



Control Number: 50447



Item Number: 152

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UTILITY: **RIVIERA TELEPHONE CO., INC.**

PROJECT NO. 50447

QUARTER ENDING: Sep-20

Filed in compliance with Substantive Rule 26.54©

2020 NOV 20 AM 9:01

TELEPHONE SERVICE QUALITY REPORT

PUBLIC UTILITY COMMISSION
FILING CLERK

REPORT MONTH	Objective	July	August	September
<u>SERVICE ORDERS</u>				
1. % Regular orders completed in 5 working days	90.00%	100%	100%	100%
2. % Primary orders completed in 5 working days	95.00%	100%	100%	100%
3. % Installation commitments met	90.00%	100%	100%	100%
4. % All orders completed in 30 days	99.00%	100%	100%	100%
5. % All orders completed in 90 days	100.00%	100%	100%	100%
<u>ANSWER TIME</u>				
6. Toll & assistance ("0") answer time Average answer time in seconds (or 85% within ten seconds)		100%	100%	100%
7. Directory assistance answer time Average answer time in seconds (or 85% within ten seconds)		100%	95%	86.0%
8. Repair service answer time Average answer time in seconds (or 90% within twenty seconds)		100%	100%	100%
<u>TROUBLE REPORTS:</u>				
9. Customer trouble reports per 100 access lines Serving 10,000 or fewer lines	<6	1	1	1
10. % of out of service reports cleared in 8 working hours.	90%	93%	100%	92%
11. % Repeated trouble Reports	<22%	0%	0%	0%

* fill in according to recording methods used
revised 02/07/08 by sg

Email Address: rtc@rivnet.com
Telephone: (361) 296-3232

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

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COUNTY OF Kleberg

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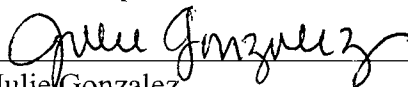
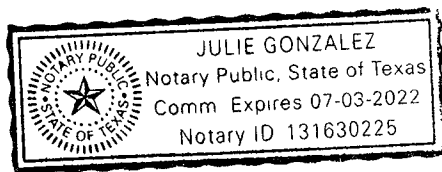
BEFORE ME, the undersigned authority, on this day personally appeared Billy Colston, III representing Riviera Telephone Company, Inc., who on his oath deposed and said:

“My name is Billy Colston, III. I am employed by Riviera Telephone Company, Inc. in the position of Vice President. 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.”



Billy Colston, III

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority,
on this 12th day of November 2020.



Julie Gonzalez
Notary Public
State of Texas

Project 50447

