



Control Number: 32592



Item Number: 227

Addendum StartPage: 0

Utility Texas Windstream Quarter Ending Dec. 31, 2006

### TELEPHONE SERVICE QUALITY REPORT

#### Report Month

Oct.      Nov.      Dec.

#### SERVICE ORDERS

1. % Regular Orders Completed in 5 Working Days	92.54%	94.27%	97.73%
2. % Primary Orders Completed in 5 Working Days	93.00%	89.72%	94.26%
3. % Installation Commitments Met	96.38%	97.54%	98.97%
4. Number of Held Primary Service Orders at Month End (Over 30 days old)	-0-	-0-	-0-
5. Number of Held Regrade Orders at Month End (over 30 days old)	-0-	-0-	-0-

#### ANSWER TIME

6. Directory Assistance Answer Time			
% Over 10 Seconds	N/A	N/A	N/A
Average Answer Time	.16	.16	.15
7. Business Office Answer Time			
% Over 20 Seconds	4.0%	9.24%	6.26%
8. Repair Service Answer Time			
% Over 20 Seconds	4%	2%	4%

#### TROUBLE REPORTS

9. Customer Trouble Reports (per 100 access lines)	1.79	1.62	1.83
10. % of Out of Service Reports Cleared (in 8 working hours)	90%	92%	85%
12. % Repeated Trouble Reports	14%	15%	14%

Texas ALLTEL  
PSC Report  
Minimum Telephone Standards  
October-06

**Section 23.61 3 A ii**

90% of repair service calls shall be answered within 20 seconds.

96%

% Answered Over 20 Seconds

4%

**Section 23.61 7 A**

Report rate not to exceed 3 reports per 100 access lines.

**Section 23.61 7 C**

90% of all out-of-service troubles to be cleared within 8 working hours except where interruptions are caused by unavoidable casualties and acts of God affecting large groups of customers.

**Section 23.61 7 D**

Percentage of repeat trouble reports on residence and single line business lines not to exceed 22% of total customer reports on those lines.

Exchange	Bex	NXX	Lines	Total OOS	Not Clrd 8 Hours	% Clrd 8 Hrs	Obj Met	Total Reports	Trbl/100 Access Lines	Obj Met	Repeat Reports	% Repeat Reports	Obj Met
Iredell	1364	364	544	7	2	71%	N	7	1.29	Y	0	0%	Y
Brandon	1632	632	181	0	0	100%	Y	0	0.00	Y	0	0%	Y
Lakeside	1775	775	368	6	2	67%	N	6	1.63	Y	4	67%	N
Paluxy	1823	823	235	0	0	100%	Y	1	0.43	Y	0	0%	Y
Tolar	1835	834,835	1028	9	1	89%	N	15	1.46	Y	1	7%	Y
Covington	1854	854	804	5	1	80%	N	11	1.37	Y	2	18%	Y
Blum	1874	874	615	8	1	88%	N	14	2.28	Y	3	21%	Y
Kopperl	1889	889	434	8	1	88%	N	12	2.76	Y	1	8%	Y
Valley Mills	1932	932,934	1173	4	0	100%	Y	7	0.60	Y	2	29%	N
Mosheim	1945	945	142	0	0	100%	Y	0	0.00	Y	0	0%	Y
Hamshire	2243	243	742	3	0	100%	Y	7	0.94	Y	1	14%	Y
Double Bayou	2252	252	464	6	1	83%	N	11	2.37	Y	1	9%	Y
Anahuac	2267	267	2151	24	1	96%	Y	36	1.67	Y	3	8%	Y
Winnie	2296	296	3322	25	3	88%	N	45	1.35	Y	4	9%	Y
Smith Point	2355	355	237	4	0	100%	Y	5	2.11	Y	0	0%	Y
Hankamer	2374	374	480	5	1	80%	N	8	1.67	Y	0	0%	Y
Wallisville	2389	389	452	2	1	50%	N	4	0.88	Y	1	25%	N
Plains	5456	456	993	4	0	100%	Y	11	1.11	Y	3	27%	N
Higginbotham	5732	732	190	4	0	100%	Y	6	3.16	N	2	33%	N
Godley	1389	309,389	1793	18	3	83%	N	46	2.57	Y	5	11%	Y
Acton	1326	326,910	4796	79	7	91%	Y	129	2.69	Y	20	16%	Y
Rio Vista	1373	373	1145	16	0	100%	Y	25	2.18	Y	5	20%	Y
Cressen	1396	396,512	831	15	0	100%	Y	23	2.77	Y	5	22%	Y
Grandview	1866	866	1859	17	0	100%	Y	38	2.04	Y	5	13%	Y
Nocona	7825	825	2804	15	2	87%	N	22	0.78	Y	0	0%	Y
Montague	7894	894	450	4	0	100%	Y	6	1.33	Y	1	17%	Y
Ringgold	7934	934	116	1	0	100%	Y	1	0.86	Y	0	0%	Y
Spanish	7966	966	105	3	0	100%	Y	4	3.81	N	0	0%	Y
Bonita	7987	987	143	1	0	100%	Y	2	1.40	Y	1	50%	N
Scurry	1452	452,486	1757	24	5	79%	N	42	2.39	Y	5	12%	Y
Totals	***	***	30354	317	32	90%	Y	544	1.79	Y	75	14%	Y

