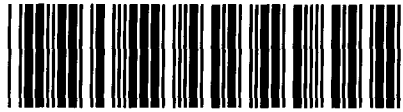


Control Number: 45517



Item Number: 154

Addendum StartPage: 0

PROJECT NO. 45517

RECEIVED

UTILITY: Border to Border Communications, Inc.

QUARTER ENDING 2016 NOV 10 AM 9:52 September 30, 2016

PUBLIC UTILITY COMMISSION  
FILING CLERK

**TELEPHONE SERVICE QUALITY REPORT**

**REPORT MONTHS**

	<u>Objective</u>	<u>July</u>	<u>August</u>	<u>September</u>
<b><u>SERVICE ORDERS *</u></b>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
All Orders Completed in 30 days	99%	100%	100%	100%
All Orders Completed in 90 days	100%	100%	100%	100%

\* We only have 70 Access Lines and no new Service Orders were received this Qtr.

**ANSWER TIME**

Toll & assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)	3.3	100%	100%	100%
Directory assistance answer time* Average answer time in seconds (or 85% within ten seconds)	5.9	100%	100%	100%
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	0.00	1.39	1.43
% of out of service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated trouble reports	22%	0%	0%	0%

Contact Name: Debbie Fisher

Contact Telephone Number: (956) 936-2000

Revised October 2006

COPY

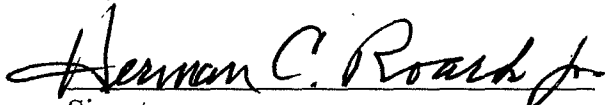
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**STATEMENT OF ATTESTATION**

**STATE OF TEXAS** §

**COUNTY OF KERR** §

I, Herman C. Roark, Jr., the attester, sign my name to this instrument this 8th day of November 2016, and being a duly authorized officer of Border to Border Communications, Inc., do hereby declare and affirm that the attached 3<sup>rd</sup> Quarter 2016 Telephone Service Quality Report, filed in Project No. 45517 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

November 8, 2016  
Date