

Service Order And Trouble Report

January 2009

Serviceman	Total Trouble Reported	Total Trouble Cleared	Avg Trouble Per Day	Connect	Dis-connect	Re-connect	Change	General	Move	DSL Orders	Total Service Order	Avg Order Per Day	Ending Milage	Miles Driven	Total Gallon's	Total Cost	MPG
Randy Cantrell	58	58	2.76	4	8	2	0	0	0	26	40	1.90	99,733	1,992	167.73	\$320.01	11.88
Jason Sargent	39	39	1.86	6	6	5	0	3	1	23	44	2.10	16,217	1,475	122.37	\$231.00	12.05
Reggie Easterling	110	110	5.24	8	8	7	0	0	3	27	53	2.52	141,794	2,364	185.06	\$353.01	12.77
Perry Lacy	43	43	2.05	7	6	1	0	2	4	17	37	1.76	85,489	1,370	137.70	\$265.95	9.95
Carter Bolin	63	63	3.00	17	9	3	0	8	4	21	62	2.95	115,145	2,202	185.45	\$339.00	11.87
Tim Evans	68	68	3.24	16	7	8	0	2	2	19	54	2.57	110,868	1,553	134.00	\$246.05	11.59
Roy Burton	60	60	2.86	10	7	7	0	1	3	15	43	2.05	40,671	1,225	120.40	\$220.00	10.17
Keith Lyon	0	0	0.00	0	0	0	0	0	0	0	0	0.00	142,993	1,798	136.29	\$259.53	13.19
Keith Stamper	72	72	3.43	10	8	3	0	4	1	16	42	2.00	48,256	1,445	133.03	\$262.04	10.86
Brian Jenkins	83	83	3.95	4	10	6	0	3	5	24	52	2.48	121,248	1,896	160.82	\$314.01	11.79
Jim Phelps	53	53	2.52	9	17	3	0	0	2	16	47	2.24	11,784	1,936	154.26	\$296.50	12.55
Anthony Ferrell	40	40	1.90	6	9	2	0	3	2	21	43	2.05	13,205	1,408	108.21	\$209.50	13.01
Steven Gullett	6	6	0.29	2	1	0	0	1	1	0	5	0.24	82,947	1,189	111.96	\$217.00	10.62
Ollie Rigsby	0	0	0.00	0	0	0	0	0	0	0	0	0.00	15,850	0	0.00	\$0.00	
Kevin Brickey	98	98	4.67	7	9	3	0	4	1	22	46	2.19	85,513	1,897	184.20	\$345.59	10.30
	793	793	37.76	106	105	50	0	31	29	247	568	27.05		23,750	2,041	\$3,879	11.62

DSL PER DAY AVERAGE 11.76

Mountain Telephone

**SERVICE ORDER AND TROUBLE REPORT
FEBRUARY 2009**

Serviceman	Total Trouble Reported	Total Trouble Cleared	Avg Trouble Per Day	Connect	Dis-connect	Re-connect	Change	General	Move	DSL Orders	Total Service Order	Avg Order Per Day	Ending Milage	Miles Driven	Total Gallon's	Total Cost	MPG
Randy Cantrell	52	52	2.60	7	3	1	0	1	0	10	22	1.10	101,139	1,406	118.45	\$232.14	11.87
Jason Sargent	19	19	0.95	9	6	3	0	0	0	14	32	1.60	17,036	819	86.66	\$170.75	9.45
Reggie Easterling	65	65	3.25	9	6	3	0	5	4	13	40	2.00	143,637	1,843	140.86	\$280.01	13.08
Perry Lacy	49	49	2.45	4	5	1	0	2	6	10	28	1.40	86,627	1,138	111.58	\$220.25	10.20
Carter Bolin	64	64	3.20	16	4	4	0	1	3	19	47	2.35	117,032	1,887	145.66	\$287.00	12.95
Tim Evans	73	73	3.65	14	11	4	0	2	2	9	42	2.10	112,397	1,529	134.50	\$257.00	11.37
Roy Burton	44	44	2.20	4	6	3	0	0	2	14	29	1.45	41,719	1,048	84.10	\$160.00	12.46
Keith Lyon	2	2	0.10	0	0	0	0	0	0	0	0	0.00	144,267	1,274	86.51	\$172.50	14.73
Keith Stamper	50	50	2.50	12	7	4	0	3	3	17	46	2.30	49,433	1,177	104.00	\$202.00	11.32
Brian Jenkins	51	51	2.55	7	11	7	0	1	6	13	45	2.25	122,395	1,147	97.67	\$195.00	11.74
Jim Phelps	62	62	3.10	8	6	7	0	3	1	13	38	1.90	18,274	1,490	120.52	\$241.00	12.36
Anthony Ferrell	34	34	1.70	10	10	7	0	4	0	11	42	2.10	14,379	1,174	88.06	\$171.50	13.33
Steven Gullett	1	1	0.05	4	2	0	0	7	12	1	26	1.30	84,475	1,528	132.12	\$259.01	11.57
Ollie Rigsby	0	0	0.00	0	0	0	0	0	0	0	0	0.00	15,850	0	0.00	\$0.00	
Kevin Brickey	83	83	4.15	1	4	2	0	1	3	9	20	1.00	86,984	1,471	143.40	\$282.32	10.26
	649	649	32.45	105	81	46	0	30	42	153	457	22.85		18,931	1,594	\$3,130	11.91

