



Control Number: 46729



Item Number: 170

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UTILITY: Livingston Telephone Company, Inc.

PERIOD ENDING: 12/31/17

PROJECT NO. 46729

TELEPHONE SERVICE QUALITY REPORT
"REVISED"

RECEIVED

REPORT MONTHS OCT NOV DEC JAN 25 PM 3: 30

	<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	85%	No Calls	No Calls	No Calls
Average answer time	<3.3 sec.			
8. Directory assistance answer time *				
% Answered within 10 seconds	85%	94.6%	100%	46.4%
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	1.80	1.30	1.96
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%

* Information provided based on National Directory Assistance records. A new call center automation platform malfunctioned; defaulting extraordinarily high volumes of calls directly to live operators. This resulted in capacity overload for the live operators. Operators were added and their schedules optimized to handle this temporary increased call volume. The automation platform issues were resolved in January 2018.

Submitted by: John Staurulakis, Inc.
Email Address: cneugebauer@jsitel.com

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 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