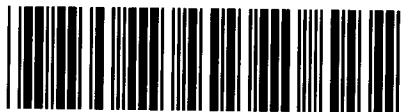




Control Number: 44022



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PROJECT NO. 44022

2015 NOV -6 AM 9:22

UTILITY: Lipan Telephone Company, Inc.

QUARTER ENDING: Sep 30, 2015

UTILITY DIVISION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

Objective Jul Aug Sep

% 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

ANSWER TIME

Toll & Assistance ("0") answer time	3.3	2.9	2.7	2.4
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	5.9	3.5	4.5	4.4
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	5.9	4.1	4.5	4.3
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	.75	.91	.66
% of out-of-service reports cleared in 8 working hour	90%	100	98.65	97.14
% Repeated Trouble Reports	22%	0	0	0

Contact Name: Deana Williams

Contact Telephone Number: 254-646-2211

Revised October 2006

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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Hood

I, John Howard, the attestator, sign my name to this instrument this 3rd day of November, 2015, and being a duly authorized officer of Lipan 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.



Signature

President

Title

11/03/2015

Date