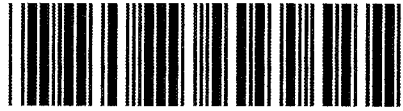


Control Number: 45517



Item Number: 84

Addendum StartPage: 0

PROJECT NO. 45517

RECEIVED

2016 AUG -3 AM 9:09

UTILITY: Lipan Telephone Company, Inc.

QUARTER ENDING: Jun 30, 2016

PUBLIC UTILITY COMMISSION  
FILING CLERK

# TELEPHONE SERVICE QUALITY REPORT

## REPORT MONTHS

### SERVICE ORDERS

Objective Apr May Jun

% 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				
Average answer time in seconds (or 85% within ten seconds)	3.3	2.9	2.6	2.4
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	100%	100%	100%
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	3.9	4.2	4.4

### TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	.65	1.05	1.54
% of out-of-service reports cleared in 8 working hour	90%	96.36	95.24	99.13
% Repeated Trouble Reports	22%	0	0	0

Contact Name: Deana Williams

Contact Telephone Number: 254-646-2211

Revised October 2006

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF   Hood  

I, John Howard, the attestator, sign my name to this instrument this 1st day of August, 2016, 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.

John Howard  
Signature

President  
Title

08/01/2016  
Date