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109 N. Avenue D
Olney, Texas 76374
Tel: 800.687.3222
Olney: 940.564.5659
brazosnet.com

August 1, 2024

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

Project No. 56001

Attached please find the 2nd Quarter Service Quality Report for Brazos Telephone Cooperative, Inc. (dba Brazos Communications).
If you need any other information, please feel free to contact me.

Sincerely,

Ted Scobee
Assistant Manager

940-564-5659 Office #
tscobee@brazostel.com

Fax: (940) 873-7140

PROJECT NO. 56001

UTILITY: Brazos Telephone Cooperative, Inc. QUARTER ENDING: June 30, 2024

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	<u>96</u>	<u>97</u>	<u>98</u>
% Primary orders completed in 5 working days	95%	<u>96</u>	<u>97</u>	<u>97</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>100</u>	<u>100</u>	<u>99</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>100</u>	<u>100</u>	<u>99</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>.26</u>	<u>.53</u>	<u>.43</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

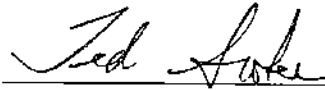
Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Young

I, Ted Scobee, the attestator, sign my name to this instrument this 1st day of August, 2024, 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.

A handwritten signature in cursive script, appearing to read "Ted Scobee", written over a horizontal line.

Signature

Assistant Manager

Title

August 1, 2024

Date