

Control Number: 40309



Item Number: 7

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PROJECT NO. 40309

UTILITY: Totalcom Communications, LLC

QUARTER ENDING: 03/31/2012

DEFERRED
12 APR 13 AM 9:32
PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>			
	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	
<u>SERVICE ORDERS</u>					
% 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%	
<u>ANSWER TIME</u>					
Toll & Assistance (“0”) answer time					
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A	
Directory assistance answer time					
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A	
Repair service answer time					
Average answer time in seconds (or 90% within twenty seconds)	5.9	98%	98%	98%	
<u>TROUBLE REPORTS</u>					
Customer trouble reports per 100 access lines	6.0	1.94	1.31	2.88	
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	99%	
% Repeated Trouble Reports	22%	8%	2%	2%	

Contact Name: Jimmy Dennington

Contact Telephone Number: 254-893-1000

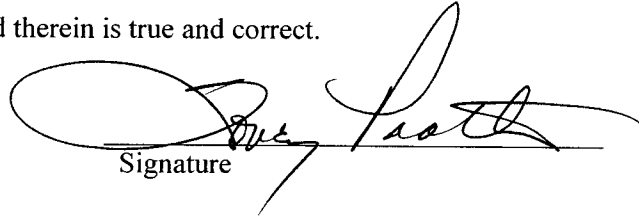
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF COMANCHE

I, Toney Prather, the attestator, sign my name to this instrument this 10th day of April, 2012, and being a duly authorized officer of Totelcom Communications, LLC 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.

A handwritten signature in black ink, appearing to read "Toney Prather", is written over a horizontal line. The signature is fluid and cursive.

Signature

President
Title

April 10, 2012
Date