



Control Number: 44022



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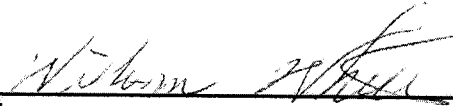
STATEMENT OF ATTESTATION

RECEIVED

STATE OF TEXAS §
COUNTY OF POLK §

2015 MAY 15 AM 11:07
PUBLIC UTILITY COMMISSION
FILING CLERK

I, William Whitten, the attester, sign my name to this instrument this 20th day of April 2015, and being a duly authorized representative of Lake Livingston Telephone Company, do hereby declare and affirm that the attached ___1ST__ Quarter 2015 Telephone Service Quality Report, filed in Project No. 44022, from Lake Livingston Telephone Company was prepared with my personal knowledge and the information contained therein is true and correct.



Signature
William Whitten

Typed Name

General Manager

Title

4/20/2015
Date

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PROJECT NO. 44022

UTILITY: Lake Livingston Telephone QUARTER ENDING: March 2015

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	JAN	Feb	March
<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	2.1	3.0	2.2
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	2.5	3.0	3.0
Repair service answer time				
Average answer time in seconds (or 90% within twenty second	5.9	2.2	2.5	2.3
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	.37	.56	1.51
% of out-of-service reports cleared in 8 working hours	90%	100	100	100
% Repeated Trouble Reports	22%	.0	.0	.0

Contact Name: William Whitten
 Contact Telephone Number 936-566-4000

Revised April 20, 2015