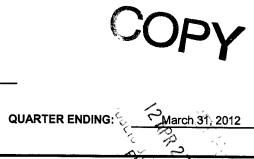


Control Number: 40309



Item Number: 25

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

	TELEPHONE SERVICE QUA	ALITY REPORT		11/1/2
			REPORT MONTH	is Color
	<u>Objective</u>	January	February	March S
SERVICE ORDERS	,	•		Slow
% 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	. <u>N/A</u>	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%	400%
-				100%
% Repeated trouble reports	22%	N/A	N/A	N/A

Contact Name:	Depple	Fisher	
Contact Telephone	Number: _	(956) 936-2000	

Revised October 2006





STATEMENT OF ATTESTATION

STATE OF TEXAS		8
COUNTY OF KERR	,	8

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.

Damen C. Roarlf. Signature
Signature
Herman C. Roark, Jr.
Typed Name
President
Title
April 25, 2012
Date