



Control Number: 36893



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PROJECT NO. 36893

TELEPHONE SERVICE QUALITY REPORT

RECEIVED

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UTILITY: Coleman County Telephone Cooperative, Inc.

QUARTER ENDING: September 30, 2009

REGISTRY COMMISSION
FILING CLERK

REPORT MONTHS

<u>SERVICE ORDERS</u>	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</u>
1. % Regular orders completed in 5 working days	90%	100%	100%	100%
2. % Primary orders completed in 5 working days	95%	100%	100%	100%
3. % Installation commitments met	90%	100%	100%	100%
4. % All orders completed in 30 days	99%	100%	100%	100%
5. % All orders completed in 90 days	100%	100%	100%	100%
 <u>ANSWER TIME</u>				
6. Toll & Assistance ("0") answer time % Answered within 10 seconds	85%	99%	99%	99%
7. Directory assistance answer time % Answered within 10 seconds	85%	99%	99%	99%
8. Repair service answer time % Answered within 20 seconds	90%	99%	99%	99%
 <u>TROUBLE REPORTS</u>				
9. Customer trouble reports per 100 access lines	<6.0	1.6	1.0	1.7
10. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
11. % Repeated Trouble Reports	<22%	-0-	-0-	-0-

Contact Name: Leanna Jones Telephone Number: 325-348-3124 Email Address: leannah@web-access.net

STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RULE 26.81**

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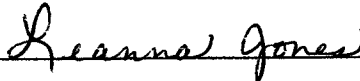
**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS §
 §
COUNTY OF COLEMAN §

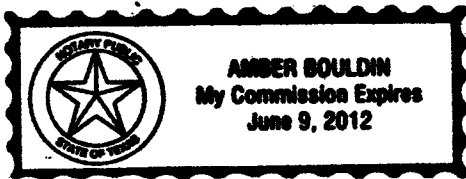
BEFORE ME, the undersigned authority, on this day personally appeared Leanna Jones representing, Coleman County Telephone Cooperative, Inc., who on her oath deposed and said:

“My name is Leanna Jones. I am employed by Coleman County Telephone Cooperative, Inc. in the position of Office Manager. 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.”



Leanna Jones, Office Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 21 day
of October, 2009.





Notary Public
State of Texas