



## Filing Receipt

**Received - 2022-04-18 03:38:47 PM**  
**Control Number - 52944**  
**ItemNumber - 14**



Cap Rock Telephone Cooperative, Inc.

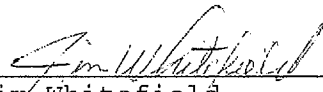
P.O. BOX 300 • SPUR, TEXAS 79370  
(806) 271-3336 FAX (806) 271-3601

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DICKENS

I, Jim Whitefield, the attestator, sign my name to this instrument this 18<sup>th</sup> day of April, 2022 and being a duly authorized officer of Cap Rock Telephone Cooperative, Inc. 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.

  
\_\_\_\_\_  
Jim Whitefield  
Executive Vice President  
& General Manager

Date: April 18, 2022

## PROJECT NO. 52944

UTILITY: Caprock Telephone CooperativeQUARTER ENDING: March 2022

## TELEPHONE SERVICE QUALITY REPORT

## REPORT MONTHS

INSTALLATION OF SERVICE

|  | <u>OBJECTIVE</u> | <u>Jan</u> | <u>Feb</u> | <u>Mar</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%       | 98%        |
| % Held regrade orders                            | 1%               | 0%         | 0%         | 0%         |

OPERATOR-HANDLED CALLS

|                                     |     |        |       |       |
|-------------------------------------|-----|--------|-------|-------|
| 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% | 97%    | 89%   | 100%  |
| Repair Service answer time          |     |        |       |       |
| % answered within 20 seconds        | 90% | 98.00% | 98%   | 98%   |

TROUBLE REPORTS

|   |     |       |       |       |
|---|-----|-------|-------|-------|
| Customer trouble reports per 100 access lines       |     |       |       |       |
| Serving 10,000 or fewer lines                       | 6   | 1.10% | 0.50% | 1.50% |
| % out-of-service reports cleared in 8 working hours | 90% | 100%  | 100%  | 100%  |
| % Repeated trouble reports                          | 22% | 2%    | 0%    | 2%    |

Contact Name: Jim WhitefieldContact Telephone: 806 271 3336

\*\*&lt;1 call per month provided by AT&amp;T. Due to minimal quantity, answer time N/A.

\*\*\*The bulk of incoming calls are answered within our office well within 20 seconds. A small amount of calls are answered by answering service. Neither of these statistics are available, but our policy is to maintain 98%.

\*\*\*\*Change orders completed by Oasis or billing only are completed immediately and do not affect these reports.