



Control Number: 36893



Item Number: 144

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UTILITY: Big Bend Telephone Co., Inc.

PERIOD ENDING: September 30, 2009

PROJECT NO. 36893

TELEPHONE SERVICE QUALITY REPORT

	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</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	1.81	1.75	1.84
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%	97%	99%	99%
13. % Repeated Trouble Reports	<22%	6%	7%	11%

\*fill in according to recording methods used

Submitted by: Big Bend Telephone

Name: Carla McEntire

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Telephone: (432) 364-0040

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**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

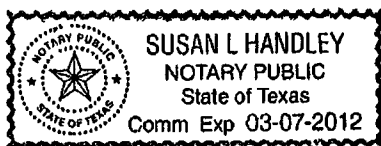
STATE OF TEXAS       §  
                                  §  
COUNTY OF BREWSTER §

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

"My name is Carla McEntire. I am employed by Big Bend Telephone Company in the position of IT Specialist. 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."

Carla McEntire  
Carla McEntire, IT Specialist

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 12 day of November, 2009.



Susan L. Handley  
Notary Public  
State of TEXAS