

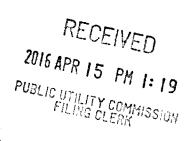
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45517



STATEMENT OF ATTESTATION

STATE OF TEXAS §
COUNTY OF WILLACY §

I, Dave Osborn, the attester, sign my name to this instrument this 13 day of April 2016, and being a duly authorized officer of Valley Telephone Cooperative, Inc., do hereby declare and affirm that the attached 1st Quarter 2016 Telephone Service Quality Report, filed in Project No. 41093, from Valley Telephone Cooperative, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.

Signature

Paula Smith

Typed Name

Senior Manager – Billing & Business Compliance

Title

April 13, 2016

Date

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PROJECT NO.	45517	QUARTER:	<u> 1st</u>

UTILITY: Valley Telephone Cooperative, Inc.

PUARTER ENDING: March 31, 2016

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective Jan Feb Mar

SERVICE ORDERS % Regular orders completed in 5 working days 90% 100% 83% 100% % Primary orders completed in 5 working days 95% 96% 98% 97% % 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% **ANSWER TIME** Toll & assistance ("0") answer time Average answer time in seconds (or 85% within 3.3 N/A N/A N/A ten seconds) Directory assistance answer time* Average answer time in seconds (or 85% within 5.9 N/A N/A N/A ten seconds) Repair service answer time Average answer time in seconds (or 90% within N/A N/A 5.9 N/A twenty seconds) TROUBLE REPORTS Customer trouble reports per 100 access lines 3.0 or 6.0 % of out of service reports cleared in 92% 8 working hours 90% 95% 96% 8% 17% % Repeated trouble reports 22% 15%

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