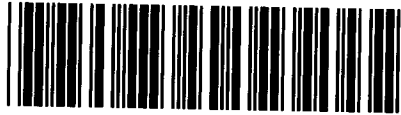


Control Number: 41093



Item Number: 212

Addendum StartPage: 0

PROJECT NO. 41093

UTILITY: South Plains Telephone Cooperative, Inc.

QUARTER ENDING: Dec-2013

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TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
% Regular orders completed in 5 working days	90%	97%	99%	96%
% Primary orders completed in 5 working days	95%	98%	72%	97%
% 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%

ANSWER TIME

Toll & Assistance ("0") answer time

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

3.3	n/a	na/	na/
-----	-----	-----	-----

Directory assistance answer time

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

5.9	na/	n/a	n/a
-----	-----	-----	-----

Repair service answer time

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

5.9	0%	0%	0%
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TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	3.327	3.108	3.607
% of out-of-service reports cleared in 8 working hours	90%	94%	97%	99%
% Repeated Trouble Reports	22%	17%	13%	17%

Contact Name: Karen Keel

Contact Telephone Number: (806)763-2301

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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF LUBBOCK

I, Scotty Hart, the attestator, sign my name to this instrument this 7th day of February, 2014, and being a duly authorized officer of South Plains 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

CEO / General Manager
Title

2/7/2014
Date