



Control Number: 40309



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PROJECT NO. 40309

UTILITY: Border to Border Communications, Inc.

QUARTER ENDING: March 31, 2012

## TELEPHONE SERVICE QUALITY REPORT

### REPORT MONTHS

#### Objective

January

February

March

#### SERVICE ORDERS

% Regular orders completed in 5 working days	90%	N/A	N/A	100%
% Primary orders completed in 5 working days	95%	N/A	N/A	N/A
% Installation commitments met	90%	N/A	N/A	100%
All Orders Completed in 30 days	99%	N/A	N/A	100%
All Orders Completed in 90 days	100%	N/A	N/A	N/A

#### ANSWER TIME

Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	SWB	SWB	SWB
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	SWB	SWB	SWB
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	100%	100%	100%

#### TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or 6.0	N/A	1.20	1.25
% of out of service reports cleared in 8 working hours	90%	N/A	100%	100%
% Repeated trouble reports	22%	N/A	N/A	N/A

Contact Name: Debbie Fisher

Contact Telephone Number: (956) 936-2000

Revised October 2006

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## STATEMENT OF ATTESTATION

**STATE OF TEXAS** §  
**COUNTY OF KERR** §

I, Herman C. Roark, Jr., the attester, sign my name to this instrument this 25 day of April 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.

James C. Roach Jr.  
Signature

Herman C. Roark, Jr.  
Typed Name

President
Title

April 25, 2012  
Date