



Control Number: 33807



Item Number: 105

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PROJECT NO. 33807 RECEIVED

2007 AUG 14 AM 10:52

UTILITY: Lake Livingston Telephone

QUARTER ENDING: June 30, 2007

FILED
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TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>April</u>	<u>May</u>	<u>June</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
All Orders Completed in 30 days	99%	100%	100%	100%
All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	2.7	2.9	3.0
Directory assistance answer time*				
Average answer time in seconds (or 85% within ten seconds)	5.9	4.0	4.0	4.2
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	3.0	2.7	2.1
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.41	0.42	0.13
% of out of service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated trouble reports	22%	0%	0%	0%

Contact Name: Terry Gentle

Contact Telephone Number: 936-566-4000

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Polk

I, Terry Gentle, the attestator, sign my name to this instrument this 2nd day of July , 2007, and being a duly authorized officer of Lake Livingston Telephone Co 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.

Terry Gentle
Signature

General Manager
Title

7/2/2007
Date