>Mar.</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	%	%
2. % Regular orders completed in 5 working days	90%	%	%	%
3. % Service installations completed within 30 days	99%	%	%	%
4. % Service installations completed within 90 days	100%	%	%	%
5. % Installation commitments met	90%	%	%	%
6. % Held regrade orders	<1%	%	%	%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	95%	100%	96%
Average answer time	<5.9 sec.	5.7 sec	5.6 sec	5.8 sec
10. Repair service				
% Answered within 20 seconds	90%	95%	100%	96%
Average answer time	<5.9 sec.	5.7 sec	5.6 sec	5.8 sec
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<4	0	0	0
Serving 10,000 or more lines	<			
12. % of out-of-service reports cleared in 8 working hours	90%	0%	0%	0%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

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STATEMENT OF ATTESTATION

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

§ PUBLIC UTILITY COMMISSION
§
§ OF TEXAS
§

STATE OF TEXAS §
COUNTY OF LEA §

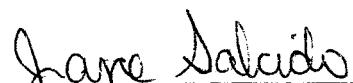
BEFORE ME, the undersigned authority, on this day personally appeared Juan Leal representing Leaco Rural Telephone Cooperative, Inc. ("the Cooperative"), who on his/her oath deposed and said:

"My name is Juan Leal. I am employed by Leaco Rural Telephone Cooperative, Inc. in the position of Chief Financial Officer. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Juan Leal, Chief Financial Officer

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
the 13th day of May, 2008.



Notary Public
State of New Mexico