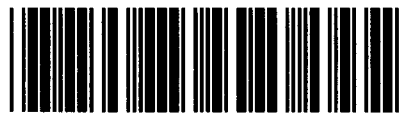




Control Number: 36893



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UTILITY: Consolidated Communications of Texas Company

QUARTER ENDING: March 31, 2009

TELEPHONE SERVICE QUALITY REPORT

PROJECT # 36893

REPORT MONTHS

SERVICE ORDERS

	Objective	January	February	March
1. % Regular orders completed in 5 working days	90%	100.00%	99.90%	100.00%
2. % Primary orders completed in 5 working days	95%	99.53%	98.80%	99.61%
3. % Installation commitments met	90%	97.52%	96.70%	99.61%
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
<u>ANSWER TIME *</u>				
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
Percent answered over 10 seconds		N/A	N/A	N/A
9. Repair service % within 20 seconds	90%	93.00%	94.00%	96.00%

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* 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	1.70	0.71	0.95
11. % of out-of-service reports cleared in 8 working hours	90%	89.00%	88.00%	93.00%
12. % Repeated Trouble Reports	22%	5.89%	5.27%	3.42%

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MONTGOMERY

I, Michael Shultz, the attestator, sign my name to this instrument this 30th day of April, 2009, being a duly authorized officer of Consolidated Communications of Texas 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

April 30, 2009

Date