



Control Number: 32592



Item Number: 105

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**VERIZON SOUTHWEST  
FOR QUARTER ENDING JUNE 2006  
SERVICE QUALITY REPORT  
CONTROL NO. 32592**

2006 AUG 15 PM 1:19  
FBI/DOJ  
MEMPHIS

	<u>April</u>	<u>May</u>	<u>June</u>
<b><u>SERVICE ORDERS</u></b>			
1. % Installation Commitments Met	98	98	98
2. % Regular Orders Completed in 5 Working Days	98	98	99
3. % Primary Orders Completed in 5 Working Days	98	98	96
4. % All Order Completed in 30 days	100	100	100
5. % All Order Completed in 90 days	100	100	100
<b><u>ANSWER TIME</u></b>			
6. Repair Service Answer Time % Within 20 Seconds	92	92	91
7. Directory Assistance Answer Time* Average Answer Time	3.7	3.5	4.7
8. Toll & Assistance (0) Answer Time* Average Answer Time	0.9	0.9	0.8
<b><u>TROUBLE REPORTS</u></b>			
9. % Repeated Reports	11.5	12.3	13.5
10. % Out of Service Reports Cleared in 8 Working Hours	96	93	91
11. Customer Trouble Reports Per 100 Access Lines	1.6	1.9	2.1

\* Fill in according to recording methods used

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Alta Loma/Santa Fe**

OOS in 8 Working Hours    Jun 61.5%    May 69.0%    Apr 86.3%

#### **Root Cause:**

OOS in 8 Working Hours: 71.1% of all OOS trouble (236 of 332) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### **Action Plan:**

OOS in 8 Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Arcola

OOS in 8 Working Hours      May 83.6%    Apr 83.2%    Mar 77.8%

#### Root Cause:

OOS in 8 Working Hours: 82.1% of all OOS trouble (262 of 319) was cleared in eight working hours. The misses can be attributed to intermittent periods of heavy storming that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### Action Plan:

OOS in 8 Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective in June with 96.9%.**

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Bacliff**

OOS in 8 Working Hours    Jun 70.5%    May 71.8%    Apr 85.7%

### **Root Cause:**

76.8% of all OOS tickets (208 of 271) were cleared within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

### **Action Plan:**

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Beach City**

Primary Orders in 5 Days    Jun 87.7%    May 88.0%    Apr 90.3%

#### **Root Cause:**

88.6% of all primary orders (202 of 228) were completed within the five-day objective. Orders completed beyond the objective were due primarily to unanticipated customer demand and extended due dates as a result of intermittent rain over the months reported.

#### **Action Plan:**

Primary Orders in 5 Days: Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Bristol**

OOS in 8 Working Hours      Jun 88.2%      May 83.3%      Apr 77.8%

#### **Root Cause:**

84.4% of all OOS tickets (27 of 32) were cleared within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### **Action Plan:**

OOS in 8 Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Caddo Mills

Primary Orders in 5 Days    May 92.7%    Apr 93.8%    Mar 91.4%

#### Root Cause:

92.6% of all primary orders (100 of 108) were completed within the five-day objective. Orders completed beyond the objective were due to increased unanticipated customer demand.

#### Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in June.**

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Dickinson**

OOS in 8 Working Hours	Jun 83.3%	May 75.4%	Apr 88.2%
	Mar 86.9		

#### **Root Cause:**

83.7% of all OOS trouble (592 of 707) was cleared within 8 working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### **Action Plan:**

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Gordonville**

OOS in 8 Working Hours	Jun 87.5%	May 84.0%	Apr 85.7%
	Mar 66.7%		

#### **Root Cause:**

80.7% of all OOS tickets (67 of 83) were cleared OOS in 8. The misses can be attributed to increased volumes of trouble activity creating conditions that made clock management and fluid workforce strategies necessary.

#### **Action Plan:**

OOS in 8 Hours: We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Granger

Repeated Reports	May 28.3%	Apr 25.5%	Mar 27.6%
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#### Root Cause:

This exchange experienced 27.1% repeated reports (36 of 133) over the months reported primarily due to extensive storming and repeated issues with an 8 line carrier and cable damage.

#### Action Plan:

Damaged cable facilities have been repaired; we have completed preventative maintenance work on the carrier and other facilities in this exchange. **This exchange met the objective with 12.2% in June.**

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Gunter

Primary Orders in 5 Days	Jun 88.9%	May 90.9%	Apr 87.5%
	Mar 86.7%		

### Root Cause:

88.5% of all primary orders (46 of 52) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands

### Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work.

