



Control Number: 41093



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UTILITY: Big Bend Telephone Co., Inc.

QUARTER ENDING: September 30, 2013

## TELEPHONE SERVICE QUALITY REPORT

2013 NOV 18 AM 11:17

REPORT MONTHSPUBLIC UTILITY  
FILING CLERK

	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</u>
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	90%	99%	98%	100%
% Primary orders completed in 5 working days	95%	98%	98%	100%
% Installation commitments met	90%	98%	98%	100%
% All Orders Completed in 30 days	99%	100%	99%	100%
% All Orders Completed in 90 days	100%	100%	99%	100%
<b><u>ANSWER TIME</u></b>				
Toll & Assistance ("0") answer time	3.30	N/A	N/A	N/A
Average answer time in seconds (or 85% within Ten seconds)				
Directory assistance answer time	5.90	N/A	N/A	N/A
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.90	8.62	7.12	7.87
Average answer time in seconds (or 90% within twenty seconds)	90%	91%	97%	94%
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	6.00	2.00	2.00	1.00
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	8%	9%	2%

Contact Name: Carla McEntire

Contact Telephone Number: (432) 364-0040

STATEMENT OF ATTESTATION

STATE OF TEXAS  
COUNTY OF BREWSTER

I, Carla McEntire, the attestator, sign my name to this instrument this 14th day of November, 2013, 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

11/14/13  
Date