



Control Number: 47932



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GVNW CONSULTING, INC.

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2010 APR -6 AM 11:22

FUL - FILING CLERK

April 5, 2018

Filing Clerk
Public Utilities Commission of Texas
1701 North Congress Avenue
Austin, TX 78701

Re: Project No. 47932 - Telephone Utilities Service Quality Report Pursuant to 16 TAC §26.54 and §26.81

Dear Filing Clerk:

On behalf of Lake Livingston Telephone Company ("Lake Livingston"), please find enclosed for filing an original and five (5) copies of the 2018 1st Quarter Quality of Service Report pursuant to 16 TAC §26.54 and §26.81.

Please do not hesitate to contact me should you have any questions or need additional information.

Sincerely,

Stephanie Griffin
Authorized Representative for
Lake Livingston Telephone Company

cc: William Whitten, General Manager, Lake Livingston Telephone Company

PROJECT NO. 47932

UTILITY: Lake Livingston Telephone QUARTER ENDING: March 31st 2018

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	JAN	FEB	MAR
<u>SERVICE ORDERS</u>				
% 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
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	3.1	3.1	3.3
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	3.4	3.2	3.3
Repair service answer time				
Average answer time in seconds (or 90% within twenty second	5.9	3.7	2.9	2.8
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	.3	1.0	1.0
% of out-of-service reports cleared in 8 working hours	90%	100	100	100
% Repeated Trouble Reports	22%	.0	.0	.0

Contact Name: William Whitten
Contact Telephone Number 936-566-4000

Revised April 3, 2018

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF POLK §

I, William Whitten, the attester, sign my name to this instrument this 3rd day of April 2018, and being a duly authorized representative of Lake Livingston Telephone Company, do hereby declare and affirm that the attached 1st Quarter 2018 Telephone Service Quality Report, filed in Project No. 47932, from Lake Livingston Telephone Company was prepared with my personal knowledge and the information contained therein is true and correct.



Signature

W. H. Whitten

Typed Name

General Manager

Title

04/03/18

Date