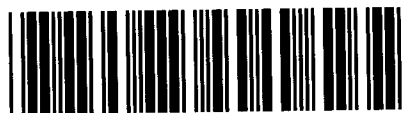




Control Number: 40309



Item Number: 60

Addendum StartPage: 0

UTILITY: HILL COUNTRY TELEPHONE COOP.

12.11.12 9:10
PERIOD ENDING: 06/30/12

PROJECT NO. 40309

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

OBJECTIVE

APR

MAY

JUN

INSTALLATION OF SERVICE

1.% REGULAR ORDERS COMPLETED IN 5 WORKING DAYS	90%	100.0 %	100.0 %	100.0 %
2.% PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS	95%	100.0 %	100.0 %	100.0 %
3.% INSTALLATION COMMITMENTS MET	90%	100.0 %	100.0 %	100.0 %
4.% SERVICE INSTALLATIONS COMPLETED WITHIN 30 DAYS	99%	100.0 %	100.0 %	100.0 %
5.% SERVICE INSTALLATIONS COMPLETED WITHIN 90 DAYS	100%	100.0 %	100.0 %	100.0 %
6.HELD REGRADE ORDERS	<1%	0	0	0

OPERATOR-HANDLED CALLS

7. TOLL & ASSISTANCE ("0") ANSWER TIME *				
% ANSWERED WITHIN 10 SECONDS	85%	N/A	N/A	N/A
AVERAGE ANSWER TIME	<3.3 SEC.	N/A	N/A	N/A
8. DIRECTORY ASSISTANCE ANSWER TIME *				
% ANSWERED WITHIN 10 SECONDS	85%	N/A	N/A	N/A
AVERAGE ANSWER TIME	<5.9 SEC.	N/A	N/A	N/A
9. BUSINESS OFFICE ANSWER TIME				
% ANSWERED WITHIN 20 SECONDS	90%	0	0	0
AVERAGE ANSWER TIME	<5.9 SEC.			
10. REPAIR SERVICE ANSWER TIME				
% ANSWERED WITHIN 20 SECONDS	90%	0	0	0
AVERAGE ANSWER TIME	<5.9 SEC.			

TROUBLE REPORTS

11. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES				
SERVING 10,000 OR MORE LINES	<3	0.88	1.87	1.54
SERVING 10,000 OR FEWER LINES	<6			
12. % OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	90%	100.00%	100.00%	100.00%
13. % REPEATED TROUBLE REPORTS	<22%	5.59%	8.23%	5.16%

*FILL IN ACCORDING TO RECORDING METHODS USED

SUBMITTED BY: Jackie Woerner

EMAIL ADDRESS: jwoerner@hctc.coop

NAME:

TELEPHONE: 830-367-5333 EXT.256

STATEMENT OF ATTESTATION

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

PUBLIC UTILITY COMMISSION
OF TEXAS

STATE OF TEXAS

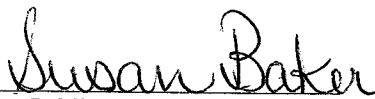
COUNTY OF KERR

BEFORE ME, the undersigned authority, on this day personally appeared Karen Holbrook representing Hill Country Telephone Cooperative Inc., who on her oath deposed and said:

"My name is Karen Holbrook. I am employed by Hill Country Telephone Cooperative, Inc. in the position of Plant Services Supervisor. 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."


Karen Holbrook, Plant Services Supervisor

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this
the 17th day of July, 2012.


Notary Public
State of Texas

