



Control Number: 37960



Item Number: 114

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**PROJECT NO. 37960**

**TELEPHONE SERVICE QUALITY REPORT**

**UTILITY: Coleman County Telephone Cooperative, Inc.**

**QUARTER ENDING: September 30, 2010**

**REPORT MONTHS**

**SERVICE ORDERS**

|   | <b><u>Objective</u></b> | <b><u>July</u></b> | <b><u>August</u></b> | <b><u>September</u></b> |
|---|-------------------------|--------------------|----------------------|-------------------------|
| 1. % Regular orders completed in 5 working days | 90%                     | 100%               | 100%                 | 100%                    |
| 2. % Primary orders completed in 5 working days | 95%                     | 100%               | 100%                 | 100%                    |
| 3. % Installation commitments met               | 90%                     | 100%               | 100%                 | 100%                    |
| 4. % All orders completed in 30 days            | 99%                     | 100%               | 100%                 | 100%                    |
| 5. % All orders completed in 90 days            | 100%                    | 100%               | 100%                 | 100%                    |

**ANSWER TIME**

|  |     |     |     |     |
|--|-----|-----|-----|-----|
| 6. Toll & Assistance ("0") answer time<br>% Answered within 10 seconds | 85% | 99% | 99% | 99% |
| 7. Directory assistance answer time<br>% Answered within 10 seconds    | 85% | 99% | 99% | 99% |
| 8. Repair service answer time<br>% Answered within 20 seconds          | 90% | 99% | 99% | 99% |

**TROUBLE REPORTS**

|   |      |      |      |      |
|---|------|------|------|------|
| 9. Customer trouble reports per 100 access lines              | <6.0 | 1.4  | 1.3  | 1.3  |
| 10. % of out-of-service reports cleared in 8<br>working hours | 90%  | 100% | 100% | 100% |
| 11. % Repeated Trouble Reports                                | <22% | -0-  | -0-  | -0-  |

Contact Name: Leanna Jones

Telephone Number: 325-348-3124

Email Address: leannah@web-access.net

**STATEMENT OF ATTESTATION**

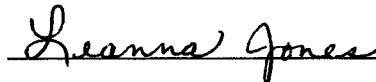
TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RULE 26.81

PUBLIC UTILITY COMMISSION  
§  
§  
§  
OF TEXAS

STATE OF TEXAS       §  
                                  §  
COUNTY OF COLEMAN   §

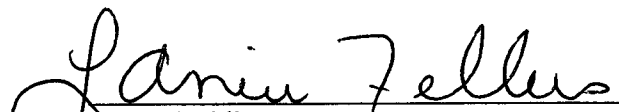
BEFORE ME, the undersigned authority, on this day personally appeared Leanna Jones representing, Coleman County Telephone Cooperative, Inc., who on her oath deposed and said:

“My name is Leanna Jones. I am employed by Coleman County Telephone Cooperative, Inc. in the position of Office 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.”

  
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Leanna Jones, Office Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 26 day  
of October, 2010.

  
\_\_\_\_\_  
Notary Public  
State of Texas

