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Utility- Blossom Telephone Company

Quarter ~~April 2nd Quarter 2015~~  
~~April 2nd Quarter 2015~~

PUBLIC UTILITY COMMISSION  
 FILING CLERK

**Telephone Service Quality Report**

<u>Service Orders</u>	Objective	April	May	June
% Regular Orders completed in 5 working days	90%	100	100	100
% Primary Orders completed in 5 working days	95%	100	100	100
% 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
<b><u>Answer Time</u></b>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% wth 10 secs)	3.3	3	3	3
Directory assistance answer time	5.9	4	5	4
Repair Service answer time	5.9	5	4	5
<b><u>Trouble Reports</u></b>				
Customer trouble reports per 100 access lines	6.0	.018	.024	.015
% of out of service reports cleared in 8 work hrs	90%	100	100	100
% Repeated Trouble tickets	22%	1	1	1

Contact Person: Kelly Dorries

Contact Telephone Number 903-982-5200


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Statement of Attestation

State of Texas

County of Lamar

I, Kelly Dorries, the attestator, sign my name to this instrument this 6th day of April 2016 and being a duly authorized officer of Blossom Telephone company 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

A handwritten signature in cursive script, appearing to read "K. Dorries", written over a horizontal line.

Signature

Kelly Dorries  
Office Manager  
Blossom Telephone Co.  
January 7, 2016