



Control Number: 37960



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Project #: 37960

UTILITY: Livingston Telephone Company

QUARTER ENDING: September 30, 2010

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## TELEPHONE SERVICE QUALITY REPORT

<u>REPORT MONTH</u>		<u>JULY</u>	<u>AUGUST</u>	<u>SEPTEMBER</u>
<u>SERVICE ORDERS</u>	<u>Objective</u>			
% Regular orders completed in 5 working days	90%	<u>100.0 %</u>	<u>100.0 %</u>	<u>100.0 %</u>
% Primary orders completed in 5 working days	95%	<u>100.0 %</u>	<u>100.0 %</u>	<u>100.0 %</u>
% Installation commitments met	90%	<u>100.0 %</u>	<u>100.0 %</u>	<u>100.0 %</u>
% All Orders Completed in 30 days	99%	<u>0</u>	<u>0</u>	<u>0</u>
% All Orders Completed in 90 days	100%	<u>0</u>	<u>0</u>	<u>0</u>
<u>ANSWER TIME</u>				
Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>0</u>	<u>0</u>	<u>0</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>0</u>	<u>0</u>	<u>0</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>0</u>	<u>0</u>	<u>0</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	<u>0.226</u>	<u>0.166</u>	<u>0.258</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: Gene Ainsworth

Contact Telephone Number: (936) 328-1117

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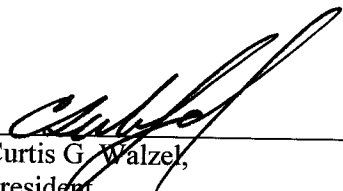
STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF *POLK*

I, *Curtis G. Walzel*, the attestator, sign my name to this instrument this *11th* day of *October 2010*, and being a duly authorized officer of *LIVINGSTON TELEPHONE COMPANY, INC.* 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.

Date: October 11, 2010

  
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Curtis G. Walzel,  
President