DSL PER DAY AVERAGE 7.65

MOUNTAIN TELEPHONE

**SERVICE ORDER AND TROUBLE REPORT
MARCH 2009**

Serviceman	Total Trouble Reported	Total Trouble Cleared	Avg Trouble Per Day	Connect	Dis-connect	Re-connect	Change	General	Move	DSL Orders	Total Service Order	Avg Order Per Day	Ending Milage	Miles Driven	Total Gallon's	Total Cost	MPG
Randy Cantrell	34	34	1.55	4	4	2	0	0	5	13	28	1.27	102,316	1,177	91.91	\$180.03	12.81
Jason Sargent	43	43	1.95	10	8	4	0	2	1	12	37	1.68	18,685	1,649	154.52	\$303.30	10.67
Reggie Easterling	53	53	2.41	6	12	9	0	2	3	8	40	1.82	145,582	1,945	144.46	\$283.00	13.46
Perry Lacy	30	30	1.36	14	13	5	0	0	1	5	38	1.73	87,896	1,269	96.08	\$125.89	13.21
Carter Bolin	41	41	1.86	7	14	5	0	1	2	14	43	1.95	118,572	1,550	111.37	\$217.00	13.92
Tim Evans	49	49	2.23	12	10	3	0	1	7	14	47	2.14	114,198	1,801	142.05	\$273.50	12.68
Roy Burton	57	57	2.59	13	10	7	0	0	7	23	60	2.73	42,751	1,032	82.00	\$161.00	12.59
Keith Lyon	0	0	0.00	0	0	0	0	0	0	0	0	0.00	145,833	1,566	110.49	\$216.52	14.17
Keith Stamper	58	58	2.64	11	7	2	0	3	2	20	45	2.05	50,790	1,357	113.70	\$217.50	11.93
Brian Jenkins	56	56	2.55	7	3	4	0	1	4	16	35	1.59	123,723	1,328	112.04	\$224.00	11.85
Jim Phelps	44	44	2.00	5	9	8	0	1	6	17	46	2.09	19,932	1,658	127.19	\$253.50	13.04
Anthony Ferrell	30	30	1.36	7	7	7	0	2	2	17	42	1.91	15,821	1,442	105.81	\$211.50	13.63
Steven Gullett	17	17	0.77	0	1	0	0	5	0	1	7	0.32	85,984	1,309	119.21	\$235.51	10.98
Ollie Rigsby	0	0	0.00	0	0	0	0	0	0	0	0	0.00	15,850	0	0.00	\$0.00	
Kevin Brickey	56	56	2.55	8	3	4	0	3	4	17	39	1.77	88,316	1,332	112.34	\$227.05	11.86
	568	568	25.82	104	101	60	0	21	44	177	507	23.05		20,415	1,623	\$3,129	12.63

