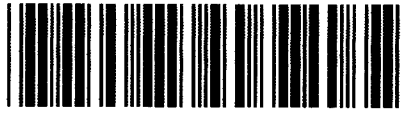




Control Number: 40309



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Addendum StartPage: 0

UTILITY ENMR-PLATEAU

## TELEPHONE SERVICE QUARTERLY REPORT

RECEIVED

QUARTER ENDING

March 12

12 AUG -6 AM 9:15

PUBLIC UTILITY COMMISSION  
FILING CLERK

May

June.

REPORT MONTHSERVICE ORDERS

1. % Regular orders completed in 5 working days.	<u>100%</u>	<u>100%</u>	<u>100%</u>
2. % Primary orders completed in 5 working days.	<u>100%</u>	<u>100%</u>	<u>100%</u>
3. % Installation commitments met.	<u>100%</u>	<u>100%</u>	<u>100%</u>
4. Number of held primary service orders at month end (over 30 days old).	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>
5. Number of held regrade orders at month end ( over 30 days old).	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>

ANSWER TIME

## 6. Time &amp; assistance ("0") answer time\*

% over 10 seconds	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
average answer time	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

## 7. Directory assistance answer time\*

% over 10 seconds	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
average answer time	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

## 8. Business office answer time\*

% over 20 seconds	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
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## 9. Repair service answer time\*

% over 20 seconds	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
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TROUBLE REPORTS

10. Customer trouble reports per 100 access lines.	<u>0</u>	<u>.16</u>	<u>.65</u>
11. % of out of service reports cleared on 8 working hours.	<u>100%</u>	<u>100%</u>	<u>100%</u>

76

**PLATEAU  
7111 N. PRINCE  
CLOVIS, NEW MEXICO  
88101**

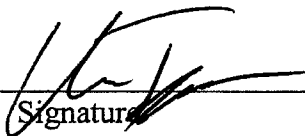
**STATEMENT OF ATTESTATION**

**STATE OF NEW MEXICO**

**PROJECT # 40309**

**COUNTY OF CURRY**

I, Vince Tyson, the attestator, sign my name to this instrument this 27 day of  
July, 2012 and being a duly authorized officer of Plateau, 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

Chief Operating Officer  
\_\_\_\_\_  
Title

8/1/12  
\_\_\_\_\_  
Date