



Control Number: 36893



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UTILITY HILL COUNTRY TELEPHONE COOP.

QUARTER ENDING JUNE 2009

TELEPHONE SERVICE QUALITY REPORT

PROJECT NO. 36893

REPORT MONTHS

REPORT MONTH

APR 09

MAY 09

RECEIVED
09 JUL 15 AM 9:54
PUBLIC UTILITY COMMISSION
FILING CLERK

INSTALLATION OF SERVICE

1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS	100.0 %	100.0 %	100.0 %
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS	100.0 %	100.0 %	100.0 %
3. % INSTALLATION COMMITMENTS MET	100.0 %	100.0 %	100.0 %
4. % SERVICE INSTALLATIONS COMPLETED WITHIN 30 DAYS	100.0 %	100.0 %	100.0 %
5. % SERVICE INSTALLATIONS COMPLETED WITHIN 90 DAYS	100.0 %	100.0 %	100.0 %
6. HELD REGRADE ORDERS	0	0	0

OPERATOR-HANDLED CALLS

7. TOLL & ASSISTANCE ("0") ANSWER TIME *			
% OVER 10 SECONDS	N/A	N/A	N/A
AVERAGE ANSWER TIME	N/A	N/A	N/A
8. DIRECTORY ASSISTANCE ANSWER TIME *			
% OVER 10 SECONDS	N/A	N/A	N/A
AVERAGE ANSWER TIME	N/A	N/A	N/A
9. BUSINESS OFFICE ANSWER TIME			
% OVER 20 SECONDS	0	0	0
AVERAGE ANSWER TIME			
10. REPAIR SERVICE ANSWER TIME			
% OVER 20 SECONDS	0	0	0
AVERAGE ANSWER TIME			

TROUBLE REPORTS

11. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES	2.18	2.09	2.42
12. % OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	98.78%	99.09%	100.00%
13. % REPEATED TROUBLE REPORTS	10.34%	9.44%	9.71%

STATEMENT OF ATTESTATION

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

PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS

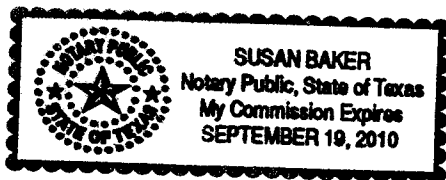
COUNTY OF KERR

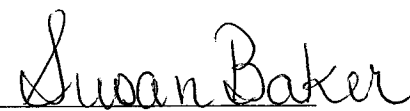
BEFORE ME, the undersigned authority, on this day personally appeared Karen Holbrook representing Hill Country Telephone Cooperative Inc., who on her oath deposed and said:

“My name is Karen Holbrook. I am employed by Hill Country Telephone Cooperative, Inc. in the position of Plant Services Supervisor. 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.”


Karen Holbrook, Plant Services Supervisor

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
the 10th day of July, 2009.




Notary Public
State of Texas