



Control Number: 36893



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PROJECT NO. 36893

UTILITY: Cap Rock Telephone

QUARTER ENDING Sept. 30, 2009

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

	<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sept</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%

ANSWER TIME

Toll & Assistance ("0") answer time	85%	N/A	N/A	N/A
Average answer time in seconds (or 85% within ten seconds)				
Directory assistance answer time	85%	N/A	N/A	N/A
Average answer time in seconds (or 85% within ten seconds)				
Repair service answer time	90%	95%	95%	95%
Average answer time in seconds (or 90% within twenty seconds)				

TROUBLE REPORTS

Customer trouble reports per 100 access lines	6.0	2.33%	1.07%	1.64%
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	.4 %	0 %	.6 %

Contact Name: Jim 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 October 2009, 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