



Control Number: 42147

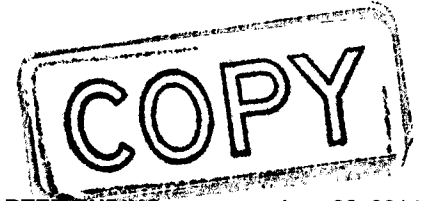


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PROJECT NO. 42147



UTILITY: Border to Border Communications, Inc.

QUARTER ENDING: June 30, 2014

FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

Objective	April	May	June
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SERVICE ORDERS

% Regular orders completed in 5 working days	90%	NA	N/A	N/A
% Primary orders completed in 5 working days	95%	N/A	N/A	N/A
% Installation commitments met	90%	N/A	N/A	N/A
All Orders Completed in 30 days	99%	N/A	N/A	N/A
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	AT&T	AT&T	AT&T
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	AT&T	AT&T	AT&T
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	N/A	1.30
% of out of service reports cleared in 8 working hours	90%	N/A	N/A	100%
% Repeated trouble reports	22%	N/A	N/A	N/A

Contact Name: Debbie Fisher

Contact Telephone Number: (956) 936-2000

STATEMENT OF ATTESTATION

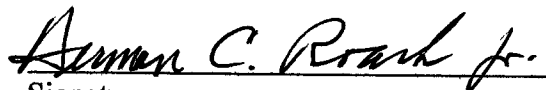
STATE OF TEXAS

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COUNTY OF KERR

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I, Herman C. Roark, Jr., the attester, sign my name to this instrument this 23rd day of July 2014, and being a duly authorized officer of Border to Border Communications, Inc., do hereby declare and affirm that the attached 2nd Quarter 2014 Telephone Service Quality Report, filed in Project No. 42147 from Border to Border Communications, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.


Signature

Herman C. Roark, Jr.
Typed Name

President
Title

July 23, 2014
Date