



Control Number: 41093



Item Number: 34

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PROJECT NO. 41093

## TELEPHONE SERVICE QUALITY REPORT

2013 MAY 10 PM 2:59

REPORT MONTHS

	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
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INSTALLATION OF SERVICE

1. % Primary orders completed in 5 working days	95%	99%	100%	99%
2. % Regular orders completed in 5 working days	90%	99%	99%	99%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%

OPERATOR-HANDLED CALLS

7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<3.3 sec.	N/A	N/A	N/A
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	N/A	N/A	N/A
Average answer time	<5.9 sec.	N/A	N/A	N/A
9. Business office answer time				
% Answered within 20 seconds	90%	99%	99%	99%
Average answer time	<5.9 sec.	3.0	3.0	3.0
10. Repair service				
% Answered within 20 seconds	90%	99%	99%	99%
Average answer time	<5.9 sec.	3.0	3.0	3.0

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	2.60	1.94	.972
Serving 10,000 or more lines	<3	N/A	N/A	N/A
12. % of out-of-service reports cleared in 8 working hours	90%	99.05%	98.72%	100%
13. % Repeated Trouble Reports	<22%	1%	1%	2%

\*fill in according to recording methods used

Submitted by: Kenneth Goolsby  
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Name: *Kenneth Goolsby*  
 Telephone: 979.798.2121

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STATEMENT OF ATTESTATION

TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION  
  
OF TEXAS

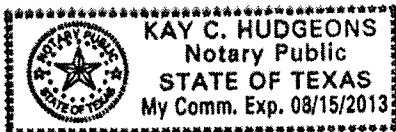
STATE OF TEXAS       §  
                                  §  
COUNTY OF BRAZORIA §

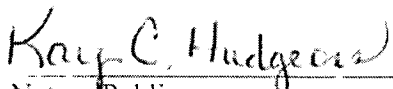
BEFORE ME, the undersigned authority, on this day personally appeared KENNETH GOOLSBY representing BRAZORIA TELEPHONE COMPANY ("the Company/                   ), who on his/her oath deposed and said:

"My name is KENNETH GOOLSBY. I am employed by BRAZORIA TELEPHONE COMPANY in the position of VICE PRESIDENT, PLANT. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."

  
KENNETH GOOLSBY  
VICE PRESIDENT, PLANT

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 9<sup>th</sup> day of MAY, 20 13.



  
Notary Public  
State of TEXAS