



Control Number: 50447



Item Number: 142

Addendum StartPage: 0

Troutman Pepper Hamilton Sanders LLP
600 Peachtree Street NE, Suite 3000
Atlanta, GA 30308-2216



troutman.com

2020 NOV 12 AM 10:25

Alan Gregory Poole
alan.poole@troutman.com

November 12, 2020

Public Utility Commission of Texas
Central Records
1701 N Congress PO Box 13326
Austin, Texas 78711-3326

Re: Telephone Service Quality Report for LTS Telecommunications Services (USA) Inc.

Dear Sir or Madam:

I have attached to be filed the Telephone Service Quality Report for LTS Telecommunications Services (USA) Inc for the third quarter of 2020. In conformance with Commission order in Docket 50664 issued March 16, 2020, this report is filed online only.

Please contact me if you have any questions.

Sincerely,

/s/Alan Poole
Alan Gregory Poole

142

SPCOA: 60983

UTILITY: LTS Telecommunications Services (USA) Inc. **QUARTER ENDING:** 9/30/2020

TELEPHONE SERVICE QUALITY REPORT

<u>SERVICE ORDERS</u>	Objective	Jul.	Aug.	Sept.
% Regular Orders Completed in 5 Working Days	90%	n/a	n/a	n/a
% Primary Orders Completed in 5 Working Days	95%	n/a	n/a	n/a
% Installation Commitments Met	90%	n/a	n/a	n/a
% All Orders Completed in 30 Days	99%	n/a	n/a	n/a
% All Orders Completed in 90 Days	100%	n/a	n/a	n/a

ANSWER TIME

Toll & Assistance

Average Answer Time in Seconds	3.3	n/a	n/a	n/a
--------------------------------	-----	-----	-----	-----

Directory Assistance

Average Answer Time in Seconds	5.9	n/a	n/a	n/a
--------------------------------	-----	-----	-----	-----

Repair Service

Average Answer Time in Seconds	5.9	n/a	n/a	n/a
--------------------------------	-----	-----	-----	-----

TROUBLE REPORTS

Customer Trouble Reports per 100 Access Lines	3.0 or 6.0	n/a	n/a	n/a
% of Out-of-Service Reports Cleared in 8 Working Hours	90%	n/a	n/a	n/a
% Repeated Trouble Reports	22%	n/a	n/a	n/a

Contact Name: Karen Graham
Contact Telephone Number: 858-527-6473

AFFIDAVIT

I, Tom Lofaro, General Counsel & Corporate Secretary and authorized representative for LTS Telecommunications Services (USA) Inc., do hereby declare and affirm that the attached report titled "Telephone Service Quality Report" was prepared with my personal knowledge and the information contained therein is true and correct.



Tom Lofaro
General Counsel & Corporate Secretary

Sworn and subscribed before me this _____ day of _____ 2020.

Signature of official administering oath

Print Name/Title

My commission expires _____

[NOTARY SEAL]

Contact Name: Karen Graham
Contact Telephone Number: 858-527-6473