



Control Number: 47932



Item Number: 67

Addendum StartPage: 0

# COPY

PROJECT NO. 47932

2018 JUL 25 PM 12:33

UTILITY: Brazos Telephone Cooperative, Inc.

QUARTER ENDING: June 30, 2018

FILED BY: [illegible] OF [illegible] COMMISSION  
FILING CLERK

## TELEPHONE SERVICE QUALITY REPORT

### REPORT MONTHS

#### SERVICE ORDERS

	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>June</u>
% Regular orders completed in 5 working days	90%	<u>95</u>	<u>100</u>	<u>100</u>
% Primary orders completed in 5 working days	95%	<u>100</u>	<u>100</u>	<u>100</u>
% Installation commitments met	90%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 30 days	99%	<u>100</u>	<u>100</u>	<u>100</u>
% All Orders Completed in 90 days	100%	<u>100</u>	<u>100</u>	<u>100</u>

#### ANSWER TIME

Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>85</u>	<u>85</u>	<u>89</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>85</u>	<u>85</u>	<u>89</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>100</u>	<u>100</u>	<u>100</u>

#### TROUBLE REPORTS

Customer trouble reports per 100 access lines	3.0 or <u>6.0</u>	<u>.48</u>	<u>.75</u>	<u>.84</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>100</u>	<u>100</u>	<u>100</u>
% Repeated Trouble Reports	22%	<u>0</u>	<u>0</u>	<u>0</u>

Contact Name: Ted Scobee

Contact Telephone Number: 940-564-7341

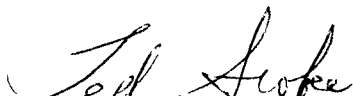
67

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Young

I, Ted Scobee, the attestator, sign my name to this instrument this 24th day of July, 2018, and being a duly authorized officer of Brazos Telephone Cooperative, Inc. (dba Brazos Communications) do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

  
\_\_\_\_\_  
Signature

Assistant Manager  
Title

July 24, 2018  
Date