



Control Number: 41093



Item Number: 108

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PROJECT NO. 41093

2013 OCT -2 PM 3:48

UTILITY:

QUARTER ENDING: June 2013

**TELEPHONE SERVICE QUALITY REPORT**

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	95	97	96
% Primary orders completed in 5 working days	95%	99	99	99
% Installation commitments met	90%	98	97	98
% 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	3.0	3.0	3.0
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	5.5	5.5	5.5
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	5.0	5.0	5.0
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	1.6	1.4	1.2
% of out-of-service reports cleared in 8 working hours	90%	96	98	96
% Repeated Trouble Reports	22%	13	13	13

Contact Name: Sharon Hurley  
Contact Telephone Number: 903-878-0104 X2144

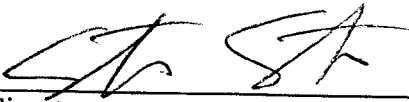
Revised October 2006

STATEMENT OF ATTESTATION

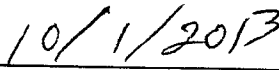
STATE OF TEXAS

COUNTY OF WOOD

I, Steven Steele, the attestator, sign my name to this instrument this 1st day of October, 2013, and being a duly authorized officer of Peoples Telephone Cooperative, Inc. 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

  
\_\_\_\_\_  
Title

  
\_\_\_\_\_  
Date