



Control Number: 41093



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PROJECT NO. 41093

TELEPHONE SERVICE QUALITY REPORT

2013 MAY -7 AM 9: 07

UTILITY: Coleman County Telephone Cooperative, Inc.

QUARTER ENDING: March 31, 2013

REPORT MONTHS

<u>SERVICE ORDERS</u>	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</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%

ANSWER TIME

7. Toll & Assistance ("0") answer time % Answered within 10 seconds	85%	99%	99%	99%
8. Directory assistance answer time % Answered within 10 seconds	85%	99%	99%	99%
9. Business office answer time % Answered within 20 seconds	90%	99%	99%	99%
10. Repair service answer time % Answered within 20 seconds	90%	99%	99%	99%

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines	<6.0	1.1	1.1	1.7
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

Contact Name: Gay Abernathy Telephone Number: 325-348-3124 Email Address: billieg@web-access.net

STATEMENT OF ATTESTATION


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

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§
§
PUBLIC UTILITY COMMISSION
OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF COLEMAN §

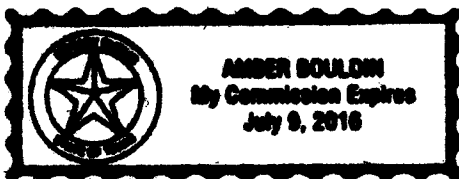
BEFORE ME, the undersigned authority, on this day personally appeared Gay Abernathy representing, Coleman County Telephone Cooperative, Inc., who on her oath deposed and said:


“My name is Gay Abernathy I am employed by Coleman County Telephone Cooperative, Inc. in the position of Office 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.”



Gay Abernathy, Office Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 3 rd day
of May , 2013.





Notary Public
State of Texas