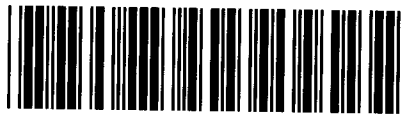




Control Number: 42147



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PROJECT NO.42147

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CAMERON TELEPHONE COMPANY

QUARTER ENDING Sept 30, 2014

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTH	Objective	July 2014	Aug 2014	Sept 2014
<u>SERVICE ORDERS</u>				
% 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%

<u>ANSWER TIME</u>				
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%

<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	2.22	2.4	2.01
% of out-of service reports cleared in 8 working hours	90%	82%	83%	100%
% 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

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STATEMENT OF ATTESTATION

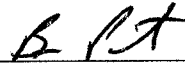
TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

STATE OF LOUISIANA §

§

PARISH OF CALCASIEU §

I, Bruce Petry, General Manager, the attestator, sign my name to this instrument this 15th day of October 2014, 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, General Manager

October 15, 2014

Date