

Control Number: 46729



Item Number: 169

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UTILITY: Livingston Telephone Company, Inc.

PERIOD ENDING: 12/31/17

PROJECT NO. 46729

RECEIVED

TELEPHONE SERVICE QUALITY REPORT 2018 JAN 20 PM 2:29

REPORT MONTHS

	<u>Objective</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>INSTALLATION OF SERVICE</u>				
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%
<u>OPERATOR-HANDLED CALLS</u>				
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
9. Business office answer time % Answered within 20 seconds Average answer time	90%	100%	100%	100%
10. Repair service % Answered within 20 seconds Average answer time	90%	100%	100%	100%
<u>TROUBLE REPORTS</u>				
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: John Staurulakis, Inc.
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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 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