DSL PER DAY AVERAGE 8.05

MOUNTAIN TELEPHONE

**SERVICE ORDER AND TROUBLE REPORT
APRIL 2009**

Serviceman	Total Trouble Reported	Total Trouble Cleared	Avg Trouble Per Day	Connect	Dis-connect	Re-connect	Change	General	Move	DSL Orders	Total Service Order	Avg Order Per Day	Ending Milage	Miles Driven	Total Gallon's	Total Cost	MPG
Randy Cantrell	38	38	1.65	4	8	2	0	2	4	8	28	1.22	103,550	1,234	92.21	\$184.00	13.38
Jason Sargent	36	36	1.57	5	8	2	0	1	2	9	27	1.17	20,233	1,548	130.96	\$265.85	11.82
Reggie Easterling	48	48	2.09	9	6	7	0	1	3	11	37	1.61	147,372	1,790	135.65	\$276.00	13.20
Perry Lacy	37	37	1.61	5	6	4	0	1	1	6	23	1.00	88,758	862	63.10	\$129.00	13.66
Carter Bolin	41	41	1.78	6	9	3	0	0	3	13	34	1.48	120,254	1,682	116.95	\$242.00	14.38
Tim Evans	51	51	2.22	9	9	5	0	1	5	12	41	1.78	115,620	1,422	112.20	\$229.30	12.67
Roy Burton	57	57	2.48	10	7	5	0	0	4	13	39	1.70	44,066	1,315	96.32	\$198.00	13.65
Keith Lyon	0	0	0.00	0	0	0	0	0	0	0	0	0.00	147,481	1,648	105.40	\$214.01	15.64
Keith Stamper	46	46	2.00	7	7	2	0	2	4	11	33	1.43	52,030	1,240	95.10	\$200.01	13.04
Brian Jenkins	44	44	1.91	3	5	2	0	2	3	13	28	1.22	125,002	1,279	101.50	\$211.01	12.60
Jim Phelps	30	30	1.30	8	10	17	0	1	2	12	50	2.17	21,597	1,665	121.94	\$256.05	13.65
Anthony Ferrell	40	40	1.74	9	13	7	0	1	5	16	51	2.22	17,006	1,185	88.38	\$185.55	13.41
Steven Gullett	3	3	0.13	5	2	0	0	3	0	1	11	0.48	87,701	1,717	129.56	\$263.01	13.25
Ollie Rigsby	0	0	0.00	0	0	0	0	1	0	0	1	0.04	16,146	296	22.62	\$45.00	13.09
Kevin Brickey	59	59	2.57	9	16	7	0	2	1	4	39	1.70	89,356	1,040	83.90	\$176.71	12.40
	530	530	23.04	89	106	63	0	18	37	129	442	19.22		19,923	1,496	\$3,076	13.32

DSL PER DAY AVERAGE 5.61

MOUNTAIN TELEPHONE

**SERVICE ORDER AND TROUBLE REPORT
MAY 2009**

Serviceman	Total Trouble Reported	Total Trouble Cleared	Avg Trouble Per Day	Connect	Dis-connect	Re-connect	Change	General	Move	DSL Orders	Total Service Order	Avg Order Per Day	Ending Milage	Miles Driven	Total Gallon's	Total Cost	MPG
Randy Cantrell	66	66	3.30	5	3	5	0	2	1	7	23	1.15	105,155	1,605	126.60	\$295.02	12.68
Jason Sargent	55	55	2.75	10	6	2	0	1	0	5	24	1.20	21,790	1,557	147.51	\$344.30	10.56
Reggie Easterling	57	57	2.85	11	7	4	0	2	3	10	37	1.85	148,878	1,506	120.43	\$276.01	12.51
Perry Lacy	39	39	1.95	2	6	0	0	1	3	8	20	1.00	89,883	1,125	81.56	\$186.80	13.79
Carter Bolin	41	41	2.05	4	8	5	0	0	0	6	23	1.15	121,351	1,097	75.48	\$174.00	14.53
Tim Evans	52	52	2.60	12	14	6	0	0	0	8	40	2.00	117,074	1,454	109.90	\$251.50	13.23
Roy Burton	82	82	4.10	12	7	2	0	1	0	7	29	1.45	45,169	1,103	79.20	\$180.00	13.93
Keith Lyon	0	0	0.00	0	0	0	0	0	0	0	0	0.00	148,884	1,103	88.86	\$214.00	12.41
Keith Stamper	34	34	1.70	5	13	3	0	1	3	6	31	1.55	53,108	1,078	78.08	\$183.00	13.81
Brian Jenkins	49	49	2.45	5	8	3	0	0	2	10	28	1.40	126,388	1,386	96.72	\$246.00	14.33
Jim Phelps	61	61	3.05	14	7	5	0	2	1	6	35	1.75	23,049	1,452	105.51	\$245.20	13.76
Anthony Ferrell	56	56	2.80	9	7	7	0	0	4	8	35	1.75	10,230	1,224	88.01	\$201.31	13.91
Steven Gullett	3	3	0.15	6	13	0	0	3	0	0	22	1.10	89,067	1,366	96.75	\$225.00	14.12
Ollie Rigsby	1	1	0.05	4	0	0	0	2	0	0	6	0.30	16,951	805	59.64	\$139.00	13.50
Kevin Brickey	56	56	2.80	5	10	6	0	1	1	6	29	1.45	90,721	1,365	112.30	\$262.64	12.15
	652	652	32.60	104	109	48	0	16	18	87	382	19.10		19,226	1,467	\$3,424	13.28

