



Control Number: 40309



Item Number: 117

Addendum StartPage: 0

UTILITY: **RIVIERA TELEPHONE CO., INC**

PROJECT NO. 40309

QUARTER ENDING: Sep-12

Filed in compliance with Substantive Rule 26.54©

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTH

Objective

July

Aug

Sep

SERVICE ORDERS

1. % Regular orders completed in 5 working days	90.00%	<u>100%</u>	<u>100%</u>	<u>100%</u>
2. % Primary orders completed in 5 working days	95.00%	<u>100%</u>	<u>100%</u>	<u>100%</u>
3. % Installation commitments met	90.00%	<u>100%</u>	<u>100%</u>	<u>100%</u>
4. % All orders completed in 30 days	99.00%	<u>100%</u>	<u>100%</u>	<u>100%</u>
5. % All orders completed in 90 days	100.00%	<u>100%</u>	<u>100%</u>	<u>100%</u>

ANSWER TIME

6. Toll & assistance ("0") answer time
Average answer time in seconds (or 85% within ten seconds)

N/A

N/A

N/A

7. Directory assistance answer time
Average answer time in seconds (or 85% within ten seconds)

N/A

N/A

N/A

8. Repair service answer time
Average answer time in seconds (or 90% within twenty seconds)

N/A

N/A

N/A

TROUBLE REPORTS:

9. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines	<6	<u>2</u>	<u>1</u>	<u>1</u>
10. % of out of service reports cleared in 8 working hours.	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
11. % Repeated trouble Reports	<22%	<u>0%</u>	<u>0%</u>	<u>0%</u>

* fill in according to recording methods used
revised 02/07/08 by sg

Email Address: rtc@rivnet.com
Telephone: (361) 296-3232

RECEIVED
2012 OCT 29 AM 9:30
PUBLIC UTILITY COMMISSION
FILING CLERK

117

STATEMENT OF ATTESTATION

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBST. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION
OF TEXAS

STATE OF TEXAS

COUNTY OF Kleberg

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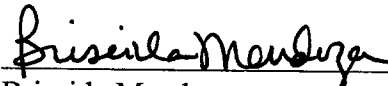
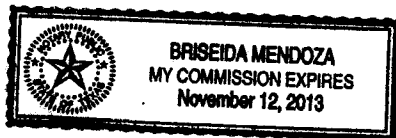
BEFORE ME, the undersigned authority, on this day personally appeared Bill Colston, Jr.
representing Riviera Telephone Company, Inc., who on his oath deposed and said:

“My name is Bill Colston, Jr.; I am employed by Riviera Telephone Company, Inc.,
in the position of President/General Manager. 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.”



Bill Colston, Jr.

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority,
on this 23rd day of October 2012.



Briseida Mendoza
Notary Public
State of Texas

Project 40309