



Control Number: 36893



Item Number: 106

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PROJECT NO. 36893UTILITY: Comanche County Telephone Company, Inc.QUARTER ENDING: 09/30/2009RECEIVED
09 OCT -7 AM 9:05
PUBLIC UTILITY COMMISSION
FILING CLERK**TELEPHONE SERVICE QUALITY REPORT**

	<u>REPORT MONTHS</u>			
	<u>Objective</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% 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%
<u>ANSWER TIME</u>				
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	98%	98%	98%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	6.28	5.28	5.30
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	2%	<1%	2%

Contact Name: Jimmy DenningtonContact Telephone Number: 254-893-2003

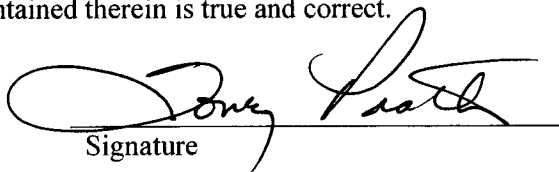
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF COMANCHE

I, Toney Prather, the attestator, sign my name to this instrument this 5th day of October, 2009, and being a duly authorized officer of Comanche County Telephone Company, Inc. 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.

A handwritten signature in black ink, appearing to read "Toney Prather", is written over a horizontal line. The signature is fluid and cursive.

Signature

President

Title

October 5, 2009

Date