



Control Number: 45517



Item Number: 28

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UTILITY: Livingston Telephone Company, Inc.

PERIOD ENDING: 03/31/16

PROJECT NO. 45517

RECEIVED

2016 MAY -3 PM 3:21

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

FILE NO. 0184

	<u>Objective</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	99.64%	99.87%	99.83%
72. % Regular orders completed in 5 working days	90%	99.04%	99.97%	99.05%
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%	AT&T	AT&T	AT&T
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	AT&T	AT&T	AT&T
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	5.36	7.28	7.05
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%

*fill in according to recording methods used

Submitted by: John Staurulakis, Inc.
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Name: Cindy Neugebauer
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 §

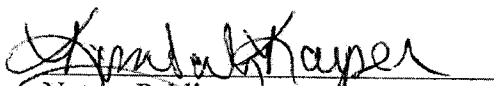
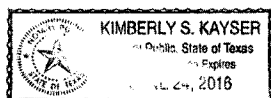
BEFORE ME, the undersigned authority, on this day personally appeared Kurt Whitcher representing Livingston Telephone Company, Inc. ("the Company"), who on his oath depose and said:

"My name is Kurt Whitcher. I am employed by the Company in the position of 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."



Kurt Whitcher
General Manager

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 3rd day of May, 2016.



Notary Public
State of Texas

