



Control Number: 50447



Item Number: 135

Addendum StartPage: 0

UTILITY: Big Bend Telephone Company, Inc.

PERIOD ENDING: 09/30/20

PROJECT NO. 50447

2020 OCT 29 PM 12: 29

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	Objective	JUL	AUG	SEP
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	98%
2. % Regular orders completed in 5 working days	90%	100%	100%	98%
3. % Service installations completed within 30 days	99%	100%	100%	98%
4. % Service installations completed within 90 days	100%	100%	100%	98%
5. % Installation commitments met	90%	100%	100%	98%
6. % Held regrade orders	<1%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	100%	100%	100%
Average answer time	<3.3 sec.	3.3	3.3	3.3
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	90.9%	91.2%	83.8%
Average answer time	<5.9 sec.	5.9	5.9	5.9
9. Business office answer time				
% Answered within 20 seconds	90%	99%	99%	99%
Average answer time	<5.9 sec.	4.91	4.91	4.91
10. Repair service				
% Answered within 20 seconds	90%	99%	99%	99%
Average answer time	<5.9 sec.	4.91	4.91	4.91

TROUBLE REPORTS

11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.02	0.53	1.18
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	7%	0%	2%

*Provided by National Directory Assistance records. Network, automation and staffing changes have been made to help mitigate the impact of the COVID-19 global pandemic.

Submitted by: Big Bend Telephone Company, Inc.
Email Address: alexandra.lopez@bigbend.com

Name: Alexandra Baeza
Telephone: (432) 364-1000

135

STATEMENT OF ATTESTATION

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

STATE OF TEXAS §
 §
COUNTY OF BREWSTER §

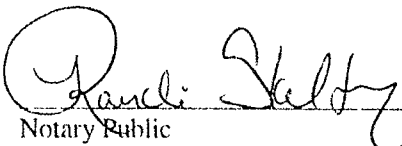
BEFORE ME, the undersigned authority, on this day personally appeared Alexandra Baeza, representing Big Bend Telephone Company, Inc. ("Big Bend"), who on her oath depose and said:

"My name is Alexandra Baeza. I am employed by Big Bend in the Plant Operations Department. 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."



Alexandra Baeza, GIS Administrator

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the
28th day of October, 2020.



Notary Public
State of Texas

