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# SOUTHWEST TEXAS TELEPHONE COMPANY

PROJECT No. 36893

## PUC TELEPHONE SERVICE QUALITY REPORT

QUARTER ENDING

June 30, 2009

### REPORT MONTH

### SERVICE ORDERS

% REGULAR ORDERS COMPLETED IN 5 WORKING DAYS

% PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS

% INSTALLATIONS MET

NUMBER OF HELD PRIMARY SERVICE ORDERS AT  
MONTH END ( OVER 30 DAYS OLD )

NUMBER OF HELD REGRADE ORDERS AT MONTH  
END (OVER 30 DAYS OLD )

### ANSWER TIME

TOLL & ASSISTANCE ( O ) ANSWER TIME

% OVER 10 SECONDS

AVERAGE ANSWER TIME

DIRECTORY ASSISTANCE ANSWER TIME

% OVER 10 SECONDS

AVERAGE ANSWER TIME

BUSINESS OFFICE ANSWER TIME

% OVER 20 SECONDS

REPAIR SERVICE ANSWER TIME

% OVER 20 SECONDS

### TROUBLE REPORTS

CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES

% OF OUT OF SERVICE REPORTS CLEARED IN

8 WORKING HOURS

% REPEATED TROUBLE REPORTS

April	May	June
100%	100%	100%
100%	100%	100%
100%	100%	100%
0	0	0
0	0	0
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
ALL BUSINESS & REPAIR		
SERVICE ANSWER TIME		
UNDER 20 SECONDS		
1.40	1.20	1.20
100%	100%	97%
12.7%	5.6%	4.1%

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09 JUNE 17 AM 11:22  
PUBLIC UTILITY COMMISSION  
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**STATEMENT OF ATTESTATION**

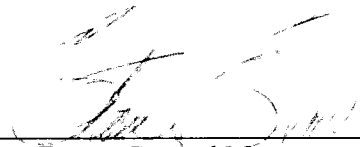
**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

**§ PUBLIC UTILITY COMMISSION  
§  
§ OF TEXAS  
§**

STATE OF TEXAS           §  
                                  §  
COUNTY OF EDWARDS   §

I, Steve Evans, representing Southwest Texas Telephone Company ("the Company"),  
who on his oath deposed and said:

"My name is Steve Evans; I am employed by Southwest Texas Telephone Company in  
the position of General 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."

  
\_\_\_\_\_  
Steve Evans, General Manager