

Control Number: 50447



Item Number: 95

Addendum StartPage: 0

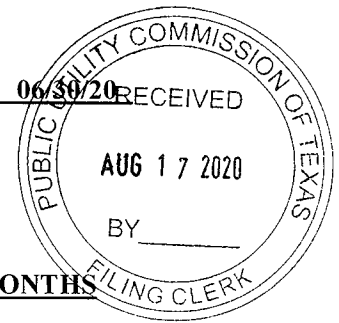
UTILITY: Brazoria Telephone Company

PERIOD ENDING: 06/30/20

PROJECT NO. 50447

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS



	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	99%	100%
2. % Regular orders completed in 5 working days	90%	100%	99%	100%
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%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time* % Answered within 10 seconds	85%	86.15%	85.35%	85.12% *
8. Directory assistance answer time* % Answered within 10 seconds	85%	86.15%	85.35%	85.12% *
9. Business office answer time % Answered within 20 seconds Average answer time	90% <5.9 sec.	99% 3.0	99% 3.0	99% 3.0
10. Repair service % Answered within 20 seconds Average answer time	90% <5.9 sec.	99% 3.0	99% 3.0	99% 3.0
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines Serving 10,000 or more lines	<6 <3	1.53 ##	1.96 ##	2.14 ##
12. % of out-of-service reports cleared in 8 working hours	90%	100%	96.9%	97.2%
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

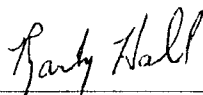
STATEMENT OF ATTESTATION

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 BRAZORIA §

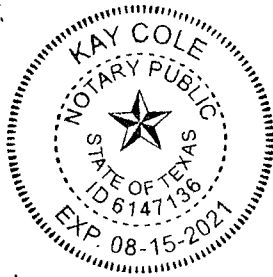
BEFORE ME, the undersigned authority, on this day personally appeared Randy Hall representing Brazoria Telephone Company ("Brazoria"), who on his oath deposed and said:

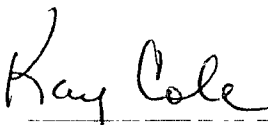
"My name is Randy Hall. I am employed by Brazoria in the position of Outside Plant Manager. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Randy Hall
Outside Plant Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 17th day of August, 2020.





Notary Public
State of Texas