

Control Number: 42147



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PROJECT NO. 42147

UTILITY: North Texas Telephone Company

QUARTER ENDING: 3/31/2014

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FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

	<u>REPORT MONTHS</u>			
	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
<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 service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	98%	98%	98%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	.42	.64	.21
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	0%	0%

Contact Name: Jimmy Dennington

Contact Telephone Number: 254-893-4600

Revised October 2006

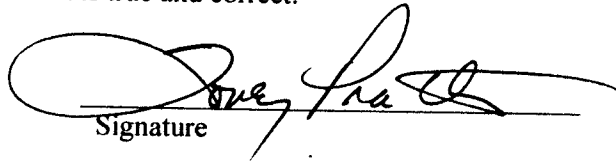
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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF COMANCHE

I, Toney Prather, the attestator, sign my name to this instrument this 24th day of April, 2014, and being a duly authorized officer of North Texas Telephone Company do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

A handwritten signature in black ink, appearing to read "Toney Prather", is written over a horizontal line.

Signature

President
Title

April 24, 2014
Date