



Control Number: 42147



Item Number: 118

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**PROJECT NO. 42147  
TELEPHONE SERVICE QUALITY REPORT**

**UTILITY: Coleman County Telephone Cooperative, Inc.**

**QUARTER ENDING: September 2014**

**REPORT MONTHS**

RECEIVED  
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**SERVICE ORDERS**

	<b>Objective</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>
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	2	1.71	2
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**

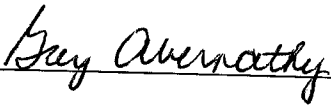
TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RULE 26.54 & 26.81

§  
§  
§  
PUBLIC UTILITY COMMISSION  
OF TEXAS

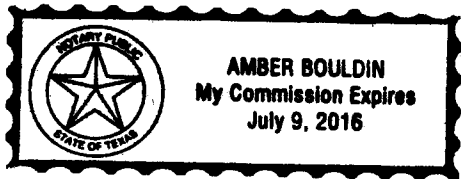
STATE OF TEXAS           §  
  §  
COUNTY OF COLEMAN   §


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 9th day of October, 2014.



  
\_\_\_\_\_  
Notary Public  
State of Texas