



Control Number: 37960



Item Number: 30

Addendum StartPage: 0

PROJECT NO. 37960

UTILITY: West Texas Rural Telephone Coop Inc. QUARTER ENDING: 3-31-10

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

Objective JAN FEB MAR

% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%

ANSWER TIME

Toll & Assistance ("0") answer time	3.3	N/A	N/A	N/A
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	N/A	N/A	N/A
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	5	5	5
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	1.56	4.00	2.61
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	3.33	11.68	6.0

Contact Name: Larry Watts

806-364-3331

RECEIVED
10 MAY 13 AM 9:10
PUBLIC UTILITY COMMISSION
FILING CLERK

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Deaf Smith

I, Larry Watts, the attestator, sign my name to this instrument this 11TH day of MAY, 2010, and being a duly authorized officer of West Texas Rural Telephone Coop., Inc. do 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.

Larry Watts
Signature

PLANT SUPERINTENDENT
Title

5-11-10
Date