

Control Number: 45517



Item Number: 153

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PROJECT NO. 45517

RECEIVED

TELEPHONE SERVICE QUALITY REPORT

2016 NOV -9 PM 4:30

REPORT MONTHS

PUBLIC UTILITY COMMISSION
FILING CLERK

	<u>Objective</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	98.0%	84.4%	62.2%
2. % Regular orders completed in 5 working days	90%	84.9%	95.0%	87.9%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	100%	100%	100%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance ("0") answer time *				
% Answered within 10 seconds	85%	None Rec'd	None Rec'd	None Rec'd
Average answer time	<3.3 sec.			
8. Directory assistance answer time *				
% Answered within 10 seconds	85%	None Rec'd	None Rec'd	None Rec'd
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time				
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time				
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	7.24	9.59	5.66
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
13. % Repeated Trouble Reports	<22%	0%	0%	0%

* Provided by National Directory Assistance records

Submitted by: John Staurulakis, Inc.
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Telephone: (512) 338-0473

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STATEMENT OF ATTESTATION

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

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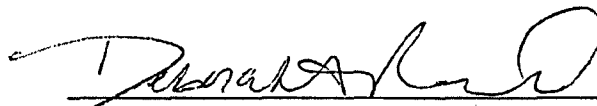
PUBLIC UTILITY COMMISSION

OF TEXAS

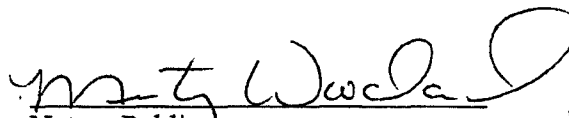
STATE OF TEXAS, §
§
COUNTY OF POLK §

BEFORE ME, the undersigned authority, on this day personally appeared Deborah Rand representing Livingston Telephone Company, Inc. ("the Company"), who on her oath depose and said:

"My name is Deborah Rand. I am employed by the Company in the position of VP-Administration and Support. 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."


Deborah Rand
VP-Administration and Support

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 8 day of November, 2016.


Notary Public
State of Texas