Texas ALLTEL  
PSC Report  
Minimum Telephone Standards  
November-06

**Section 23.61 3 A ii**

90% of repair service calls shall be answered within 20 seconds.

98%

% Answered Over 20 Seconds

2%

**Section 23.61 7 A**

Report rate not to exceed 3 reports per 100 access lines.

**Section 23.61 7 C**

90% of all out-of-service troubles to be cleared within 8 working hours except where interruptions are caused by unavoidable casualties and acts of God affecting large groups of customers.

**Section 23.61 7 D**

Percentage of repeat trouble reports on residence and single line business lines not to exceed 22% of total customer reports on those lines.

Exchange	Bex	NXX	Lines	Total OOS	Not Clrd 8 Hours	% Clrd 8 Hrs	Obj Met	Total Reports	Trbl/100 Access Lines	Obj Met	Repeat Reports	% Repeat Reports	Obj Met
Iredell	1364	364	544	6	0	100%	Y	8	1.47	Y	0	0%	Y
Brandon	1632	632	181	2	0	100%	Y	4	2.21	Y	1	25%	N
Lakeside	1775	775	368	2	0	100%	Y	8	2.17	Y	1	13%	Y
Paluxy	1823	823	235	3	0	100%	Y	6	2.55	Y	0	0%	Y
Tolar	1835	834,835	1028	8	0	100%	Y	15	1.46	Y	2	13%	Y
Covington	1854	854	804	6	0	100%	Y	13	1.62	Y	2	15%	Y
Blum	1874	874	615	11	0	100%	Y	17	2.76	Y	3	18%	Y
Kopperl	1889	889	434	4	2	50%	N	7	1.61	Y	1	14%	Y
Valley Mills	1932	932,934	1173	8	0	100%	Y	9	0.77	Y	1	11%	Y
Mosheim	1945	945	142	0	0	100%	Y	1	0.70	Y	0	0%	Y
Hamshire	2243	243	742	8	2	75%	N	10	1.35	Y	1	10%	Y
Double Bayou	2252	252	464	3	1	67%	N	7	1.51	Y	0	0%	Y
Anahuac	2267	267	2151	14	2	86%	N	21	0.98	Y	1	5%	Y
Winnie	2296	296	3322	28	5	82%	N	55	1.66	Y	10	18%	Y
Smith Point	2355	355	237	1	0	100%	Y	2	0.84	Y	0	0%	Y
Hankamer	2374	374	480	2	0	100%	Y	10	2.08	Y	1	10%	Y
Wallisville	2389	389	452	3	1	67%	N	4	0.88	Y	1	25%	N
Plains	5456	456	993	6	1	83%	N	9	0.91	Y	1	11%	Y
Higginbotham	5732	732	190	2	0	100%	Y	2	1.05	Y	0	0%	Y
Godley	1389	309,389	1793	25	1	96%	Y	47	2.62	Y	10	21%	Y
Acton	1326	326,910	4796	58	4	93%	Y	96	2.00	Y	18	19%	Y
Rio Vista	1373	373	1145	12	0	100%	Y	27	2.36	Y	4	15%	Y
Cressen	1396	396,512	831	4	0	100%	Y	10	1.20	Y	3	30%	N
Grandview	1866	866	1859	17	0	100%	Y	29	1.56	Y	3	10%	Y
Nocona	7825	825	2804	18	1	94%	Y	33	1.18	Y	2	6%	Y
Montague	7894	894	450	7	0	100%	Y	11	2.44	Y	0	0%	Y
Ringgold	7934	934	116	1	0	100%	Y	1	0.86	Y	0	0%	Y
Spanish	7966	966	105	0	0	100%	Y	1	0.95	Y	1	100%	N
Bonita	7987	987	143	1	0	100%	Y	1	0.70	Y	0	0%	Y
Scurry	1452	452,486	1757	13	1	92%	Y	27	1.54	Y	6	22%	Y
Totals	***	***	30354	273	21	92%	Y	491	1.62	Y	73	15%	Y

