



Filing Receipt

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July 20, 2021

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

Re: Project No. 51704 - 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 the 2021 2nd Quarter Quality of Service Report pursuant to 16 TAC §26.54 and §26.81.

If you have any questions, please contact me at 830.895.7242 or at stephanie.griffin@vantagepnt.com.

Sincerely,

Stephanie Griffin
Authorized Representative for
Lake Livingston Telephone Company

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

PROJECT NO. 51704

UTILITY: Lake Livingston Telephone QUARTER ENDING: June 2021

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	April	May	June
<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	1.75	2.05	7.12
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	*5.9	1.75	2.05	7.12
Repair service answer time				
Average answer time in seconds (or 90% within twenty second	5.9	2.5	3.0	2.5
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	.5	.23	.9
% 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 July 19, 2021				

*Corrective Action Details: Toll and Assistance answer time and Directory assistance answer time is higher than normal and outside of objective scope due to AT&T equipment trouble issue in the Southwest region that started on 6/8/21 3:45pm central. Trouble was cleared 6/9/21 at 12:45pm central. Calls were not missed, were simply out of threshold due to the equipment trouble.

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF POLK §

I, William Whitten, the attester, sign my name to this instrument this 19th day of July 2021, and being a duly authorized representative of Lake Livingston Telephone Company, do hereby declare and affirm that the attached 2nd Quarter 2021 Telephone Service Quality Report, filed in Project No. 51704, 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

7/19 /21
Date