



Control Number: 42147



Item Number: 112

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Project #: 42147

UTILITY: Livingston Telephone Company

2014 SEP 18 AM 9:29

QUARTER ENDING: June 30, 2014

PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTH

APRIL

MAY

JUNE

SERVICE ORDERS

% 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>

ANSWER TIME

Toll & assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>ATT</u>	<u>ATT</u>	<u>ATT</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>ATT</u>	<u>ATT</u>	<u>ATT</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>

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	<u>0.052</u>	<u>0.156</u>	<u>0.122</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

112¹

Project # 42147

UTILITY: Livingston Telephone Company

Quarter Ending: June 30, 2014 (Revised)

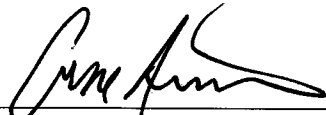
STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF *POLK*

I, *Gene Ainsworth*, the attestator, sign my name to this instrument this *16th* day of *September 2014*, and being a duly authorized officer of *LIVINGSTON TELEPHONE COMPANY, INC.*, do hereby declare and affirm that the attached revised report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

Date: September 16, 2014



Gene Ainsworth,
VP / Business Manager

Project # 42147

UTILITY: Livingston Telephone Company

Quarter Ending: June 30, 2014

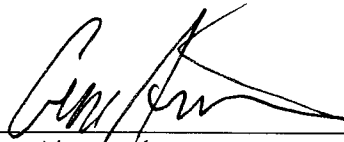
STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF *POLK*

I, *Gene Ainsworth*, the attestator, sign my name to this instrument this *8th* day of *August 2014*, 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: August 8, 2014



Gene Ainsworth,
VP / Business Manager