



Control Number: 36893



Item Number: 168

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PROJECT NO. 36893

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	N/A	N/A	N/A

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<3.3 sec			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	N/A	N/A	N/A
Average answer time	<5.9 sec.			

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines		1.2	0.7	0.9
Serving 10,000 or fewer lines	<6			
Serving 10,000 or more lines	<3	N/A	N/A	N/A
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Contact Name: Jeff KellerContact Telephone Number: 903-947-2222

STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81**

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**PUBLIC UTILITY COMMISSION

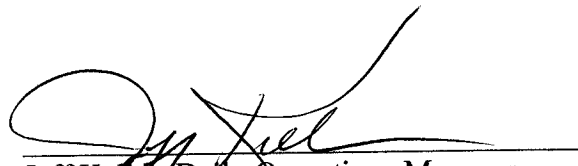
OF TEXAS**

STATE OF TEXAS §

COUNTY OF RUSK/PANOLA §

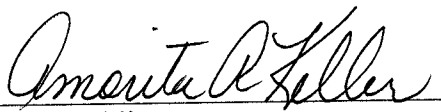
BEFORE ME, the undersigned authority, on this day personally appeared Jeff Keller representing Tatum Telephone Company ("the Company"), who on his oath deposed and said:

"My name is Jeff Keller. I am employed by Tatum Telephone Company in the position of Daily Operations 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."


Jeff Keller, Daily Operations Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 5th day of January, 2010.




Notary Public
State of Texas