



Control Number: 40309



Item Number: 19

Addendum StartPage: 0

PROJECT NO. 40309

TELEPHONE SERVICE QUALITY REPORT

UTILITY: Coleman County Telephone Cooperative, Inc.

QUARTER ENDING: March 31/2012

RECEIVED  
12 APR 23 AM 9:12  
PUBLIC UTILITY COMMISSION  
FILING CLERK

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	<u>January</u>	<u>February</u>	<u>March</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%	0%	0%	0%

ANSWER TIME

7. Toll & Assistance ("0") answer time % Answered within 10 seconds	85%	99%	99%	99%
8. Directory assistance answer time % Answered within 10 seconds	85%	99%	99%	99%
9. Business office answer time % Answered within 20 seconds	90%	99%	99%	99%
10. Repair service answer time % Answered within 20 seconds	90%	99%	99%	99%

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines	<6.0	2.1	.7	.8
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

Contact Name: Leanna Jones Telephone Number: 325-348-3124 Email Address: leannah@web-access.net

19

**STATEMENT OF ATTESTATION**

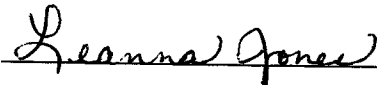
TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RULE 26.54 & 26.81

§  
§  
§  
PUBLIC UTILITY COMMISSION  
OF TEXAS

STATE OF TEXAS           §  
                                     §  
COUNTY OF COLEMAN   §

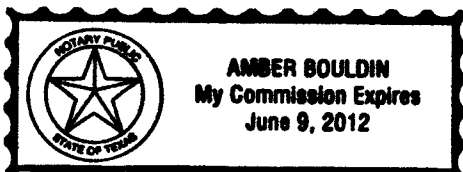
BEFORE ME, the undersigned authority, on this day personally appeared Leanna Jones representing, Coleman County Telephone Cooperative, Inc., who on her oath deposed and said:

“My name is Leanna Jones. I am employed by Coleman County Telephone Cooperative, Inc. in the position of Office Manager. 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.”

  
\_\_\_\_\_

Leanna Jones, Office Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 20th day  
of April, 2012.



  
\_\_\_\_\_

Notary Public  
State of Texas