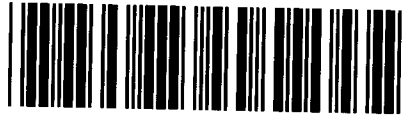


Control Number: 42147



Item Number: 42

Addendum StartPage: 0

PROJECT NO. 42147

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PUBLIC UTILITY BOARD
FILING CLERK

UTILITY: Peoples Telephone Cooperative, Inc. QUARTER ENDING: March 2014

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
% Regular orders completed in 5 working days	90%	<u>96</u>	<u>99</u>	<u>98</u>
% Primary orders completed in 5 working days	95%	<u>99</u>	<u>99</u>	<u>99</u>
% Installation commitments met	90%	<u>98</u>	<u>99</u>	<u>99</u>
% All Orders Completed in 30 days	99%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 90 days	100%	<u>100</u>	<u>100</u>	<u>100</u>

ANSWER TIME

Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>3.0</u>	<u>3.0</u>	<u>3.0</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>4.9</u>	<u>4.9</u>	<u>4.9</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>91%</u>	<u>91%</u>	<u>91%</u>

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	<u>2.1</u>	<u>1.6</u>	<u>1.9</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>96</u>	<u>98</u>	<u>99</u>
% Repeated Trouble Reports	22%	<u>3.4</u>	<u>3.4</u>	<u>3.4</u>

Contact Name: Gena von Reyn
Contact Telephone Number: 903-878-3172

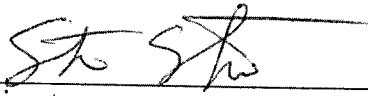
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Wood

I, Steven Steele, the attestator, sign my name to this instrument this 7th day of May, 2013, and being a duly authorized officer of Peoples Telephone Cooperative, Inc., 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.



Signature

CEO

Title

5/7/2014

Date