



Control Number: 41093



Item Number: 236

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Project 41093

Utility- Blossom Telephone Company

Quarter Ending: 1<sup>st</sup> Quarter 2015

Telephone Service Quality Report

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<u>Service Orders</u>	Objective	Jan	Feb	March
% Regular Orders completed in 5 working days	90%	100	100	100
% Primary Orders completed in 5 working days	95%	100	100	100
% 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% wth 10 secs) 3.3 3 3 3

Directory assistance answer time 5.9 5 4 4

Repair Service answer time 5.9 5 5 4

Trouble Reports

Customer trouble reports per 100 access lines 6.0 1.45 .92 2.11

% of out of service reports cleared in 8 work hrs 90% 100 100 100

% Repeated Trouble tickets 22% 1 1 1

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Contact Person: Kelly Dorries

Contact Telephone Number 903-982-5200

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Blossom Telephone Co., Inc

Access Lines

Note: Companies with internal reports disclosing the below required information may furnish copy of their report lieu of completing this form. Those companies electing to use this form should machine copy for additional.

#of Customer Access Lines Classified As

Exchange	Equipped	Access Lines	1 Party	2 Party	4 party	8 party	Other	More than 8
903-982	1920	759	759	0	0	0	0	0

Statement of Attestation

State of Texas

County of Lamar

I, Kelly Dorries, the attestator, sign my name to this instrument this 3 day of April 2015 and being a duly authorized officer of Blossom Telephone company 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

A handwritten signature in cursive script, reading "Kelly Dorries", written over a horizontal line.

Signature

Kelly Dorries Office Manager

April 3 , 2015