



Control Number: 42147



Item Number: 95

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**UTILITY: Brazoria Telephone Company**

**PERIOD ENDING: 06/30/14**

**PROJECT NO. 42147**

**TELEPHONE SERVICE QUALITY REPORT**

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	99%
2. % Regular orders completed in 5 working days	90%	100%	99%	100%
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%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<3.3 sec.	NA	NA	NA
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	NA	NA	NA
Average answer time	<5.9 sec.	NA	NA	NA
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
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	2.05	1.45	1.66
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	98.41%
13. % Repeated Trouble Reports	<22%	2%	2%	2%

\*fill in according to recording methods used

Submitted by: Brazoria Telephone Company  
Email Address: kwg@btel.com

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

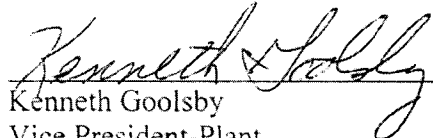
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PUBLIC UTILITY COMMISSION  
  
OF TEXAS

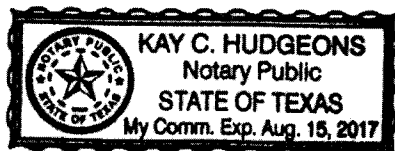
STATE OF TEXAS       §  
                                 §  
COUNTY OF BRAZORIA §

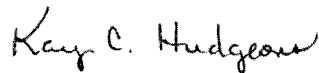
BEFORE ME, the undersigned authority, on this day personally appeared Kenneth Goolsby representing Brazoria Telephone Company ("the Company"), who on his oath depose and said:

"My name is Kenneth Goolsby. I am employed by the 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 12<sup>th</sup> day of August, 2014.



  
Notary Public  
State of Texas