



Control Number: 36893



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PROJECT NO. 36893

UTILITY: Dell Telephone Cooperative, Inc.

QUARTER ENDING: March 31, 2009

TELEPHONE SERVICE QUALITY REPORT

		REPORT MONTHS		
Objective	January	February	March	
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	94%	99%	95%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
All Orders Completed in 30 days	99%	100%	100%	100%
All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	SBC	SBC	SBC
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	SBC	SBC	SBC
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	SBC	SBC	SBC
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	2.43	1.53	1.52
% of out of service reports cleared in 8 working hours	90%	100%	98%	99%
% Repeated trouble reports	22%	0%	0%	0%

Contact Name: James A. Miller

Contact Telephone Number: (830) 895-7233

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS §
COUNTY OF HUDSPETH §

I, Denny Bergstrom, the attester, sign my name to this instrument this 11th day of May 2009, and being a duly authorized representative of Dell Telephone Cooperative, Inc., do hereby declare and affirm that the attached 1st Quarter 2009 Telephone Service Quality Report, filed in Project No. 36893, from Dell Telephone Cooperative, Inc. was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Denny Bergstrom
Typed Name

General Manager
Title

5-12-09
Date