Control Number: 40309

Item Number: 12

Addendum StartPage: 0

PROJECT NO. _40309_

UTILITY: _Blossom Telephone Co._ QUARTER ENDING: _March 31, 2015_

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	Objective	JAN	Feb	MARCH
SERVICE ORDERS				
% 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
ANSWER TIME				
Toll & Assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	3	2.5	3
Directory assistance answer time Average answer time in seconds (or 85% within ten seconds)	5.9	4	5	4
Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	3	3	3
TROUBLE REPORTS				
Customer trouble reports per 100 access lines	3.0 or 6.0	3.89	2.48	3
% of out-of-service reports cleared in 8 working hours	90%	100	100	100
% Repeated Trouble Reports	22%	2	1	2

Contact Name: _Joyce Dorpies_

Contact Telephone Number: _903-982-5200_

_12_

Revised October 2006

1

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF _Lamar_

I, _Joyce Dorries_ , the attestator, sign my name to this instrument this _13th_ day of _April_ ~~2006~~ _2012_, and being a duly authorized officer of _Blossom Telephone, Co._ 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.

Joyce Dorries
Signature

Secretary
Title

April 13, 2012
Date

2

Blossom Telephone Co., Inc.

ACCESS LINES

Instructions

NOTE: Companies with internal reports disclosing the below required information may furnish copy of their repo lieu of completing this form. Those companies electing to use this form should machine copy for addition

Exchange	Number of equipped lines and total access lines at end of year		Number Of Customer Access Lines Classified As:					Number of Customer Acce Served By Lines With Mo Eight Customers Per Lin
	Equipped	Access Line	1 Party	2 Party	4 Party	8 Party	Other	
1. 903-982	+ 1,920	885	885	0	0	0	0	0
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								

Revised 3/88