

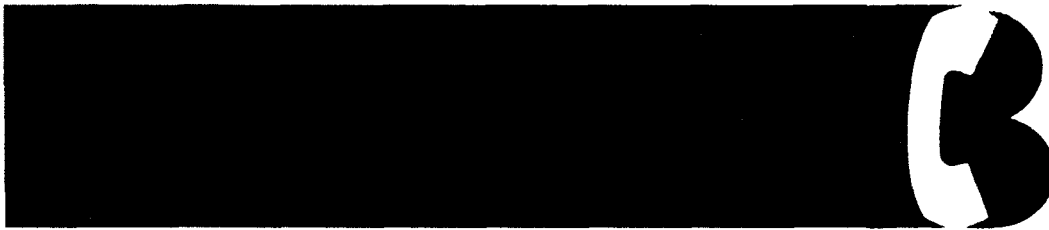


Control Number: 32592



Item Number: 20

Addendum StartPage: 0



**Big Bend  
Telephone  
Company**

808 N. 5th St. • ALPINE, TEXAS 79830  
432-364-1000, ext. 0004 • FAX 432-364-0023

**JOAN JOHNSON**  
VICE-PRESIDENT COMMERCIAL OPERATIONS

April 17, 2006

Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78711

Re: Project No. 32592 – First Quarter 2006 Telephone Service Quality Report

On behalf of Big Bend Telephone Company, attached are an original and four (4) copies of the Telephone Service Quality Report for the first quarter, 2006. This report is being provided pursuant to Substantive Rules 26.81 and 26.54 as required by the Public Utility Commission of Texas.

Your cooperation in this matter is greatly appreciated. Any questions or comments may be directed to me at 432-364-1000, ext. 0004.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joan Johnson', is written over a horizontal line.

Joan Johnson  
V.P. Commercial Operations

Attachments

RECEIVED  
2006 APR 17 PM 4:21  
PUBLIC UTILITY COMMISSION OF TEXAS  
FILING CLERK

**STATEMENT OF ATTESTATION**

TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81

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§

PUBLIC UTILITY COMMISSION  
  
OF TEXAS

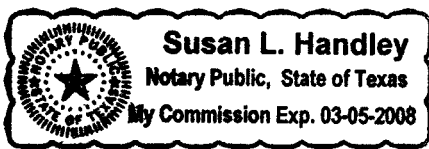
STATE OF TEXAS           §  
                                     §  
COUNTY OF BREWSTER   §

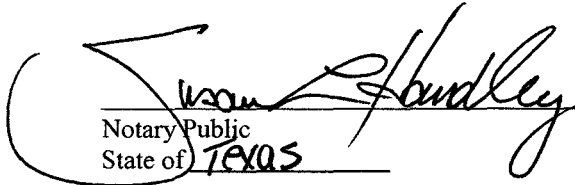
BEFORE ME, the undersigned authority, on this day personally appeared Joan Johnson representing Big Bend Telephone Company, who on her oath deposed and said:

“My name is Joan Johnson. I am employed by Big Bend Telephone Company in the position of V.P. Commercial Operations. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct.”

  
\_\_\_\_\_  
Joan Johnson, V.P. Commercial Operations

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this  
the 11<sup>th</sup> day of April, 2006.



  
\_\_\_\_\_  
Notary Public  
State of TEXAS

**UTILITY: Big Bend Telephone Co., Inc.**

**PERIOD ENDING: March 31, 2006**

**TELEPHONE SERVICE QUALITY REPORT**

	<u>Objective</u>	<u>January</u>	<u>February</u>	<u>March</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% Answered within 10 seconds	85%	n/a	n/a	n/a
Average answer time	<3.3 sec.	n/a	n/a	n/a
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	n/a	n/a	n/a
Average answer time	<5.9 sec.	n/a	n/a	n/a
9. Business office answer time				
% Answered within 20 seconds	90%	99%	99%	99%
Average answer time	<5.9 sec.	8.54	8.54	8.54
10. Repair service				
% Answered within 20 seconds	90%	99%	99%	99%
Average answer time	<5.9 sec.	8.54	8.54	8.54
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	0.71	0.84	0.89
Serving 10,000 or more lines	<3	n/a	n/a	n/a
12. % of out-of-service reports cleared in 8 working hours	90%	95%	95%	96%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

\*fill in according to recording methods used