



Control Number: 40309



Item Number: 107

Addendum StartPage: 0

PROJECT NO. 40309

UTILITY: Colorado Valley Tele. Coop., Inc.

QUARTER ENDING: September 30, 2012

RECEIVED
12 OCT 12 AM 9:39
PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>July</u>	<u>Aug</u>	<u>Sept</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% All orders completed in 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% All orders completed in 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>ANSWER TIME</u>				
Toll & Assistance (“0”) answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6%	<u>.707%</u>	<u>.415%</u>	<u>.294%</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>97.56%</u>	<u>100%</u>	<u>100%</u>
% of repeated trouble reports	22%	<u>2%</u>	<u>4%</u>	<u>0%</u>

Contact Name: Pam Anderson
Contact Telephone Number: (979)247-8141

107

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF FAYETTE

I, Scott Martin, the attestator, sign my name to this instrument this 10th day of October 2012, and being a duly authorized officer of Colorado Valley Telephone Cooperative, 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.


Signature

General Manager
Title

October 10, 2012
Date