

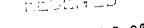
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## PROJECT NO. <u>46729</u>



## TELEPHONE SERVICE QUALITY REPORT 2018 JET 20 21 2: 29

		REPO	REPORT MONTHS		
INSTALLATION OF SERVICE	<u>Objective</u>	<u>OCT</u>	NOV	DEC	
1. % Primary orders completed in 5 working days	95%	97.37%	97.06%	94.12%	
2. % Regular orders completed in 5 working days	90%	95.24%	90.48%	100%	
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%	
OPERATOR-HANDLED CALLS					
7. Toll & Assistance ("0") answer time * % Answered within 10 seconds Average answer time	85% <3.3 sec.	No Calls	No Calls	No Calls	
8. Directory assistance answer time * % Answered within 10 seconds Average answer time	85% <5.9 sec.	No Calls	No Calls	No Calls	
<ol> <li>Business office answer time</li> <li>Answered within 20 seconds</li> <li>Average answer time</li> </ol>	90%	100%	100%	100%	
10. Repair service % Answered within 20 seconds Average answer time	90%	100%	100%	100%	
TROUBLE REPORTS					
11. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines Serving 10,000 or more lines	<6 <3	1.80	1.30	1.96	
12. % of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%	
13. % Repeated Trouble Reports	<22%	0%	0%	0%	

\* Information provided based on National Directory Assistance records.

Submitted by: <u>John Staurulakis, Inc.</u> Name: <u>Cindy Neugebauer</u>
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## **STATEMENT OF ATTESTATION**

TEXAS TELEPHONE \$ PUBLIC UTILITY COMMISSION SERVICE QUALITY REPORT \$ OF TEXAS SUBST. RS. 26.54 & 26.81 \$ 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 deposed and said:

"My name is Deborah Rand. I am employed by the Company in the position of President. In this position, I am personally responsible for the preparation of the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."

Deborah Rand President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 22 day of January 22, 2018.

Notary Public

State of New Hampshire

PATRICIA M PARE
Notary Public-New Hampshire
My Commission Expires
February 15, 2022

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