



Filing Receipt

Filing Date - 2025-04-07 12:12:26 PM

Control Number - 57476

Item Number - 4



April 7, 2025

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

Re: Project No. 57476 - 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 1st Quarter of 2025 Telephone Utilities Service Quality Report pursuant to 16 TAC §26.54 and §26.81.

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

Sincerely,

Stephanie Griffin
Authorized Representative for
Lake Livingston Telephone Company

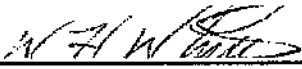
cc: William Whitten, General Manager, Lake Livingston Telephone Company

STATEMENT OF ATTESTATION

STATE OF TEXAS §

COUNTY OF POLK §

I, William Whitten, the attester, sign my name to this instrument this day of April 7th 2025, and being a duly authorized representative of Lake Livingston Telephone Company, do hereby declare and affirm that the attached 1st Quarter 2025 Telephone Service Quality Report, filed in Project No. 57476, 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

4/7/2025
Date

PROJECT NO. 57476

UTILITY: **Lake Livingston Telephone** **QUARTER ENDING: March 2025**

TELEPHONE SERVICE QUALITY REPORT

		<u>REPORT MONTHS</u>		
	<u>Objective</u>	Jan	Feb	Mar
<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	100%	100%	100%
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	100%	100%	95.83%
Repair service answer time				
Average answer time in seconds (or 90% within twenty second	5.9	100%	100%	100%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	.0%	.26%	.5%
% 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 April 7, 2025