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37960

UTILITY HILL COUNTRY TELEPHONE COOP.

QUARTER ENDING DECEMBER 2010

TELEPHONE SERVICE QUALITY REPORT

PROJECT NO. 36893

REPORT MONTH	OCT 10	NOV 10	DEC 10
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INSTALLATION OF SERVICE

1. % REGULAR ORDERS COMPLETED IN 5 WORKING	100.0 %	100.0 %	100.0 %
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING	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 RGRDE ORDERS	0	0	

RECEIVED
 11 JAN 14 AM 9:44
 PUBLIC UTILITY COMMISSION
 FILING CLERK

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	1.55	0.93	0.84
12. % OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	100.00%	100.00%	100.00%
13. % REPEATED TROUBLE REPORTS	4.50%	0.56%	4.40%

* = FILL IN ACCORDING TO RECORDING METHODS USED

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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 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."

K Holbrook
Karen Holbrook, Plant Services Supervisor

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
the 12 day of January, 2011.

Susan Baker
Notary Public
State of Texas

