

Control Number: 46729



Item Number: 26

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**UTILITY: Brazoria Telephone Company**

**PERIOD ENDING: 03/31/17**

**PROJECT NO. 46729**

**RECEIVED**

**TELEPHONE SERVICE QUALITY REPORT**

**REPORT MONTHS**  
PUBLIC UTILITY COMMISSION  
FILING CLERK

	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<b><u>INSTALLATION OF SERVICE</u></b>				
1. % Primary orders completed in 5 working days	95%	99%	100%	99%
2. % Regular orders completed in 5 working days	90%	100%	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%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%
<b><u>OPERATOR-HANDLED CALLS</u></b>				
7. Toll & Assistance ("0") answer time* % Answered within 10 seconds	85%	91.74%	92.34%	92.22% *
8. Directory assistance answer time* % Answered within 10 seconds	85%	91.74%	92.34%	92.22% *
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
<b><u>TROUBLE REPORTS</u></b>				
11. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines	<6	1.49	1.88	2.33
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	98%	98.41%	100%
13. % Repeated Trouble Reports	<22%	2%	2%	2%

\* Provided by Consolidated Call Center Services

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

Name: Randy Hall  
Telephone: (979) 798-2121

*gk*

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

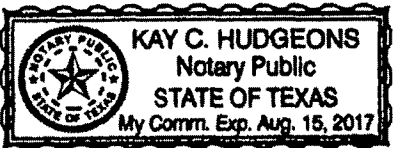
STATE OF TEXAS       §  
                                  §  
COUNTY OF BRAZORIA §

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

"My name is Randy Hall. I am employed by Brazoria in the position of Outside Plant 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."

Randy Hall      05-08-17  
Randy Hall  
Outside Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 8<sup>th</sup> day of May, 2017.



Kay C. Hudgeons  
Notary Public  
State of Texas