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45517

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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.

Paula Smith
Signature

Paula Smith
Typed Name

Senior Manager – Billing & Business Compliance
Title

April 13, 2016
Date

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PROJECT NO. 45517QUARTER: 1stUTILITY: Valley Telephone Cooperative, Inc.QUARTER ENDING: March 31, 2016**TELEPHONE SERVICE QUALITY REPORT****REPORT MONTHS**

<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
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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 ten seconds)	3.3	N/A	N/A	N/A
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	N/A	N/A	N/A

TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0			
% of out of service reports cleared in 8 working hours	90%	95%	96%	92%
% Repeated trouble reports	22%	8%	17%	15%

Contact Name: Paula SmithContact Telephone Number: 956.642.1194