



Control Number: 39301



Item Number: 3

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PROJECT NO. 39301

UTILITY: North Texas Telephone Company

QUARTER ENDING: 3/31/2011

TELEPHONE SERVICE QUALITY REPORT

| | | <u>REPORT MONTHS</u> | | | |
|---|------------------|----------------------|------------|------------|--|
| | <u>Objective</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</u> | |
| <u>SERVICE ORDERS</u> | | | | | |
| % Regular orders completed in 5 working days | 90% | 100% | 100% | 100% | |
| % Primary orders completed in 5 working days | 95% | 100% | 100% | 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% | |
| <u>ANSWER TIME</u> | | | | | |
| Toll & Assistance ("0") answer time | | | | | |
| Average answer time in seconds (or 85% within ten seconds) | 3.3 | N/A | N/A | N/A | |
| Directory assistance answer time | | | | | |
| Average answer time in seconds (or 85% within ten seconds) | 5.9 | N/A | N/A | N/A | |
| Repair service answer time | | | | | |
| Average answer time in seconds (or 90% within twenty seconds) | 5.9 | 98% | 98% | 98% | |
| <u>TROUBLE REPORTS</u> | | | | | |
| Customer trouble reports per 100 access lines | 6.0 | .00 | .96 | .65 | |
| % of out-of-service reports cleared in 8 working hours | 90% | 100% | 100% | 100% | |
| % Repeated Trouble Reports | 22% | 0% | 0% | 0% | |

Contact Name: Jimmy Dennington

Contact Telephone Number: 254-893-4600

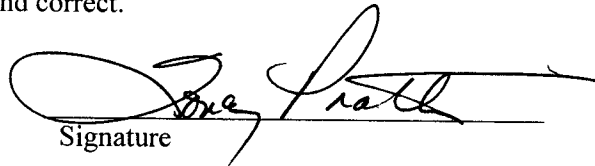
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF COMANCHE

I, Toney Prather, the attestator, sign my name to this instrument this 7th day of April, 2011, and being a duly authorized officer of North Texas Telephone Company 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.


Signature

President
Title

April 7, 2011
Date