



Control Number: 51704



Item Number: 9

Addendum StartPage: 0



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Olney, Texas 76374  
Tel: 800.687.3222  
Olney: 940.564.5659  
brazosnet.com

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April 12, 2021

Public Utility Commission of Texas  
Central Records  
1701 N Congress Ave  
Austin, TX 78711-3326

Project No. 51704

Attached please find the 1st Quarter Service Quality Report for Brazos Telephone Cooperative, Inc. (dba Brazos Communications) and also 4 copies of the report. If you need any other information, please feel free to contact me.

Sincerely,

Ted Scobee  
Assistant Manager

Fax: (940) 873-7140

PROJECT NO. 51704

UTILITY: Brazos Telephone Cooperative, Inc.

QUARTER ENDING: March 31, 2021

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	<u>95</u>	<u>96</u>	<u>96</u>
% Primary orders completed in 5 working days	95%	<u>98</u>	<u>98</u>	<u>98</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>
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>87</u>	<u>91</u>	<u>85</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>87</u>	91	<u>85</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>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	3.0 or 6.0	<u>.62</u>	<u>.25</u>	<u>.42</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

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Young

I, Ted Scobee, the attestator, sign my name to this instrument this 12th day of April, 2021, 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

April 12, 2021  
Date