



Control Number: 33807



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PROJECT NO. 33807

UTILITY: Cap Rock Telephone

QUARTER ENDING: June 30, 2007

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>June</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Primary orders completed in 5 working days	95%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Installation commitments met	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% All Orders Completed in 30 days	99%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% All Orders Completed in 90 days	100%	<u>100%</u>	<u>100%</u>	<u>100%</u>
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	3.3	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	5.9	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	5.9	<u>95%</u>	<u>95%</u>	<u>95%</u>
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	<u>1.1%</u>	<u>1.0%</u>	<u>2.0%</u>
% of out-of-service reports cleared in 8 working hours	90%	<u>100%</u>	<u>100%</u>	<u>100%</u>
% Repeated Trouble Reports	22%	<u>0%</u>	<u>0%</u>	<u>4.3%</u>

Contact Name: Jimmy Whitefield

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Revised October 2006



Cap Rock Telephone Cooperative, Inc.


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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DICKENS

I, Jim Whitefield, the attestator, sign my name to this instrument this 12th day of July, 2007, and being a duly authorized officer of Cap Rock Telephone Cooperative, 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.



Jim Whitefield
Executive Vice President
& General Manager