

Control Number: 41093



Item Number: 171

Addendum StartPage: 0

Project No. **41093****TELEPHONE SERVICE QUALITY REPORT**2013 NOV 21 AM 9:30
FUD. TEL. CO. CLEAR

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>April</u>	<u>May</u>	<u>June</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec	3 sec	3 sec	3 sec
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	4 sec	4 sec	4 sec
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	4 sec	4 sec	4 sec
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.79%	2.83%	1.05%
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

*fill in according to recording methods used

Submitted by: Steve Humpert
Email Address: steveh@comcell.netName: Steve Humpert
Telephone: 940-423-6201

171

STATEMENT OF ATTESTATION

**TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81**

§
§
§
§


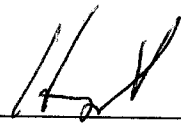
**PUBLIC UTILITY COMMISSION

OF TEXAS**

STATE OF TEXAS §
 §
COUNTY OF Archer §

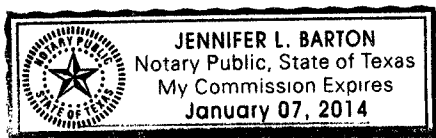
BEFORE ME, the undersigned authority, on this day personally appeared Steve Humpert representing Community Telephone Company Inc. ("the Company/Cooperative"), who on his oath deposed and said:

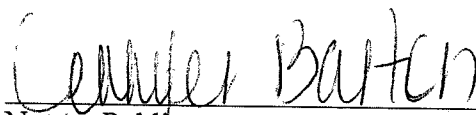
"My name is Steve Humpert. I am employed by Community Telephone Company Inc. in the position of plant manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report, and I hereby attest that the information contained therein is true and correct."

Steve Humpert
Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 13 day of November, 2013.





Notary Public
State of Texas