



Control Number: 37960



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## PROJECT NO. 37960

## TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>June</u>
<b><u>INSTALLATION OF SERVICE</u></b>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	N/A	N/A	N/A
<b><u>OPERATOR-HANDLED CALLS</u></b>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<3.3 sec			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
<b><u>TROUBLE REPORTS</u></b>				
11. Customer trouble reports per 100 access lines		0.6	0.6	0.7
Serving 10,000 or fewer lines	<6			
Serving 10,000 or more lines	<3	N/A	N/A	N/A
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

\*fill in according to recording methods used

Contact Name: Jeff KellerContact Telephone Number: 903-947-2222

RECEIVED  
 10 JUL 26 AM 9:56  
 PUBLIC UTILITIES COMMISSION  
 FILING CLERK

**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 §

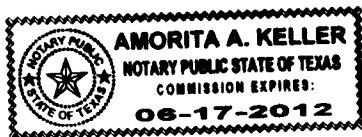
COUNTY OF RUSK/PANOLA §


BEFORE ME, the undersigned authority, on this day personally appeared Jeff Keller representing Tatum Telephone Company ("the Company"), who on his oath deposed and said:

"My name is Jeff Keller. I am employed by Tatum Telephone Company in the position of Daily Operations 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."

  
Jeff Keller, Daily Operations Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 12<sup>th</sup> day of July, 2010.



  
Notary Public  
State of Texas