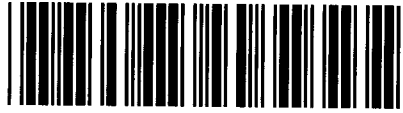


Control Number: 44022



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SOUTHWEST TEXAS TELEPHONE COMPANY  
Founded 1898

SOUTHWEST TEXAS  
TELEPHONE COMPANY

P.O. BOX 128  
ROCKSPRINGS, TEXAS 78880  
Telephone (830) 683-2111 FAX (830) 683-4190

July 27, 2015

Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78701

Re: Project No. 44022

On behalf of Southwest Texas Telephone Company, attached are an original and four (4) copies of the Telephone Service Quality Report for the second quarter of 2015. This report is being provided pursuant to Substantive Rules 26.81 and 26.54 as required by the Public Utility Commission of Texas.

Please file-stamp the additional copies and return them in the provided self-addressed stamped envelope. Any questions or comments may be directed to me at 830-683-1917.

Sincerely,

Steve Evans  
General Manager

Attachments

2015 JUL 30 AM 9:15  
Public Utility Commission of Texas  
FILING CLERK

**SOUTHWEST TEXAS TELEPHONE COMPANY**

PROJECT No. 44022

**PUC TELEPHONE SERVICE QUALITY REPORT**

QUARTER ENDING

June 30, 2015

<u>REPORT MONTH</u>	<u>April</u>	<u>May</u>	<u>June</u>
<b><u>SERVICE ORDERS</u></b>			
% REGULAR ORDERS COMPLETED IN 5 WORKING DAYS	100%	100%	100%
% PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS	100%	100%	100%
% INSTALLATIONS MET	100%	100%	100%
NUMBER OF HELD PRIMARY SERVICE ORDERS AT MONTH END ( OVER 30 DAYS OLD )	0	0	0
NUMBER OF HELD REGRADE ORDERS AT MONTH END (OVER 30 DAYS OLD )	0	0	0
<b><u>ANSWER TIME</u></b>			
TOLL & ASSISTANCE ( O ) ANSWER TIME			
% OVER 10 SECONDS	N/A	N/A	N/A
AVERAGE ANSWER TIME	N/A	N/A	N/A
DIRECTORY ASSISTANCE ANSWER TIME			
% OVER 10 SECONDS	N/A	N/A	N/A
AVERAGE ANSWER TIME	N/A	N/A	N/A
BUSINESS OFFICE ANSWER TIME			
% OVER 20 SECONDS			
REPAIR SERVICE ANSWER TIME			
% OVER 20 SECONDS			
<b><u>TROUBLE REPORTS</u></b>			
CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES	1.20%	2.80%	1.50%
% OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	100%	90%	95%
% REPEATED TROUBLE REPORTS	7.4%	6.2%	8.9%

**ALL BUSINESS & REPAIR SERVICE ANSWER TIME UNDER 20 SECONDS**

**STATEMENT OF ATTESTATION**


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

**§ PUBLIC UTILITY COMMISSION  
§  
§ OF TEXAS  
§**

STATE OF TEXAS           §  
  §  
COUNTY OF EDWARDS   §

I, Steve Evans, representing Southwest Texas Telephone Company (“the Company”), who on his oath deposed and said:

“My name is Steve Evans; I am employed by Southwest Texas Telephone Company in the position of General Manager. 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.”

  
\_\_\_\_\_  
Steve Evans, General Manager