

Control Number: 39301



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PROJECT NO. 39301

UTILITY: Totalcom Communications, LLC

QUARTER ENDING: 12/31/2011

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
% Regular orders completed in 5 working days	90%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%
% Installation commitments met	90%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%
% All Orders Completed in 90 days	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	98%	98%	98%
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	1.37	.70	1.45
% of out-of-service reports cleared in 8 working hours	90%	98%	100%	100%
% Repeated Trouble Reports	22%	7%	14%	3%

Contact Name: Jimmy Dennington

Contact Telephone Number: 254-893-1000

Revised October 2006

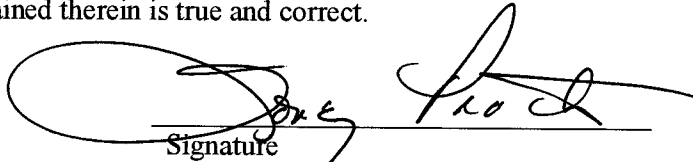
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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF COMANCHE

I, Toney Prather, the attestator, sign my name to this instrument this 9th day of January, 2012, and being a duly authorized officer of Totelcom Communications, LLC 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.

A handwritten signature in black ink, appearing to read "Toney Prather", is written over a horizontal line.

Signature

President

Title

January 9, 2012

Date