DSL PER DAY AVERAGE 4.35

MOUNTAIN TELEPHONE

**SERVICE ORDER AND TROUBLE REPORT
JUNE 2009**

Serviceman	Total Trouble Reported	Total Trouble Cleared	Avg Trouble Per Day	Connect	Dis-connect	Re-connect	Change	General	Move	DSL Orders	Total Service Order	Avg Order Per Day	Ending Milage	Miles Driven	Total Gallon's	Total Cost	MPG
Randy Cantrell	75	75	3.41	7	8	1	0	2	3	4	25	1.14	106,941	1,786	141.61	\$376.00	12.61
Jason Sargent	70	70	3.18	5	5	3	0	0	5	13	31	1.41	23,614	1,824	173.28	\$463.55	10.53
Reggie Easterling	57	57	2.59	10	8	6	0	0	2	14	40	1.82	150,512	1,634	140.58	\$371.00	11.62
Perry Lacy	68	68	3.09	4	6	3	0	1	0	5	19	0.86	91,262	1,379	100.87	\$267.70	13.67
Carter Bolin	85	85	3.86	11	8	2	0	1	2	15	39	1.77	123,294	1,943	135.93	\$346.00	14.29
Tim Evans	79	79	3.59	11	11	6	0	3	6	9	46	2.09	119,050	1,976	147.50	\$399.52	13.40
Roy Burton	50	50	2.27	8	4	5	0	3	7	11	38	1.73	46,281	1,112	86.20	\$226.00	12.90
Keith Lyon	0	0	0.00	0	0	0	0	0	0	0	0	0.00	150,734	1,850	128.22	\$347.00	14.43
Keith Stamper	106	106	4.82	9	11	3	0	1	7	16	47	2.14	54,600	1,492	126.00	\$345.06	11.84
Brian Jenkins	124	124	5.64	16	6	2	0	1	14	13	52	2.36	127,771	1,383	116.14	\$317.00	11.91
Jim Phelps	84	84	3.82	12	5	4	0	1	1	14	37	1.68	24,769	1,720	125.36	\$332.20	13.72
Anthony Ferrell	56	56	2.55	7	10	2	0	2	2	10	33	1.50	19,425	1,195	88.48	\$231.00	13.51
Steven Gullett	6	6	0.27	1	1	0	0	3	1	1	7	0.32	90,998	1,931	140.73	\$376.01	13.72
Ollie Rigsby	1	1	0.05	1	1	0	0	0	0	0	2	0.09	17,828	877	62.30	\$169.00	14.08
Kevin Brickey	75	75	3.41	14	12	3	0	1	2	17	49	2.23	92,215	1,494	124.60	\$336.20	11.99
	936	936	42.55	116	96	40	0	19	52	142	465	21.14		23,596	1,838	\$4,903	12.95

DSL PER DAY AVERAGE 6.45

MOUNTAIN TELEPHONE

**SERVICE ORDER AND TROUBLE REPORT
JANUARY- JUNE 2009**

Serviceman	Total Trouble Reported	Total Trouble Cleared	Avg Trouble Per Day	Connect	Dis-connect	Re-connect	Change	General	Move	DSL Orders	Total Service Order	Avg Order Per Day	Ending Milage	Miles Driven	Total Gallon's	Total Cost	MPG
Randy Cantrell	323	323	2.52	31	34	13	0	7	13	68	166	1.30	106,941	9,200	739	1,587	12.46
Jason Sargent	262	262	2.05	45	39	19	0	7	9	76	195	1.52	23,614	8,872	815	1,779	10.88
Reggie Easterling	390	390	3.05	53	47	36	0	10	18	83	247	1.93	150,512	11,082	867	1,839	12.78
Perry Lacy	266	266	2.08	36	42	14	0	7	15	51	165	1.29	91,262	7,143	591	1,196	12.09
Carter Bolin	335	335	2.62	61	52	22	0	11	14	88	248	1.94	123,294	10,361	771	1,605	13.44
Tim Evans	372	372	2.91	74	62	32	0	9	22	71	270	2.11	119,050	9,735	780	1,657	12.48
Roy Burton	350	350	2.73	57	41	29	0	5	23	83	238	1.86	46,281	6,835	548	1,145	12.47
Keith Lyon	2	2	0.02	0	0	0	0	0	0	0	0	0.00	150,734	9,239	656	1,424	14.09
Keith Stamper	366	366	2.86	54	53	17	0	14	20	86	244	1.91	54,600	7,789	650	1,410	11.98
Brian Jenkins	407	407	3.18	42	43	24	0	8	34	89	240	1.88	127,771	8,419	685	1,507	12.29
Jim Phelps	334	334	2.61	56	54	44	0	8	13	78	253	1.98	24,769	9,921	755	1,624	13.14
Anthony Ferrell	256	256	2.00	48	56	32	0	12	15	83	246	1.92	19,425	7,628	567	1,210	13.45
Steven Gullett	36	36	0.28	18	20	0	0	22	14	4	78	0.61	90,998	9,040	730	1,576	12.38
Ollie Rigsby	2	2	0.02	5	1	0	0	3	0	0	9	0.07	17,828	1,978	145	353	13.68
Kevin Brickey	427	427	3.34	44	54	25	0	12	12	75	222	1.73	92,215	8,599	761	1,631	11.30
	4,128	4,128	32.25	624	598	307	0	135	222	935	2,821	22.04		125,841	10,059	\$21,541	12.60

DSL PER DAY AVERAGE 7.30

MOUNTAIN TELEPHONE