



## Filing Receipt

**Received - 2023-02-14 02:58:23 PM**  
**Control Number - 52944**  
**ItemNumber - 218**

**UTILITY: Livingston Telephone Company, Inc.****PERIOD ENDING: 12/31/22****PROJECT NO. 52944****TELEPHONE SERVICE QUALITY REPORT**

	<u>Objective</u>	<u>REPORT MONTHS</u>		
		<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	96%	87.50%	100%
2. % Regular orders completed in 5 working days	90%	95%	100%	100%
3. % Service installations completed within 30 days	99%	100%	100%	100%
4. % Service installations completed within 90 days	100%	100%	100%	100%
5. % Installation commitments met	90%	100%	100%	100%
6. % Held regrade orders	<1%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
7. Toll & Assistance (“0”) answer time*				
% Answered within 10 seconds	85%	No Calls	No Calls	No Calls
Average answer time	<3.3 sec.			
8. Directory assistance answer time*				
% Answered within 10 seconds	85%	100%	100%	75%
Average answer time	<5.9 sec.			
9. Business office answer time				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.			
10. Repair service				
% Answered within 20 seconds	90%	100%	100%	100%
Average answer time	<5.9 sec.			
<u>TROUBLE REPORTS</u>				
11. Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	<6	1.16	1.983	2.901
Serving 10,000 or more lines	<3			
12. % of out-of-service reports cleared in 8 working hours	90%	100%	91.67%	95.24%
13. % Repeated Trouble Reports	<22%	.095%	.167%	.238%

*\*fill in according to recording methods used*

Submitted by: Livingston Telephone Company, Inc.  
 Email Address: karon.banta@highlinefast.com

Name: Karon Banta  
 Telephone: (719) 676-1622

**STATEMENT OF ATTESTATION**

TEXAS TELEPHONE	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT	§	
PURSUANT TO P.U.C.	§	OF TEXAS
SUBST. RS. 26.54 & 26.81	§	

STATE OF NEW HAMPSHIRE	§
	§
COUNTY OF Hillsborough	§

BEFORE ME, the undersigned authority, on this day personally appeared Deborah Rand representing Livingston Telephone Company, Inc. ("the Company"), who on her oath deposed and said:

"My name is Deborah Rand. I am employed by Livingston Telephone Company, Inc. in the position of 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."

DocuSigned by:  
Deborah Rand  
8763110F52B54B8...  
Deborah Rand, President

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this the 14<sup>th</sup> day of February, ~~2022~~ 2023 (DC)

Donna L. Curtin  
Notary Public  
State of New Hampshire