Texas ALLTEL  
PSC Report  
Minimum Telephone Standards  
December-06

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90% of repair service calls shall be answered within 20 seconds.

96%

% Answered Over 20 Seconds

4%

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Exchange	Bex	NXX	Lines	Total OOS	Not Cld 8 Hours	% Cld 8 Hrs	Obj Met	Total Reports	Trbl/100 Access Lines	Obj Met	Repeat Reports	% Repeat Reports	Obj Met
Iredell	1364	364	543	5	1	80%	N	7	1.29	Y	0	0%	Y
Brandon	1632	632	182	0	0	100%	Y	0	0.00	Y	0	0%	Y
Lakeside	1775	775	368	1	0	100%	Y	3	0.82	Y	0	0%	Y
Paluxy	1823	823	235	2	0	100%	Y	2	0.85	Y	1	50%	N
Tolar	1835	834,835	1022	4	1	75%	N	15	1.47	Y	1	7%	Y
Covington	1854	854	798	4	0	100%	Y	18	2.26	Y	1	6%	Y
Blum	1874	874	620	3	0	100%	Y	10	1.61	Y	2	20%	Y
Kopperl	1889	889	433	4	0	100%	Y	4	0.92	Y	1	25%	N
Valley Mills	1932	932,934	1169	7	0	100%	Y	8	0.68	Y	1	13%	Y
Mosheim	1945	945	143	1	0	100%	Y	3	2.10	Y	0	0%	Y
Hamshire	2243	243	740	7	0	100%	Y	18	2.43	Y	2	11%	Y
Double Bayou	2252	252	458	6	0	100%	Y	7	1.53	Y	0	0%	Y
Anahuac	2267	267	2155	11	1	91%	Y	16	0.74	Y	1	6%	Y
Winnie	2296	296	3310	14	1	93%	Y	49	1.48	Y	9	18%	Y
Smith Point	2355	355	236	4	1	75%	N	9	3.81	N	2	22%	Y
Hankamer	2374	374	490	6	0	100%	Y	8	1.63	Y	1	13%	Y
Wallisville	2389	389	447	2	1	50%	N	4	0.89	Y	0	0%	Y
Plains	5456	456	985	3	0	100%	Y	13	1.32	Y	3	23%	N
Higginbotham	5732	732	186	3	2	33%	N	3	1.61	Y	0	0%	Y
Godley	1389	309,389	1794	23	2	91%	Y	49	2.73	Y	15	31%	N
Acton	1326	326,910	4799	52	4	92%	Y	84	1.75	Y	20	24%	N
Rio Vista	1373	373	1141	14	1	93%	Y	27	2.37	Y	5	19%	Y
Cressen	1396	396,512	831	18	1	94%	Y	25	3.01	N	4	16%	Y
Grandview	1866	866	1848	15	1	93%	Y	33	1.79	Y	3	9%	Y
Nocona	7825	825	2798	94	29	69%	N	104	3.72	N	4	4%	Y
Montague	7894	894	443	4	1	75%	N	5	1.13	Y	0	0%	Y
Ringgold	7934	934	117	0	0	100%	Y	0	0.00	Y	0	0%	Y
Spanish	7966	966	108	0	0	100%	Y	0	0.00	Y	0	0%	Y
Bonita	7987	987	143	1	0	100%	Y	5	3.50	N	2	40%	N
Scurry	1452	452,486	1748	12	1	92%	Y	24	1.37	Y	1	4%	Y
Totals	***	***	30290	320	48	85%	N	553	1.83	Y	79	14%	Y

