



Control Number: 47932



Item Number: 75

Addendum StartPage: 0

UTILITY: _____

PERIOD ENDING: 06/30/18

PROJECT NO. 47932

RECEIVED

TELEPHONE SERVICE QUALITY REPORT

2018 JUL 31 AM 9:39

		REPORT MONTHS			COMMISSION
		APR	MAY	JUN	CLERK
<u>INSTALLATION OF SERVICE</u>					
1. % Primary orders completed in 5 working days	95%	100	100	100	
2. % Regular orders completed in 5 working days	90%	100	100	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%	0	0	0	
<u>OPERATOR-HANDLED CALLS</u>					
7. Toll & Assistance ("0") answer time*					
% Answered within 10 seconds	85%	0	0	0	
Average answer time	<3.3 sec.	No calls per the report			
8. Directory assistance answer time*					
% Answered within 10 seconds	85%	91.5%	65.2%	100%	
Average answer time	<5.9 sec.				
9. Business office answer time					
% Answered within 20 seconds	90%	99	99	99	
Average answer time	<5.9 sec.	1.5	1.4	1.6	
10. Repair service					
% Answered within 20 seconds	90%	99	98	98	
Average answer time	<5.9 sec.	1.5	1.6	1.4	
<u>TROUBLE REPORTS</u>					
11. Customer trouble reports per 100 access lines					
Serving 10,000 or fewer lines	<6	.34	.43	.26	
Serving 10,000 or more lines	<3	##	##	##	
12. % of out-of-service reports cleared in 8 working hours	90%	100%	96.55%	100%	
13. % Repeated Trouble Reports	<22%	0	0	0	

*fill in according to recording methods used

Submitted by: Lipan Telephone Company, Inc.
Email Address: deanaw@lipan.netName: Deana Williams
Telephone: 254-646-2211

STATEMENT OF ATTESTATION

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

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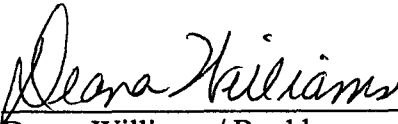
PUBLIC UTILITY COMMISSION

OF TEXAS

STATE OF TEXAS §
 §
COUNTY OF <Hood> §

BEFORE ME, the undersigned authority, on this day personally appeared Deana Williams representing Lipan Telephone Company, Inc. ("the Company/Cooperative"), who on his/her oath deposed and said:

"My name is Deana Williams I am employed by Lipan Telephone Company, Inc. in the position of Bookkeeper. 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."


Deana Williams / Bookkeeper

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 27 day of July, 2018.


Notary Public
State of Texas