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Hallsville

OOS in 8 Working Hours    Jun 80.4%    May 86.3%    Apr 88.6%

#### Root Cause:

85.4% of all OOS trouble (292 of 342) was cleared within 8 working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Highlands**

OOS in 8 Working Hours     Jun 73.6%     May 86.9%     Apr 83.0%

#### **Root Cause:**

83.4% of all OOS trouble (211 of 253) was cleared within 8 working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### **Action Plan:**

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Hitchcock**

OOS in 8 Working Hours      Jun 61.9%      May 85.3%      Apr 77.5%

#### **Root Cause:**

74.0% of all OOS tickets (154 of 208) were completed within eight working hours. The misses can be attributed to intermittent periods of heavy rain during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### **Action Plan:**

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Huffman**

OOS in 8 Working Hours      Jun 71.4%      May 88.4%      Apr 85.5%

#### **Root Cause:**

79.8% of all OOS tickets (269 of 337) were completed within eight working hours. The misses can be attributed to intermittent periods of heavy rain during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### **Action Plan:**

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Josephine

Trouble Per 100	Apr 47.1%	Mar 12.6%	Feb 7.3%
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#### Root Cause:

Trouble volumes beyond the objective were due to unanticipated volumes associated buried drop issues, cable issues and central office outages. In addition, this exchange has an extremely small base making it susceptible to small increases in volumes

#### Action Plan:

POD calls are held three times each day between Field supervisors and the DRC to review pending work volumes in and effort to adjust available resources to meet the activity levels. In addition, we are focusing efforts on apportioning resources as well as identifying funding for maintenance and rehabilitation work in identified exchanges throughout the district. This focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 4.6% in May and 6.0% in June.**

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Merit

OOS in 8 Working Hours    Apr 88.9%    Mar 78.6%    Feb 58.3%

### Root Cause:

83.1% of all OOS tickets (74 of 89) were completed within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

### Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 92.3% in May.**

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Mont Belvieu

Primary Orders in 5 Days    Apr 93.1%    Mar 92.0%    Feb 84.4%

#### Root Cause:

90.2% of all primary orders (138 of 153) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

#### Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 96.0% in May.**

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Nassau Bay**

OOS in 8 Working Hours      Jun 69.1%      May 87.9%      Apr 88.9%

#### **Root Cause:**

79.8% of all OOS tickets (99 of 124) were completed within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### **Action Plan:**

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Point

Primary Orders in 5 Days	May 94.1%	Apr 86.7%	Mar 91.9%
	Feb 94.1%		

### Root Cause:

91.9% of all primary orders (57 of 62) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

### Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 100% in June.**

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Sutherland Springs

Primary Orders in 5 Days	Apr 94.4%	Mar 92.6%	Feb 91.9%
	Jan 94.3%		

#### Root Cause:

93.2% of all primary orders (151 of 162) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

#### Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 97% in May.**

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Vanderbilt

OOS in 8 Working Hours      Jun 75.0%      May 71.4%      Apr 75.0%

#### Root Cause:

73.7% of all OOS tickets (14 of 19) were completed within eight working hours. The misses can be attributed to intermittent periods of heavy rain and thunderstorms during the months reported that limited our mobility and access to clear outside trouble. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources as required to meet service demands.

#### Action Plan:

We have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. This maintenance focus should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## **SURVEILLANCE REPORT**

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### **Whitesboro**

Primary Orders in 5 Days    Jun 88.7%    May 92.9%    Apr 93.6%

#### **Root Cause:**

91.7% of all primary orders (143 of 156) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

#### **Action Plan:**

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Willis Main

Primary Orders in 5 Days	Jun 92.0%	May 87.3%	Apr 90.2%
	Mar 89.0%		

### Root Cause:

89.6% of all primary orders (816 of 911) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

### Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather.

QUARTER ENDING: June 2006

## SURVEILLANCE REPORT

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### Wylie Main

Primary Orders in 5 Days	May 94.0%	Apr 93.4%	Mar 91.0%
	Feb 86.0%	Jan 79.3%	Dec 84.6%

### Root Cause:

88.5% of all primary orders (906 of 1024) were completed within the five-day objective. Orders completed beyond the objective were due to a combination of unanticipated customer demand and extended due dates as a result of intermittent rain and storms over the months reported. Due to the geographic vastness of the storms across the serving area, we were unable to adjust resources to meet service demands.

### Action Plan:

Weekly calls are held between Engineering and Operations to review service order activity. Any order in jeopardy of missing the five-day objective will be escalated within operations to review all alternatives available. In addition, we have identified exchanges for rehabilitation funding and will be dedicating technicians throughout the district for repair work. A maintenance focus with dedicated technicians for repair work should improve our plant and reduce our trouble volume during times of inclement weather. **This exchange met the objective with 95.0% in June.**