



## Filing Receipt

**Received - 2022-07-11 11:48:26 AM**  
**Control Number - 52944**  
**ItemNumber - 59**



July 11, 2022

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

Re: Project No. 52944 - 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 attached for filing the 2<sup>nd</sup> Quarter of 2022 Telephone Utilities Service Quality 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](mailto:stephanie.griffin@vantagepnt.com).

Sincerely,

Stephanie Griffin  
Authorized Representative for  
Lake Livingston Telephone Company

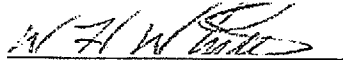
cc: William Whitten, General Manager, Lake Livingston Telephone Company

**STATEMENT OF ATTESTATION**

**STATE OF TEXAS §**

**COUNTY OF POLK §**

I, William Whitten, the attester, sign my name to this instrument this the 6th day of July, and being a duly authorized representative of Lake Livingston Telephone Company, do hereby declare and affirm that the attached 2nd Quarter 2022 Telephone Service Quality Report, filed in Project No. 52944, 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

**07/06/22**

Date

**PROJECT NO. 52944****UTILITY: Lake Livingston Telephone      QUARTER ENDING: June 2022****TELEPHONE SERVICE QUALITY REPORT**

	<u>REPORT MONTHS</u>			
	<u>Objective</u>	April	May	June
<b><u>SERVICE ORDERS</u></b>				
% Regular orders completed in 5 working days	<b>90%</b>	100	100	100
% Primary orders completed in 5 working days	<b>95%</b>	100	100	100
% Installation commitments met	<b>90%</b>	100	100	100
% All Orders Completed in 30 days	<b>99%</b>	100	100	100
% All Orders Completed in 90 days	<b>100%</b>	100	100	100
<b><u>ANSWER TIME</u></b>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	<b>3.3</b>	100%	100%	100%
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	<b>5.9</b>	100%	100%	100%
Repair service answer time				
Average answer time in seconds (or 90% within twenty second	<b>5.9</b>	100%	100%	100%
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	<b>6.0</b>	.4	.3	.1
% of out-of-service reports cleared in 8 working hours	<b>90%</b>	100	100	100
% Repeated Trouble Reports	<b>22%</b>	.0	.0	.0

Contact Name: William Whitten  
Contact Telephone Number (936)566-4000

Revised July 6, 2022