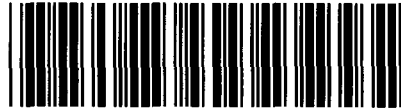




Control Number: 49064



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Addendum StartPage: 0



GVNW CONSULTING, INC.

1836 JUNCTION HWY.
KERRVILLE, TX 78028
TEL 830.896.5200
FAX 830.896.5202
gvnw.com

October 15, 2019

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

Re: Project No. 49064 - 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 2019 3rd 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,

A handwritten signature in black ink that reads "Stephanie Griffin". The signature is written in a cursive, flowing style.

Stephanie Griffin
Authorized Representative for
Lake Livingston Telephone Company

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

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PROJECT NO. 49064

UTILITY: Lake Livingston Telephone QUARTER ENDING: September 30th 2019

TELEPHONE SERVICE QUALITY REPORT

	<u>REPORT MONTHS</u>			
	<u>Objective</u>	<u>JULY</u>	<u>August</u>	<u>Sept.</u>
<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	1.87	1.12	1.39
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	1.87	1.12	1.39
Repair service answer time				
Average answer time in seconds (or 90% within twenty second	5.9	3.5	3.2	3.3
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	.3	2.5	1.1
% of out-of-service reports cleared in 8 working hours	90%	100	100	100
% Repeated Trouble Reports	22%	.0	.0	.0

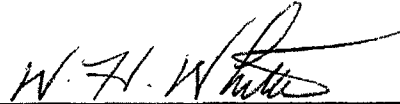
Contact Name: William Whitten
 Contact Telephone Number (936)566-4000
 Revised October 1, 2019

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF POLK §

I, William Whitten, the attester, sign my name to this instrument this 1st day of October 2019, and being a duly authorized representative of Lake Livingston Telephone Company, do hereby declare and affirm that the attached 3rd Quarter 2019 Telephone Service Quality Report, filed in Project No. 49064, 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

10/1/19

Date