



## **Filing Receipt**

**Filing Date - 2023-08-07 10:04:18 AM**

**Control Number - 54465**

**Item Number - 76**

---

**Alan Gregory Poole**  
alan.poole@troutman.com

August 7, 2023

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 second quarter of 2023. 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

**SPCOA: 60983**

**UTILITY:** LTS Telecommunications Services (USA) Inc. **QUARTER ENDING:** 6/30/2023

**TELEPHONE SERVICE QUALITY REPORT**

<b><u>SERVICE ORDERS</u></b>	<b>Objective</b>	<b>Apr</b>	<b>May</b>	<b>June</b>
% 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: Alan Poole  
Contact Telephone Number: 404-885-3754  
161249453v1

## AFFIDAVIT

I, Tom Lofaro, Chief Legal Officer & 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  
Chief Legal Officer & Corporate Secretary