



Control Number: 49064



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PROJECT NO. 49064

UTILITY: Caprock Telephone Cooperative

QUARTER ENDING: March 31, 2019

March 31, 2019

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TELEPHONE SERVICE QUALITY REPORT
FILING CLERK

REPORT MONTHS

	<u>OBJECTIVE</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</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%	0%	0%	0%
<u>OPERATOR-HANDLED CALLS</u>				
Toll & Assistance ("0") answer time				
% answered within 10 seconds	85%	**N/A	**N/A	**N/A
Directory assistance answer time				
% answered within 10 seconds	85%	96.10%	91%	94.10%
Repair Service answer time				
% answered within 20 seconds	90%	***98%	***98%	***98%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines				
Serving 10,000 or fewer lines	6	0.7	0.9	0.5
% out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated trouble reports	22%	0%	0%	0%

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