



Control Number: 37960



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PROJECT NO. 37960

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UTILITY: Wes-Tex Telephone Cooperative QUARTER ENDING: March 31, 2010
PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
% Regular orders completed in 5 working days	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Primary orders completed in 5 working days	95%	<u>100</u>	<u>100</u>	<u>100</u>
% Installation commitments met	90%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 30 days	99%	<u>0</u>	<u>0</u>	<u>0</u>
% All Orders Completed in 90 days	100%	<u>0</u>	<u>0</u>	<u>0</u>

ANSWER TIME

Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or <u>6.0</u>	<u>2.97</u>	<u>4.28</u>	<u>2.59</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Repeated Trouble Reports	22%	<u>0</u>	<u>0</u>	<u>0</u>

Contact Name: Pam Jameson

Contact Telephone Number: 432-756-3393

Revised October 2006

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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Martin

I, J. R. Wilson, the attestator, sign my name to this instrument this 12 day of April, 2010, and being a duly authorized officer of Wes-Tex Telephone Coop 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

Manager

Title

PROJECT NO. 37960

April 12, 2010

Date