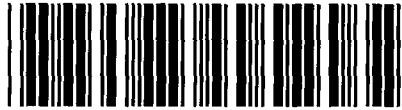


Control Number: 46729



Item Number: 45

Addendum StartPage: 0

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RECEIVED

PROJECT NO.

46729

QUARTER ENDING:

Mar-17

UTILITY: **RIVIERA TELEPHONE CO., INC.**

Filed in compliance with Substantive Rule 26.54©

2017 MAY 18 AM 9:09

**TELEPHONE SERVICE QUALITY REPORT**PUBLIC UTILITY COMMISSION  
FILING CLERK**REPORT MONTH**

Objective	January	February	March
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**SERVICE ORDERS**

1. % Regular orders completed in 5 working days	90.00%	100%	100%	100%
2. % Primary orders completed in 5 working days	95.00%	97%	100%	100%
3. % Installation commitments met	90.00%	100%	100%	100%
4. % All orders completed in 30 days	99.00%	100%	100%	100%
5. % All orders completed in 90 days	100.00%	100%	100%	100%

**ANSWER TIME**

6. Toll & assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)		No Calls	No Calls	No Calls
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7. Directory assistance answer time Average answer time in seconds (or 85% within ten seconds)		0.00%	0.00%	100.00%
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8. Repair service answer time Average answer time in seconds (or 90% within twenty seconds)		100.00%	100.00%	100.00%
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**TROUBLE REPORTS:**

9. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines	<6	1	1	2
10. % of out of service reports cleared in 8 working hours.	90%	100%	100%	100%
11. % Repeated trouble Reports	<22%	0%	0%	0%

\* fill in according to recording methods used  
revised 02/07/08 by sg

Email Address: rtc@rivnet.com  
Telephone: (361) 296-3232

45

STATEMENT OF ATTESTATION

TEXAS TELEPHONE  
SERVICE QUALITY REPORT  
PURSUANT TO P.U.C.  
SUBST. RS. 26.54 & 26.81

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§  
§  
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PUBLIC UTILITY COMMISSION  
OF TEXAS

COPY

STATE OF TEXAS

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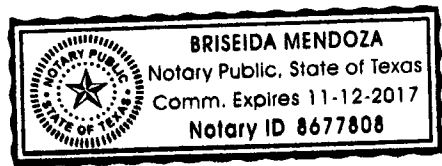
COUNTY OF Kleberg

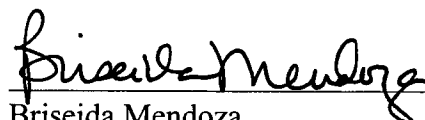
BEFORE ME, the undersigned authority, on this day personally appeared Bill Colston, Jr.  
representing Riviera Telephone Company, Inc., who on his oath deposed and said:

“My name is Bill Colston, Jr. I am employed by Riviera Telephone Company, Inc.,  
in the position of President/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.”

  
Bill Colston, Jr.

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority,  
on this 12th day of May 2017 .



  
Briseida Mendoza  
Notary Public  
State of Texas

Project 46729