



Control Number: 36893



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**PROJECT NO. 36893**

**UTILITY:** Cap Rock Telephone

**QUARTER ENDING** Dec. 31, 2009

**TELEPHONE SERVICE QUALITY REPORT**

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<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)	85%	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	95%	95%	95%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	1.44%	1.00%	0.8 %
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0 %	.004 %	0 %

Contact Name: Jim Whitefield

Contact Telephone Number: 806 271 3336

Revised October 2006



# *Cap Rock Telephone Cooperative, Inc.*

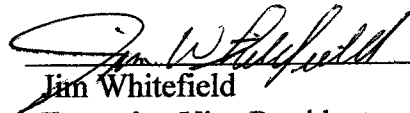
P.O. BOX 300 - SPUR, TEXAS 79370  
(806) 271-3336 FAX (806) 271-3601

## STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DICKENS

I, Jim Whitefield, the attestator, sign my name to this instrument this 13th day of January 2010, 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