



Control Number: 40309



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PROJECT NO. 40309

QUARTER: 2nd

UTILITY: Valley Telephone Cooperative, Inc.
PUBLIC UTILITY COMMISSION
FILING CLERK

QUARTER ENDING: June 30, 2012

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective	April	May	June
% Regular orders completed in 5 working days	94%	95%	100%
% Primary orders completed in 5 working days	96%	96%	97%
% Installation commitments met	100%	100%	100%
All Orders Completed in 30 days	100%	100%	100%
All Orders Completed in 90 days	100%	100%	100%

SERVICE ORDERS

% Regular orders completed in 5 working days

% Primary orders completed in 5 working days

% Installation commitments met

All Orders Completed in 30 days

All Orders Completed in 90 days

ANSWER TIME

Toll & assistance ("0") answer time

Average answer time in seconds (or 85% within ten seconds)

Directory assistance answer time*

Average answer time in seconds (or 85% within ten seconds)

Repair service answer time

Average answer time in seconds (or 90% within twenty seconds)

3.3	N/A	N/A	N/A
5.9	N/A	N/A	N/A
5.9	N/A	N/A	N/A

TROUBLE REPORTS

Customer trouble reports per 100 access lines

% of out of service reports cleared in 8 working hours

% Repeated trouble reports

3.0 or 6.0	90%	95%	95%	95%
22%	2%	2%	2%	2%

Contact Name: Paula Smith

Contact Telephone Number: 956.642.1194

Revised October 2006

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STATEMENT OF ATTESTATION

STATE OF TEXAS §
COUNTY OF WILLACY §

I, Paula Smith, the attester, sign my name to this instrument this 15 day of July 2012, and being a duly authorized officer of Valley Telephone Cooperative, Inc., do hereby declare and affirm that the attached 2nd Quarter 2012 Telephone Service Quality Report, filed in Project No. 40309, from Valley Telephone Cooperative, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Paula Smith
Typed Name

Business Compliance Manager
Title

July 15, 2012
Date