



Control Number: 36893



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PROJECT NO. 36893

UTILITY: WEST PLAINS TELECOMMUNICATIONS, INC. QUARTER ENDING: SEPTEMBER 2009

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	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	1.38	0.72	0.70
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	5%	3%	0%

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PUBLIC UTILITY COMMISSION  
TRAINING CENTER

Contact Name: Jacque Boutell

Contact Telephone Number: 806-272-5533

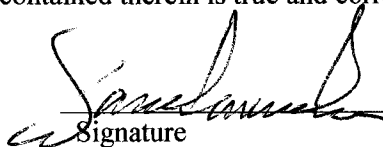
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Bailey

I, Sandy Vandevender, the attestator, sign my name to this 6<sup>th</sup> day of October, 2009, and being a duly authorized officer of West Plains Telecommunications, 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.

  
Signature

Executive Vice President & General Mgr.  
Title

10-6-2009  
Date