



Control Number: 37960



Item Number: 71

Addendum StartPage: 0

PROJECT NO. 37960

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UTILITY: Lipan Telephone Company, Inc.

QUARTER ENDING: Jun 30, 2010

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	Apr	May	Jun
% Regular orders completed in 5 working days	90%	100	100	100
% Primary orders completed in 5 working days	95%	100	90.91	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				
Average answer time in seconds (or 85% within ten seconds)	3.3	1.7	2.2	2.7
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	3.8	4.1	3.7
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	4.1	3.4	4.7

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	1.22	.88	1.28
% of out-of-service reports cleared in 8 working hours	90%	93.88	95.95	100
% Repeated Trouble Reports	22%	0	0	0

Contact Name: Deana Williams

Contact Telephone Number: 254-646-2211

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Hood

I, John Howard, the attestator, sign my name to this instrument this 29th day of July, 2010, and being a duly authorized officer of Lipan Telephone Company, 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.

John M. Howard

Signature

President

Title

07/29/2010

Date