



Control Number: 35534



Item Number: 39

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UTILITY: Valley Telephone Cooperative, Inc.**PERIOD ENDING: 03/31/08****PROJECT NO. 35534****TELEPHONE SERVICE QUALITY REPORT**

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	91%	97%	97%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%
<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%	n/a	n/a	n/a
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	n/a	n/a	n/a
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	.9	1.0	.9
Serving 10,000 or more lines	<3	##	##	##
12. % of out-of-service reports cleared in 8 working hours	90%	98%	95%	98%
13. % Repeated Trouble Reports	<22%	2%	1%	1%

*fill in according to recording methods used

Submitted by: Cindy Neugebauer
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STATEMENT OF ATTESTATION

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

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**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS §
 §
COUNTY OF WILLACY §

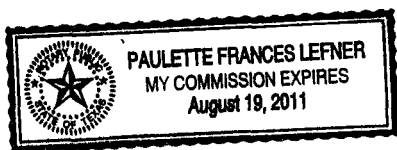
BEFORE ME, the undersigned authority, on this day personally appeared Sandra V. Cabrera, representing Valley Telephone Cooperative, Inc., who on her oath deposed and said:


“My name is Sandra V. Cabrera. I am employed by Valley Telephone Cooperative, Inc. in the position of Controller. 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.”



Sandra V. Cabrera, Controller

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





Notary Public
State of Texas