



Control Number: 36893



Item Number: 148

Addendum StartPage: 0

100 CenturyLink Drive
Monroe, LA 71203
Tel. 318 388.9000



November 13, 2009

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

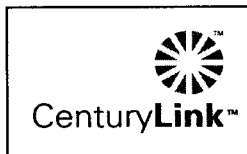
RECEIVED
09 NOV 17 AM 10:28
PUBLIC UTILITY COMMISSION
FILING CLERK

Re: Project 36893- Third Quarter 2009 Telephone Service Quality Report

On behalf of CenturyTel of Port Aransas, Inc., attached are an original and three (3) copies of the Telephone Service Quality Report for the 3rd Quarter 2009. 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



TELEPHONE SERVICE REPORT - CenturyLink

Period Ending - September, 2009

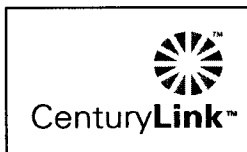
Project No. 36893

CenturyTel of Port Aransas, Inc.

SERVICE ORDERS		Jul	Aug	Sep
1.	% Regular orders completed in 5 working days	100%	100%	100%
2.	% Primary orders completed in 5 working days	100%	100%	100%
3.	% Installation commitments met	100%	100%	100%
4.	Number of held primary service orders at month end (>30 days)	0	0	0
5.	Number of held regrade orders at month end (>30 days)	0	0	0

ANSWER TIME		Jul	Aug	Sep
6.	Toll & assistance ("0") answer time & over 10 seconds	N/A	N/A	N/A
7.	Directory assistance answer time & over 10 seconds	N/A	N/A	N/A
8.	Business office answer time - % answered within 20 seconds	92%	86%	83%
9.	Repair service answer time - % answered within 20 seconds	85%	88%	87%

TROUBLE REPORTS		Jul	Aug	Sep
10.	Customer trouble reports per 100 access lines	0.8	0.5	0.6
11.	% of out of service reports cleared in 8 working hours	94%	91%	95%



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TELEPHONE SERVICE REPORT - CenturyLink

Period Ending - September, 2009

Project No. 36893

CenturyTel of Port Aransas, Inc.

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