



## **Filing Receipt**

**Filing Date - 2024-10-08 04:28:55 PM**

**Control Number - 56001**

**Item Number - 100**

Dear Filing Clerk:

The E-Filing for Livingston Telephone Company, Project Number 56001, Item 91 contained incorrect information. This filing contains corrected data. Please delete and void Project Number 56001, Item 91.

Thank you for your attention to this matter. Should you have any questions or concerns, please contact me at the email address or telephone number below.

Chris

[chris.ewing@jsitel.com](mailto:chris.ewing@jsitel.com)

(cell) 210-288-8717

Authorized Representative for Livingston Telephone Company

Email Address: \_\_\_\_\_

Telep \_\_\_\_\_

**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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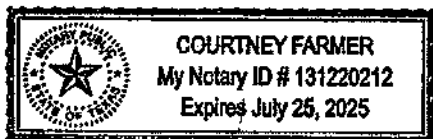
COUNTY OF Hillsborough

BEFORE ME, the undersigned authority, on this day personally appeared Jeff Wolt  
representing HIGHLINE ("the Company"), who on her oath deposed and said:

"My name is Courtney Farmer. I am employed by HIGHLINE in the position of  
Customer Service. 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."

[Signature]  
Name

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned authority, on this  
the 30 day of September, 2024.



[Signature]  
Notary Public  
State of Texas

**UTILITY: Livingston Telephone Company****PERIOD ENDING: 6/30/2024****PROJECT NO. 56001****TELEPHONE SERVICE QUALITY REPORT**

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>INSTALLATION OF SERVICE</u>				
1. % Primary orders completed in 5 working days	95%	100%	100%	100%
2. % Regular orders completed in 5 working days	90%	100%	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%	100%
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	1.5	6.7	4.4
Serving 10,000 or more lines	<3	NA	NA	NA
12. % of out-of-service reports cleared in 8 working hours	90%	87%	79%	100%
13. % Repeated Trouble Reports	<22%	6%	16%	4%

***\*fill in according to recording methods used***

Submitted by: \_\_\_\_\_

Name: \_\_\_\_\_

The 2<sup>nd</sup> quarter report had to be revised due to a system update occurring changing the way we calculate our data. The revision was needed to ensure the accuracy of the data.

#### **April 2024**

Toll outages that were reported:

4/16/2024- outage declared due to signaling issues at NuStar causing intermittent toll call failures. Reports of residual static on lines that were fixed via TDM reboot.

4/30/2024- Toll outage declared due to upstream provider was unable to complete database dips on SS7 network.

#### **May 2024**

A unique weather event with sudden flooding caused commercial power to go down across Livingston, affecting 2,000 SHECO customers. With a significant number of trees falling and flooding in the area, many of our lines were disabled. Polk County was declared a State of Emergency.