



Filing Receipt

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DOCKET NO. 56001

TEXAS TELEPHONE
SERVICE QUALITY REPORT
PURSUANT TO P.U.C.
SUBT. RS. 26.54 & 26.81

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PUBLIC UTILITY COMMISSION
OF TEXAS

STATEMENT OF ATTESTATION
(2024)

STATE OF TEXAS

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§
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COUNTY OF WILBARGER

BEFORE ME, the undersigned authority, on this day personally appeared Lynette Banks representing Santa Rosa Telephone Cooperative, Inc., (Santa Rosa Telephone), who on her oath deposed and said:

"My name is Lynette Banks. I am employed by Santa Rosa Telephone in the position of Accounting Clerk. In this position, I am personally responsible for preparing the attached Telephone Service Quality Report and I hereby attest that the information contained therein is true and correct."

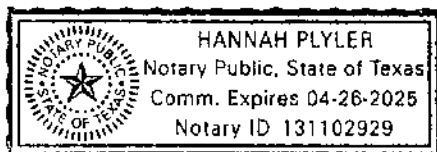
Lynette Banks

Lynette Banks, Accounting Clerk

SWORN AND SUBSCRIBED BEFORE ME, the undersigned authority, on this

27th day of January, 2025.

SEAL:



Hannah Plyler

Notary Public
State of Texas

PROJECT NO. 56001

UTILITY: Santa Rosa Telephone CooperativeQUARTER ENDING: DECEMBER 31, 2024**TELEPHONE SERVICE QUALITY REPORT****REPORT MONTHS**

	<u>OBJECTIVE</u>	<u>October</u>	<u>November</u>	<u>December</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	100%			
<i>or</i>				
Average answer time in seconds	3.3	100%	100%	100%
Directory assistance answer time				
% answered within 10 seconds	75%			
<i>or</i>				
Average answer time in seconds	5.9	NC	100%	NC
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	0.52%	0.90%	0.15%
<i>or</i>				
Serving 10,000 or more lines	3			
% out-of-service reports cleared in 8 working hours	100%	100%	100%	100%
% Repeated trouble reports	22%	0.00%	0.00%	0.00%

Contact Name: Lynette BanksContact Telephone: 940-886-2049