



Control Number: 41093



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PROJECT NO.41093

2013 MAY -2 AM 10:46

CAMERON TELEPHONE COMPANY

QUARTER ENDING March 31, 2013

FILING CLERK

**TELEPHONE SERVICE QUALITY REPORT**

REPORT MONTH	Objective	Januar 2013	February 2013	March 2013
<b><u>SERVICE ORDERS</u></b>				
% 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%

<b><u>ANSWER TIME</u></b>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	100.0%	100.0%	100.0%

<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	3.0 or 6.0	3.14	2.17	2.53
% of out-of service reports cleared in 8 working hours	90%	94%	91%	77%
% Repeated Trouble Reports	22%	0%	0%	0%

Filed by: Jeffery P. Manuel  
Title: Accounting Manager  
Telephone No. 337-583-2099

Data:  
Katy Large  
Customer Care Manager  
Telephone No. 337 583-2018

**STATEMENT OF ATTESTATION**

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

STATE OF LOUISIANA	§
	§
PARISH OF CALCASIEU	§

I, Bruce Petry, Controller, the attestator, sign my name to this instrument this 1st day of May 2013, and being a duly authorized officer of Cameron Telephone Company do hereby declare and affirm that the attached Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

  
\_\_\_\_\_  
Bruce Petry, Controller

May 1, 2013  
\_\_\_\_\_  
Date