



Control Number: 40309



Item Number: 169

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PROJECT NO. 40309

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

2013 JAN 24 AM 9:18

INSTALLATION OF SERVICE

	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	____%	____%	____%

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	%	%	%
Average answer time	<3.3 sec.	N/A	N/A	N/A
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	%	%	%
Average answer time	<5.9 sec.	N/A	N/A	N/A
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	5.3 sec	4.7 sec	4.8 sec
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	4.8 sec	4.9 sec	4.9 sec

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	2.9	1.6	1.1
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	7.5%	5%	4%

*fill in according to recording methods used

Submitted by: Poka Lambro Telephone Coop. Inc.
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STATEMENT OF ATTESTATION

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION

OF TEXAS

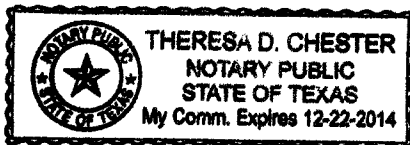
STATE OF TEXAS §
 §
COUNTY OF LYNN §

BEFORE ME, the undersigned authority, on this day personally appeared David McEndree representing Poka Lambro Telephone Cooperative, Inc. ("the Cooperative"), who on his oath deposed and said:

"My name is David McEndree. I am employed by Poka Lambro Telephone Cooperative, Inc. in the position of General Manager & CEO. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."

David McEndree
David McEndree, CEO

18th SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the
day of January 2013.



Theresa D. Chester
Notary Public
State of Texas