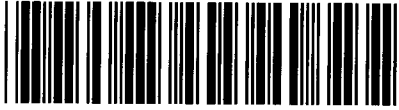




Control Number: 42147



Item Number: 167

Addendum StartPage: 0

Project No. 42147  
**TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
<u>INSTALLATION OF SERVICE</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%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec	3 sec	3 sec	3 sec
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	4 sec	4 sec	4 sec
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.	4 sec	4 sec	4 sec
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	2%	1%	1%
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	4%	0%	9%

\*fill in according to recording methods used

Submitted by: Steve Humpert  
 Email Address: steveh@comcell.net

Name: Steve Humpert  
 Telephone: 940-423-6201

2014 NOV 25 AM 9:20  
 UTILITY COMPANY  
 FILING CLERK

167

**STATEMENT OF ATTESTATION**

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


§  
§  
§  
§

**PUBLIC UTILITY COMMISSION  
  
OF TEXAS**

STATE OF TEXAS       §  
                                  §  
COUNTY OF Archer   §

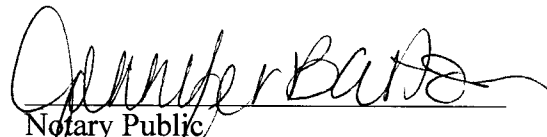
BEFORE ME, the undersigned authority, on this day personally appeared Steve Humpert representing Community Telephone Company Inc. ("the Company/Cooperative"), who on his oath deposed and said:

"My name is Steve Humpert. I am employed by Community Telephone Company Inc. in the position of plant 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."

  
\_\_\_\_\_  
Steve Humpert  
Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 20 day of NOV, 2014.



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