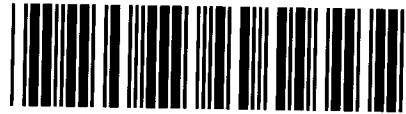


Control Number: 44022



Item Number: 47

Addendum StartPage: 0

PROJECT NO. 44022

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2015 MAY 15 AM 11:27

UTILITY: Comby Telephone Co-opQUARTER ENDING: Mar 31, 2015
UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

<u>SERVICE ORDERS</u>	Objective	REPORT MONTHS		
		<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
% Regular orders completed in 5 working days	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Primary orders completed in 5 working days	95%	<u>100</u>	<u>100</u>	<u>100</u>
% Installation commitments met	90%	<u>100</u>	<u>100</u>	<u>100</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>NA</u>	<u>NA</u>	<u>NA</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	* 5.9	<u>NA</u>	<u>NA</u>	<u>NA</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>98%</u>	<u>99%</u>	<u>99%</u>

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	<u>6</u>	<u>6</u>	<u>6</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Repeated Trouble Reports	22%	<u>0</u>	<u>0</u>	<u>0</u>

Contact Name: Judy VandevanterContact Telephone Number: 903-994-2211

* CONTRACTED OUT OF OFFICE

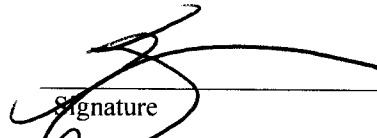
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF HOPKINS

I, KAREN ZIMMERMAN, the attestator, sign my name to this instrument this 14th day of MAY, 2015, and being a duly authorized officer of Cumby Telephone Corp 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
GENERAL MANAGER

Title
5-14-15

Date