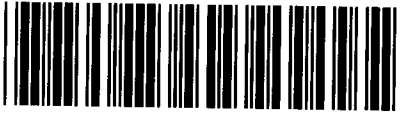


Control Number: 44022



Item Number: 199

Addendum StartPage: 0

UTILITY: BIG BEND TELEPHONE CO., INC.

QUARTER ENDING: DECEMBER 31, 2015

PROJECT NO. 44022

2016 FEB 12 PM 2:49

TELEPHONE SERVICE QUALITY REPORT

FOR THE PUBLIC UTILITIES COMMISSION  
FILING CLERK

Objective	REPORT MONTHS			
	OCT	NOV	DEC	
<b>INSTALLATION OF SERVICE</b>				
1.% Primary orders completed in 5 working days	95%	98%	100%	97%
2.% Regular orders completed in 5 working days	90%	99%	100%	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%	98%	100%	97%
6. % Held regrade orders	<1%	0%	0%	0%
<b>OPERATOR-HANDLED CALLS</b>				
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.	4.91	4.91	4.91
10. Repair service answer time				
% Answered within 20 seconds	90%	99%	99%	99%
Average answer time	<5.9 sec.	4.91	4.91	4.91
<b>TROUBLE REPORTS</b>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.18	1.21	1.05
Serving 10,000 or more lines	<3			
12. % Out-of-service reports cleared in 8 working hours	90%	95%	97%	100%
13. % Repeated trouble reports	<22%	14%	7%	6%

\*fill in according to recording methods used

Submitted By: Big Bend Telephone Company, Inc.  
Email Address: carla.mcentire@bbtco.com

Name: Carla McEntire  
Telephone: (432)364-0040

199 1

STATEMENT OF ATTESTATION

STATE OF TEXAS  
COUNTY OF BREWSTER

I, Carla McEntire, the attestator, sign my name to this instrument this 12th day of February, 2016, 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

02/12/2016  
Date