



Control Number: 37960



Item Number: 26

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UTILITY: Eastex Telephone Cooperative, Inc.

PERIOD ENDING: 03-31-2010

PROJECT NO. 37960

TELEPHONE SERVICE QUALITY REPORT

		REPORT MONTHS		
		JAN	FEB	MAR
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	<u>97.99%</u>	<u>97.62%</u>	<u>98.76%</u>
2. % Regular orders completed in 5 working days	90%	<u>97.19%</u>	<u>97.53%</u>	<u>96.77%</u>
3. % Service installations completed within 30 days	99%	%	<u>3</u> %	<u>5</u> %
4. % Service installations completed within 90 days	100%	%	%	%
5. % Installation commitments met	90%	<u>95</u> %	<u>95</u> %	<u>95</u> %
6. % Held regrade orders	<1%	%	%	%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	(1) 85%	%	%	%
Average answer time	<3.3 sec.	##	##	##
8. Directory assistance answer time*				
% Answered within 10 seconds	(1) 85%	%	%	%
Average answer time	<5.9 sec.	##	##	##
9. Business office answer time				
% Answered within 20 seconds	90%	%	%	%
Average answer time	<5.9 sec.	##	##	##
10. Repair service				
% Answered within 20 seconds	90%	<u>5</u> %	<u>5</u> %	<u>5</u> %
Average answer time	<5.9 sec.	##	##	##

(1) THESE SERVICES CONTRACTED WITH SBC/AT&T

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	##	##	##
Serving 10,000 or more lines	<3	<u>1.85</u>	<u>1.75</u>	<u>1.97</u>
12. % of out-of-service reports cleared in 8 working hours	90%	<u>100.</u> %	<u>100.</u> %	<u>100.</u> %
13. % Repeated Trouble Reports	<22%	<u>6.56%</u>	<u>7.12%</u>	<u>6.65%</u>

*fill in according to recording methods used

Submitted by: Shirley Killgore
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Name: Shirley Killgore
Telephone: 903-854-1000

STATEMENT OF ATTESTATION

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

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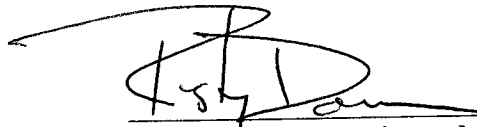
**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS §
 §
COUNTY OF RUSK §

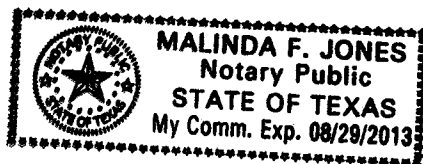
BEFORE ME, the undersigned authority, on this day personally appeared Rusty Dorman representing Eastex Telephone Cooperative, Inc. ("the Cooperative"), who on his oath deposed and said:

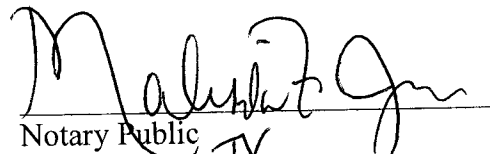
"My name is Rusty Dorman. I am employed by the Cooperative in the position of Assistant Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Rusty Dorman, Assistant Manager

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





Notary Public
State of TX