



Control Number: 46729



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PROJECT NO. 46729

UTILITY: Santa Rosa Telephone CooperativeQUARTER ENDING: RECEIVED December 31, 2017

2018 JAN 29 AM 9:21

TELEPHONE SERVICE QUALITY REPORT

PUBLIC UTILITY COMMISSION
FILING CLERKREPORT MONTHS

	<u>OBJECTIVE</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
<u>INSTALLATION OF SERVICE</u>				
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Service installations completed within 30 days	99%	100%	100%	100%
% Service installations completed within 90 days	100%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% Held regrade orders	1%	100%	100%	100%
<u>OPERATOR-HANDLED CALLS</u>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%			
<i>or</i>				
Average answer time in seconds	3.3	100.00%	100.00%	100.00%
Directory assistance answer time				
% answered within 10 seconds	85%			
<i>or</i>				
Average answer time in seconds	5.9	100.00%	100.00%	50.00%
Repair Service answer time				
% answered within 20 seconds	90%			
<i>or</i>				
Average answer time in seconds	5.9	1%	1%	1%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	1.67%	1.75%	1.46%
<i>or</i>				
Serving 10,000 or more lines	3			
% out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated trouble reports	22%	0.43%	0.29%	0.13%

Contact Name: Rosie KingContact Telephone: 940-886-2217

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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 24 day of Jan, 2018, 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

1/24/18
Date