



Control Number: 45517



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SOUTHWEST TEXAS TELEPHONE COMPANY  
Founded 1898

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PUBLIC UTILITY COMMISSION  
FILING CLERK

SOUTHWEST TEXAS  
TELEPHONE COMPANY

P.O. BOX 128

ROCKSPRINGS, TEXAS 78880

Telephone (830) 683-2111 FAX (830) 683-4190

October 31, 2016

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

Re: Project No. 45517

On behalf of Southwest Texas Telephone Company, attached are an original and four (4) copies of the Telephone Service Quality Report for the third quarter of 2016. 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

**STATEMENT OF ATTESTATION**

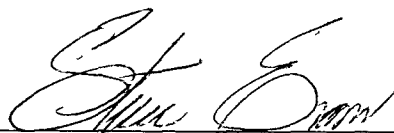
**TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81**

**§ 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.”

A handwritten signature in black ink, appearing to read 'Steve Evans', is written over a horizontal line.

Steve Evans, General Manager

# SOUTHWEST TEXAS TELEPHONE COMPANY

PROJECT No. 45517

## P U C TELEPHONE SERVICE QUALITY REPORT

QUARTER ENDING

September 30, 2016

<u>REPORT MONTH</u>	<u>July</u>	<u>August</u>	<u>September</u>
<u>SERVICE ORDERS</u>			
% 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
<u>ANSWER TIME</u>			
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			
<u>TROUBLE REPORTS</u>			
CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES	1.20%	1.90%	2.20%
% OF OUT OF SERVICE REPORTS CLEARED IN 8 WORKING HOURS	100%	88%	97%
% REPEATED TROUBLE REPORTS	3.2%	9.9%	4.1%

### ALL BUSINESS & REPAIR

SERVICE ANSWER TIME

UNDER 20 SECONDS