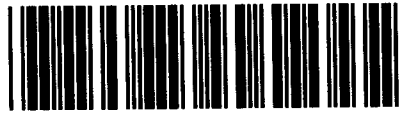




Control Number: 37960



Item Number: 42

Addendum StartPage: 0

UTILITY: South Plains Telephone Cooperative, Inc.

QUARTER ENDING: Mar-2010

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>			
	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>March</u>	
<u>SERVICE ORDERS</u>					
% Regular orders completed in 5 working days	90%	100%	98%	97%	
% Primary orders completed in 5 working days	95%	76%	100%	69%	
% 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%	
<u>ANSWER TIME</u>					
<u>Toll & Assistance ("0") answer time</u>					
Average answer time in seconds (or 85% within ten seconds)	3.3	n/a	na/	na/	
<u>Directory assistance answer time</u>					
Average answer time in seconds (or 85% within ten seconds)	5.9	na/	n/a	n/a	
<u>Repair service answer time</u>					
Average answer time in seconds (or 90% within twenty seconds)	5.9	0%	0%	0%	
<u>TROUBLE REPORTS</u>					
Customer trouble reports per 100 access lines	6.0	5.477	5.307	5.408	
% of out-of-service reports cleared in 8 working hours	90%	94%	89%	89%	
% Repeated Trouble Reports	22%	14%	23%	24%	

Contact Name: Karen KeelContact Telephone Number: (806)763-2301

UTILITY: South Plains Telephone Cooperative, Inc.

QUARTER ENDING: Mar-2010

TELEPHONE SERVICE QUALITY REPORT

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