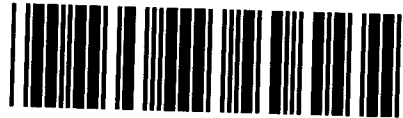




Control Number: 39301



Item Number: 4

Addendum StartPage: 0

**PROJECT NO. 39301**

**UTILITY: Santa Rosa Telephone Cooperative      QUARTER ENDING: March 31, 2011**

<b>TELEPHONE SERVICE QUALITY REPORT</b>				
	<u>REPORT MONTHS</u>			
	<u>Objective</u>	Jan	Feb	Mar
<b><u>SERVICE ORDERS</u></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
<b><u>ANSWER TIME</u></b>				
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%
<b><u>TROUBLE REPORTS</u></b>				
Customer trouble reports per 100 access lines	3.0 or 6.0	1.65%	2.79%	1.99%
% of out-of-service reports cleared in 8 working hours	90%	100	100	100
% Repeated Trouble Reports	22%	0.23%	0.29%	0.35%

Contact Name: Rosie King  
Contact Telephone Number: 940-886-2180 or 888-886-2217

Revised March 2011

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Wilbarger

I, Becky Gibson, the attestator, sign my name to this instrument this 8 day of April, 2011, 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

4-8-11  
Date