



Control Number: 35534



Item Number: 50

Addendum StartPage: 0

May 14, 2008

Filing Clerk
Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

Re: Project 35534-First Quarter 2008 Telephone Service Quality Report

On behalf of CenturyTel of Lake Dallas, Inc., attached are an original and three (3) copies of the Telephone Service Quality Report for the 4th Quarter 2007. This report is being provided pursuant to Substantive Rules 26.81 and 26.54 as required by the Public Utility Commission of Texas. Any questions or comments may be directed to me at 318-362-1858.

Sincerely,

Terrance Hinkston
Analyst
CenturyTel

2008 MAY 16 PM 1:51
CENTURYTEL
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TELEPHONE SERVICE REPORT**COPY****UTILITY** CenturyTel of Lake Dallas, Inc.**Period Ending** March 2008**Project** 35534**REPORT MONTHS****SERVICE ORDERS**

1. % Regular orders completed in 5 working days
2. % Primary orders completed in 5 working days
3. % Installation commitments met
4. Number of held primary service orders at month end (over 30 days old)
5. Number of held regrade orders at month end (over 30 days old)

Jan	Feb	Mar
<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>0</u>	<u>0</u>	<u>0</u>
<u>0</u>	<u>0</u>	<u>0</u>

ANSWER TIME

6. Toll & assistance ("0") answer time
& over 10 seconds
7. Directory assistance answer time
% over 10 seconds
8. Business office answer time
% answered within 20 seconds
9. Repair service answer time
% answered within 20 seconds

Services not provided by CenturyTel	Services not provided by CenturyTel	Services not provided by CenturyTel
<u>Services not provided by CenturyTel</u>	<u>Services not provided by CenturyTel</u>	<u>Services not provided by CenturyTel</u>
<u>76%</u>	<u>68%</u>	<u>77%</u>
<u>88%</u>	<u>86%</u>	<u>85%</u>

TROUBLE REPORTS

10. Customer trouble reports per 100 access lines
11. % of out of service reports cleared in 8 working hours

<u>0.5</u>	<u>0.7</u>	<u>0.6</u>
<u>100%</u>	<u>97%</u>	<u>100%</u>



personal touch ■ advanced communications

P.O. Box 4065
Monroe, LA 71211-4065
TEL 318.388.9000
centurytel.com

May 14, 2008

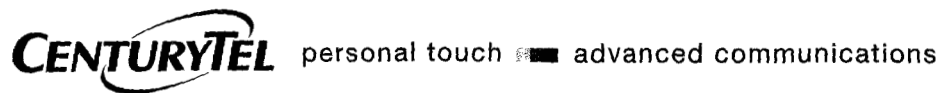
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