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Control Number - 52944

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PROJECT NO. 52944

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

STATEMENT OF ATTESTATION

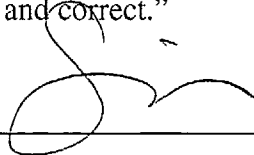
STATE OF TEXAS §

§

COUNTY OF PRESIDIO §

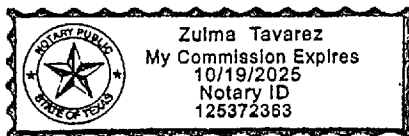
BEFORE ME, the undersigned authority, on this day personally appeared Sonia D. Gutierrez, representing Big Bend Telephone Company, Inc. ("Big Bend"), who on her oath deposed and said:

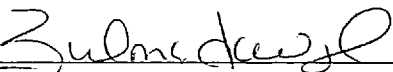
"My name is Sonia D. Gutierrez. I am employed by Big Bend Telephone Company, Inc. in the position of Billing and Quality Assurance Specialist. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."



Sonia D. Gutierrez
Billing and Quality Assurance Specialist

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 5 day of August, 2022.





Notary Public
State of Texas

UTILITY: Big Bend Telephone CompanyPERIOD ENDING: 6/30/2022

P.U.C. PROJECT NO. 52944

TELEPHONE SERVICE QUALITY REPORT

	Objective	April	May	June
INSTALLATION OF SERVICE				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	100%	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%
OPERATOR-HANDLED CALLS				
7. Toll & Assistance ("0") answer time*				
% Answered within 10 seconds	85%	94%	100%	100%
Average answer time	<3.3 sec.	3.3	3.3	3.3
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	94.7%	80%
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	0.55	0.90	0.93
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	97%
13. % Repeated Trouble Reports	<22%	14%	3%	5%

*Provided by National Directory Assistance Records. Staffing, Network, & Automation improvements are being made to mitigate the continuing effects of Covid 19 challenges..

Submitted by: Big Bend Telephone Company, Inc.Name: Sonia D. GutierrezEmail Address: sonia.gutierrez@bigbend.comTelephone: (432) 364-1000

**National Directory Assistance Operator Answer Time Results
2nd Quarter 2022**

Percentage of Calls Within 10 Seconds

Big Bend Telephone Company

	Apr 22	May 22	June 22	Quarter Average
Operator Speed of Answer				
Directory Assistance Information	100%	94.7%	80.0%*	91.56%
Operator Service	94 %	100%	100%	98%

This information is intended for and valid for use by Texas LECs in meeting quarterly service requirements of the Texas Public Utility Commission.

Corrective Action Required: Yes

Corrective Action Details: *Texas ASA Corrective Actions: Q2 2022*

Staffing, Network, & Automation improvements are being made to mitigate the continuing effects of Covid 19 challenges.