



Control Number: 46729



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PROJECT NO. 45517 2017 MAY 12 PM 4:47

UTILITY: Border to Border Communications, Inc.

PUBLIC UTILITY COMMISSION
FILING CLERK
QUARTER ENDING: March 31, 2017

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>January</u>	<u>February</u>	<u>March</u>
<u>SERVICE ORDERS *</u>				
% 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.				
<u>ANSWER TIME</u>				
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%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	0.00	0.00	0.00
% 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



STATEMENT OF ATTESTATION

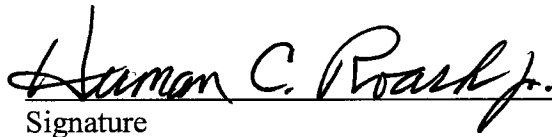
STATE OF TEXAS

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COUNTY OF KERR

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I, Herman C. Roark, Jr., the attester, sign my name to this instrument this 2nd day of May 2017, and being a duly authorized officer of Border to Border Communications, Inc., do hereby declare and affirm that the attached 1st Quarter 2017 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, to the best of my knowledge.


Signature

Herman C. Roark, Jr.

Typed Name

President

Title

May 2, 2017

Date

