



Control Number: 37960



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PROJECT NO. 37960

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UTILITY: Big Bend Telephone Co., Inc.

QUARTER ENDING: June 30, 2010

**TELEPHONE SERVICE QUALITY REPORT**

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>April</u>	<u>May</u>	<u>June</u>
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	99%	100%	100%
% Installation commitments met	90%	99%	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% 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	8.54	8.54	8.54
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	6.0	1.68	2.44	3.14
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	1%	7%	13%

Contact Name: Carla McEntire  
Contact Telephone Number: (432) 364-0040

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STATEMENT OF ATTESTATION

STATE OF TEXAS  
COUNTY OF BREWSTER

I, Carla McEntire, the attestator, sign my name to this instrument this 6 day of August, 2010, and being a duly authorized officer of Big Bend Telephone Co., Inc. do 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.

Carla McEntire

Signature

IT Specialist

Title

8/6/10

Date