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PROJECT NO. 45517

RECEIVED

UTILITY: Santa Rosa Telephone Cooperative

QUARTER ENDING:

2016 JUL 15 AM 9:37

June 30, 2016
PUBLIC UTILITY COMMISSION
FILING CLERK

TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

SERVICE ORDERS

Objective **APRIL** **MAY** **JUNE**

% 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	2.56%	5.12%	7.08%
% of out-of-service reports cleared in 8 working hours	90%	100	100	100
% Repeated Trouble Reports	22%	0.42%	0.43%	0.57%

Contact Name: Rosie King

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

Revised March 2016

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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF Wilbarger

I, Rosie King, the attestator, sign my name to this instrument this 11 day of July, 2016, and being a duly authorized officer of Santa Rosa Telephone Coop 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.

Rosie King
Signature

Senior Service Rep
Title

July 11, 2016
Date