



## **Filing Receipt**

**Filing Date - 2024-10-31 02:02:58 PM**

**Control Number - 56001**

**Item Number - 127**



## Border to Border Communications

### STATEMENT OF ATTESTATION

STATE OF OKLAHOMA §

COUNTY OF COMANCHE §

I, Misti Lindner, the attestator, sign my name to this instrument this 30<sup>th</sup> day of October 2024, being a duly authorized signatory of Border to Border Communications, Inc., do hereby declare and affirm that the attached report titled Telephone Quality of Service Report, filed in Project No. 56001 for Border to Border Communications, Inc., was prepared with my personal knowledge and the information contained therein is true and correct.

Misti Lindner

Signature

Misti Lindner

Typed Name

Regulatory Compliance Manager

Title

October 30, 2024

Date

[www.hilliary.com](http://www.hilliary.com)

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PROJECT NO. 56001

UTILITY: Border to Border Communications, Inc.

QUARTER ENDING: September 30, 2024

**TELEPHONE QUALITY OF SERVICE REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<b><u>SERVICE ORDERS *</u></b>				
% Regular orders completed in 5 working days	90%	<u>100%</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>
<b><u>ANSWER TIME</u></b>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	<u>100%</u>	<u>100%</u>	<u>100%</u>
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	85%	<u>100%</u>	<u>100%</u>	<u>100%</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	3.0 or 6.0	<u>3.51</u>	<u>0.00</u>	<u>0.00</u>
% of out of service reports cleared in 8 working hours	90%	<u>99%</u>	<u>100%</u>	<u>100%</u>
% Repeated trouble reports	22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

Contact Name: STEF LOPEZ

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