



Control Number: 37960



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**PROJECT NO.37960****CAMERON TELEPHONE COMPANY****QUARTER ENDING March 31, 2010****TELEPHONE SERVICE QUALITY REPORT**

REPORT MONTH	<u>April 2010</u>	<u>May 2010</u>	<u>June 2010</u>
<b><u>SERVICE ORDERS</u></b>			
1. % Regular orders completed in 5 working days	100.00%	100.00%	100.00%
2. % Primary orders completed in 5 working days	100.00%	100.00%	100.00%
3. % Installation commitments met	100.00%	100.00%	100.00%
4. Number of held primary service orders at month end (30 days old)	0	0	0
5. Number of regrade orders at month end (over 30 days old)	0	0	0
<b><u>ANSWER TIME</u></b>			
6. Toll & assistance ("0") answer time	N/A		
% over 10 seconds	N/A		
average answer time	N/A		
7. Directory assistance answer time			
% over 10 seconds	N/A		
average answer time	N/A		
8. Business office answer time			
% over 20 seconds	6%	4%	8%
9. Repair service answer time			
% over 20 seconds	6%	6%	9%
<b><u>TROUBLE REPORTS</u></b>			
10. Customer trouble reports per 100 access lines	1.59	2.82	1.93
11. % of out of service reports cleared in 8 working hours	100.00%	100.00%	100.00%

Contact Name: Mandy Seaford  
Title: CABS & Settlements Supervisor  
Telephone No. 337-583-2033

**STATEMENT OF ATTESTATION**

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

STATE OF LOUISIANA	§
	§
PARISH OF CALCASIEU	§

I, Bruce Petry, Controller, the attestator, sign my name to this instrument this 12<sup>th</sup> day of July, 2010, and being a duly authorized officer of Cameron Telephone Company do hereby declare and affirm that the attached Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct."

  
\_\_\_\_\_  
Bruce Petry, Controller

July 12, 2010  
\_\_\_\_\_  
Date