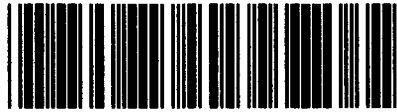




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UTILITY: Consolidated Communications of Fort Bend Company

QUARTER ENDING:

December 31, 2009

TELEPHONE SERVICE QUALITY REPORT

PROJECT # 36893

SERVICE ORDERS

	Objective	<u>REPORT MONTHS</u>		
		October	November	December
1. % Regular orders completed in 5 working days	90%	100.00%	100.00%	100.00%
2. % Primary orders completed in 5 working days	95%	99.60%	100.00%	100.00%
3. % Installation commitments met	90%	96.65%	98.51%	97.28%
4. % All Orders Completed in 30 days	99%	100.00%	100.00%	100.00%
5. % All Orders Completed in 90 days	100%	100.00%	100.00%	100.00%
6. Number of held regrade orders at month end	1.0	0.0	0.0	0.0

ANSWER TIME *

7. Toll & Assistance ("0") answer time Average answer time	3.3	N/A	N/A	N/A
8. Directory assistance answer time Average answer time	5.9	N/A N/A	N/A N/A	N/A N/A
9. Repair service % within 20 seconds	90%	95.00%	97.00%	97.00%

* CC of Texas and CC of Fort Bend Telephone share common business office and repair center. Op Svc outsourced.

TROUBLE REPORTS

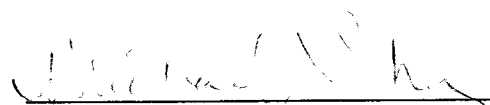
10. Customer trouble reports per 100 access lines	3	0.84	0.55	0.75
11. % of out-of-service reports cleared in 8 working hours	90%	96.67%	97.39%	92.92%
12. % Repeated Trouble Reports	22%	4.41%	5.52%	5.32%

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MONTGOMERY

I, Michael Shultz, the attestator, sign my name to this instrument this 31st day of December, 2009, being a duly authorized officer of Consolidated Communications of Fort Bend Company 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

Vice President, Regulatory and Public Policy
Title

December 31, 2009
Date

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