



Control Number: 32592



Item Number: 177

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PROJECT NO. 32592

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UTILITY: Santa Rosa Telephone Cooperative

QUARTER ENDING: September 30, 2006

COMMUNICATIONS  
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**TELEPHONE SERVICE QUALITY REPORT**

**REPORT MONTHS**

**SERVICE ORDERS**

|  | <b><u>Objective</u></b> | <b>July</b> | <b>Aug</b> | <b>Sept</b> |
|--|-------------------------|-------------|------------|-------------|
| % 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         |

**ANSWER TIME**

|   |     |     |     |     |
|---|-----|-----|-----|-----|
| Toll & Assistance ("0") answer time                           |     |     |     |     |
| Average answer time in seconds (or 85% within ten seconds)    | 3.3 | N/A | N/A | N/A |
| Directory assistance answer time                              |     |     |     |     |
| Average answer time in seconds (or 85% within ten seconds)    | 5.9 | N/A | N/A | N/A |
| Repair service answer time                                    |     |     |     |     |
| Average answer time in seconds (or 90% within twenty seconds) | 5.9 | 1%  | 1%  | 1%  |

**TROUBLE REPORTS**

|  |            |      |      |      |
|--|------------|------|------|------|
| Customer trouble reports per 100 access lines          | 3.0 or 6.0 | 2.83 | 4.12 | 2.57 |
| % of out-of-service reports cleared in 8 working hours | 90%        | 100  | 100  | 100  |
| % Repeated Trouble Reports                             | 22%        | 0.80 | 1.72 | 0.49 |

Contact Name: Sue Robinson

Contact Telephone Number: 940-886-2180 or 888-886-2217

Revised October 2006

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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Wilbarger

I, Becky Gibson, the attestator, sign my name to this instrument this 20<sup>th</sup> day of Nov., 2006, and being a duly authorized officer of Santa Rosa Telephone 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.

Becky Gibson  
Signature

Commercial Supervisor  
Title

11-20-06  
Date