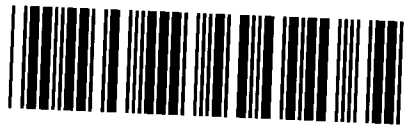


Control Number: 44022



Item Number: 93

Addendum StartPage: 0

PROJECT NO. 44022

RECEIVED

2015 AUG 13 PM 12:12

UTILITY: Peoples Telephone Cooperative, Inc.

QUARTER ENDING: June 2015 PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>
% Regular orders completed in 5 working days	90%	98%	99%	99%
% Primary orders completed in 5 working days	95%	98%	97%	99%
% Installation commitments met	90%	98%	97%	97%
% All Orders Completed in 30 days	99%	100%	99%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%

ANSWER TIME

Toll & Assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	4.0	3.8	3.9
Directory assistance answer time Average answer time in seconds (or 85% within ten seconds)	5.9	8.38	5.3	6.14
Repair service answer time Average answer time in seconds (or 90% within twenty seconds)	5.9	2.6	3.8	3.9

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	2.4	2.9	2.3
% of out-of-service reports cleared in 8 working hours	90%	96%	99%	99%
% Repeated Trouble Reports	22%	8%	10%	10%

Contact Name: Gena von Reyn

Contact Telephone Number: 903-878-3172

Revised October 2006

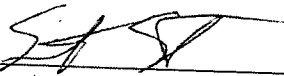
93

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Wood

I, Steven Steele, the attestator, sign my name to this instrument this 12 day of August, 2015, 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/General Manager

Title

08/12/2015

Date