



## Filing Receipt

**Received - 2021-08-13 09:29:40 AM**  
**Control Number - 50447**  
**ItemNumber - 205**

STATEMENT OF ATTESTATION

2020 NOV 13 AM 9:04

STATE OF TEXAS

COUNTY OF Wilbarger

I, Elizabeth O'Neal the attestator, sign my name to this instrument  
this 10 day of November, 2020, and being a duly authorized officer of  
Santa Rosa Telephone Cooperative 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.

Elizabeth O'Neal  
Signature

CSR  
Title

November 10, 2020  
Date

**PROJECT NO. 50447**UTILITY: Santa Rosa Telephone CooperativeQUARTER ENDING: September 30, 2020**TELEPHONE SERVICE QUALITY REPORT****REPORT MONTHS**

|   | <b>OBJECTIVE</b> | <b>July</b>       | <b>August</b>     | <b>September</b>  |
|---|------------------|-------------------|-------------------|-------------------|
| <b><u>INSTALLATION OF SERVICE</u></b>               |                  |                   |                   |                   |
| % Primary orders completed in 5 working days        | 95%              | <u>100%</u>       | <u>100%</u>       | <u>100%</u>       |
| % Regular orders completed in 5 working days        | 90%              | <u>100%</u>       | <u>100%</u>       | <u>100%</u>       |
| % Service installations completed within 30 days    | 99%              | <u>100%</u>       | <u>100%</u>       | <u>100%</u>       |
| % Service installations completed within 90 days    | 100%             | <u>100%</u>       | <u>100%</u>       | <u>100%</u>       |
| % Installation commitments met                      | 90%              | <u>100%</u>       | <u>100%</u>       | <u>100%</u>       |
| % Held regrade orders                               | 1%               | <u>100%</u>       | <u>100%</u>       | <u>100%</u>       |
| <b><u>OPERATOR-HANDLED CALLS</u></b>                |                  |                   |                   |                   |
| Toll & Assistance ("0") answer time                 |                  |                   |                   |                   |
| % answered within 10 seconds                        | 100%             | <u>100.00%</u>    | <u>90.00%</u>     | <u>100.00%</u>    |
| <i>or</i>   |                  |                   |                   |                   |
| Average answer time in seconds                      | 3.3              | <u>100.00%</u>    | <u>100.00%</u>    | <u>100.00%</u>    |
| Directory assistance answer time                    |                  |                   |                   |                   |
| % answered within 10 seconds                        | 75%              | <u>          </u> | <u>          </u> | <u>          </u> |
| <i>or</i>   |                  |                   |                   |                   |
| Average answer time in seconds                      | 5.9              | <u>100.00%</u>    | <u>100.00%</u>    | <u>100.00%</u>    |
| Repair Service answer time                          |                  |                   |                   |                   |
| % answered within 20 seconds                        | 90%              | <u>          </u> | <u>          </u> | <u>          </u> |
| <i>or</i>   |                  |                   |                   |                   |
| Average answer time in seconds                      | 5.9              | <u>1%</u>         | <u>1%</u>         | <u>1%</u>         |
| <b><u>TROUBLE REPORTS</u></b>                       |                  |                   |                   |                   |
| Customer trouble reports per 100 access lines       |                  |                   |                   |                   |
| Serving 10,000 or fewer lines                       | 6                | <u>2.34%</u>      | <u>1.68%</u>      | <u>0.66%</u>      |
| <i>or</i>   |                  |                   |                   |                   |
| Serving 10,000 or more lines                        | 3                | <u>          </u> | <u>          </u> | <u>          </u> |
| % out-of-service reports cleared in 8 working hours | 100%             | <u>100%</u>       | <u>100%</u>       | <u>100%</u>       |
| % Repeated trouble reports                          | 22%              | <u>0.07%</u>      | <u>0.22%</u>      | <u>0.07%</u>      |

Contact Name: Elizabeth O'NealContact Telephone: 940-886-2217