



Control Number: 41093



Item Number: 157

Addendum StartPage: 0

PROJECT NO. 41093UTILITY: Ganado Telephone Company, Inc.

2013 NOV 13 AM 9:53

ARTER ENDING: September 30, 2013

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHJulyAugustSeptember**SERVICE 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 months end (over 30 days old)	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>
5. Number of held primary service orders after 90 days (over 90 days old)	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>
6. Number of held regrade orders at months end (over 30 days old)	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>

ANSWER TIME

7. Toll & assistance ("0") answer time			
% over 10 seconds	<u>SBC</u>	<u>SBC</u>	<u>SBC</u>
average answer time	<u>SBC</u>	<u>SBC</u>	<u>SBC</u>
8. Directory assistance answer time*			
% over 10 seconds	<u>SBC</u>	<u>SBC</u>	<u>SBC</u>
average answer time	<u>SBC</u>	<u>SBC</u>	<u>SBC</u>
9. Business office answer time			
% over 20 seconds	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>
10. Repair service answer time			
% over 20 seconds	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines	<u>0.56</u>	<u>0.39</u>	<u>0.35</u>
12. % of out of service reports cleared in 8 working hours	<u>100%</u>	<u>100%</u>	<u>100%</u>
13. % Repeated trouble reports	<u>-0-</u>	<u>-0-</u>	<u>-0-</u>

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF JACKSON §

I, Royce Young, the attester, sign my name to this instrument this 21st day of October 2013, and being a duly authorized representative of Ganado Telephone Company, Inc., do hereby declare and affirm that the attached 3rd Quarter 2013 Telephone Service Quality Report, filed in Project No. 41093, from Ganado Telephone Company, Inc. was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

Royce Young

Typed Name

President

Title

October 21, 2013

Date