



Control Number: 50447



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October 12, 2020

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

Re: Project No. 50447 - 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 2020 3<sup>rd</sup> 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

**STATEMENT OF ATTESTATION**

**STATE OF TEXAS §**

**COUNTY OF POLK §**

I, William Whitten, the attester, sign my name to this instrument this 9th day of October, 2020, and being a duly authorized representative of Lake Livingston Telephone Company, do hereby declare and affirm that the attached 3rd Quarter 2020 Telephone Service Quality Report, filed in Project No. 50447, 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

**10/09/20**  
\_\_\_\_\_  
Date

PROJECT NO. 50447

UTILITY: Lake Livingston Telephone QUARTER ENDING: September, 2020

**TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	JULY	AUG	SEPT
<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	1.95	1.77	1.52
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	1.95	1.77	1.52
Repair service answer time				
Average answer time in seconds (or 90% within twenty second	5.9	3.6	3.5	3.8
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	.4	.5	.7
% 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 9,2020