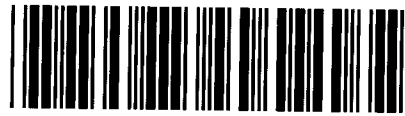


Control Number: 44022



Item Number: 46

Addendum StartPage: 0



Consolidated[®]
communications

350 S. Loop 336 West, Conroe, TX 77304-3308
www.consolidated.com

May 13, 2015

Public Utility Commission of Texas
Filing Clerk, Central Records
1701 N. Congress Avenue, Ste. 8-100
Austin, TX 78711-3326

RECEIVED
2015 MAY 15 AM 11:26
PUBLIC UTILITY COMMISSION
FILING CLERK

Re: ⁴⁴⁰⁷⁷ Project # ~~36893~~ Telephone Service Quality Report of the 1st Quarter 2015 for Consolidated Communications of Fort Bend Company and Consolidated Communications of Texas Company

Enclosed are the original and three (3) copies of Project # 36893 Telephone Service Quality Report of the 1st Quarter 2015 for:

Consolidated Communications of Fort Bend Company (CCFB)
Consolidated Communications of Texas Company (CCTX)

This report is filed in compliance with Substantive Rules §26.54 and §26.81 as required by the Public Utility Commission of Texas.

Sincerely,

Wendy Williams
Regulatory Analyst

att

416

UTILITY: Consolidated Communications of Texas Company QUARTER ENDING: March 30, 2015

TELEPHONE SERVICE QUALITY REPORT

PROJECT # 36893

<u>SERVICE ORDERS</u>	Objective	<u>REPORT MONTHS</u>		
		January	February	March
1. % Regular orders completed in 5 working days	>=90%	99.92%	100.00%	100.00%
2. % Primary orders completed in 5 working days	>=95%	100.00%	100.00%	99.64%
3. % Installation commitments met	>=90%	98.06%	98.75%	98.81%
4. % All Orders Completed in 30 days	>=99%	100.00%	100.00%	100.00%
5. % All Orders Completed in 90 days	100%	100.00%	100.00%	100.00%
6. Number of held regrade orders at month end	<=1	0.0	0.0	0.0
<u>ANSWER TIME *</u>				
7. Toll & Assistance ("0") answer time Average answer time	<=3.3	N/A	N/A	N/A
8. Directory assistance answer time Average answer time	5.9	N/A	N/A	N/A
9. Repair service % within 20 seconds	>=90%	91.00%	94.00%	92.00%

* CC of Texas and CC of Fort Bend Telephone share common business office and repair center. Op Svc outsourced.

TROUBLE REPORTS

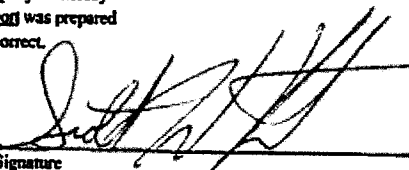
10. Customer trouble reports per 100 access lines	<=3	0.67	0.45	0.93
11. % of out-of-service reports cleared in 8 working hours	>=90%	84.80%	82.36%	84.57%
12. % Repeated Trouble Reports	<=22%	6.03%	7.20%	5.28%

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MONTGOMERY

I, Scott Kitchen, the attestator, sign my name to this instrument this ____ day of ____, 2014, being a duly authorized officer of Consolidated Communications of Texas 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.





 Signature
 DIRECTOR, REGULATORY COMPLIANCE
 Title
 5/13/15
 Date

TELEPHONE SERVICE QUALITY REPORT

PROJECT # 16893

<u>SERVICE ORDERS</u>	Objective	<u>REPORT MONTHS</u>		
		January	February	March
1. % Regular orders completed in 5 working days	90%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
2. % Primary orders completed in 5 working days	95%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
3. % Installation commitments met	90%	<u>98.80%</u>	<u>99.46%</u>	<u>98.98%</u>
4. % All Orders Completed in 30 days	99%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
5. % All Orders Completed in 90 days	100%	<u>100.00%</u>	<u>100.00%</u>	<u>100.00%</u>
6. Number of held regrade orders at month end	< 1	<u>0.0</u>	<u>0.0</u>	<u>0.0</u>

ANSWER TIME *

		<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
		<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
		<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
9. Repair service		<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
% within 20 seconds	>=90%	<u>91.00%</u>	<u>94.00%</u>	<u>92.00%</u>

* CC of Texas and CC of Fort Bend Telephone share common business office and repair center. Op Svc outsourced.

TROUBLE REPORTS


10. Customer trouble reports per 100 access lines	< 3	<u>0.35</u>	<u>0.28</u>	<u>0.40</u>
11. % of out-of-service reports cleared in 8 working hours	90%	<u>80.89%</u>	<u>93.95%</u>	<u>84.19%</u>
12. % Repeated Trouble Reports	< 2%	<u>3.25%</u>	<u>4.92%</u>	<u>4.13%</u>

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF MONTGOMERY

I, Scott Kitchen, the attestator, sign my name to this instrument this ___ day of ___, 2015, being a duly authorized officer of Consolidated Communications of Fort Bend 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.



 Signature
 DIRECTOR, REGULATORY COMPLIANCE

 Title
 5/13/15

 Date