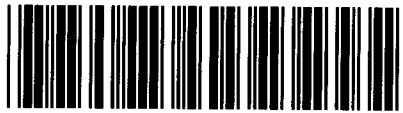




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Addendum StartPage: 0

PROJECT NO. 40309UTILITY: Border to Border Communications, Inc.

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TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
% Primary orders completed in 5 working days	95%	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
% Installation commitments met	90%	<u>N/A</u>	<u>N/A</u>	<u>90%</u>
All Orders Completed in 30 days	99%	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
All Orders Completed in 90 days	100%	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>AT&T</u>	<u>AT&T</u>	<u>AT&T</u>
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>AT&T</u>	<u>AT&T</u>	<u>AT&T</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	<u>2.41</u>	<u>2.41</u>	<u>2.41</u>
% of out of service reports cleared in 8 working hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Repeated trouble reports	22%	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>

Contact Name: Debbie FisherContact Telephone Number: (956) 936-2000

Revised October 2006

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STATEMENT OF ATTESTATION

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I, Herman C. Roark, Jr., the attester, sign my name to this instrument this 25 day of October 2012, and being a duly authorized officer of Border to Border Communications, Inc., do hereby declare and affirm that the attached 1st Quarter 2012 Telephone Service Quality Report, filed in Project No. 40309 from Border to Border Communications, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.

Signature

Typed Name

Title

Date _____