TEXAS ALLTEL  
PSC Data for Service Installation Orders  
October-06

Exchange	Bex	NXX	(C.1.A.) (95%) % Pri Cird W/I 5 Days	Obj Met	(C.1.C.) (<=1%) % Pri Cird > 30 Days	Obj Met	(C.1.B.) (90%) % Reg Cird W/I 5 Days	Obj Met	(C.1.D.) (100%) % Reg Cird W/I 90 Days	Obj Met	(C.1.H.) (90%) Commitments % Met	Obj Met	(C.1.J.) (< 1%) Hld Regrades >30 % of Acc Lns	Obj Met
Redell	1364	364	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Brandon	1632	632	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Lakeside	1775	775	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Paluxy	1823	823	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Tolar	1835	834,835	76.92%		0.00%	Y	90.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Covington	1854	854	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Blum	1874	874	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Kopperl	1889	889	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Alley Mills	1932	932,934	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Mosheim	1945	945	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Lamshire	2243	243	100.00%	Y	0.00%	Y	71.43%	Y	100.00%	Y	95.24%	Y	0.00%	Y
Double Bayou	2252	252	100.00%	Y	0.00%	Y	92.86%	Y	100.00%	Y	92.86%	Y	0.00%	Y
Anahuac	2267	267	83.33%		0.00%	Y	79.45%		100.00%	Y	95.89%	Y	0.00%	Y
Minnie	2296	296	94.12%		0.00%	Y	78.49%		100.00%	Y	93.55%	Y	0.00%	Y
Smith Point	2355	355	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Lankamer	2374	374	100.00%	Y	0.00%	Y	62.50%		100.00%	Y	100.00%	Y	0.00%	Y
Mallisville	2389	389	100.00%	Y	0.00%	Y	94.74%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Plains	5456	456	75.00%		25.00%		94.74%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Higginbotham	5732	732	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Sodley	1389	309,389	93.75%		0.00%	Y	95.08%	Y	100.00%	Y	93.44%	Y	0.00%	Y
Acton	1326	326,910	96.77%	Y	0.00%	Y	97.95%	Y	100.00%	Y	95.21%	Y	0.00%	Y
Rio Vista	1373	373	92.31%		0.00%	Y	96.83%	Y	100.00%	Y	98.41%	Y	0.00%	Y
Cressen	1396	396,512	100.00%	Y	0.00%	Y	96.88%	Y	100.00%	Y	90.63%	Y	0.00%	Y
Grandview	1866	866	85.71%		0.00%	Y	95.06%	Y	100.00%	Y	96.30%	Y	0.00%	Y
Mocona	7825	825	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	96.77%	Y	0.00%	Y
Montague	7894	894	66.67%		33.33%		83.33%		100.00%	Y	100.00%	Y	0.00%	Y
Ringgold	7934	934	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Spanish	7966	966	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Bonita	7987	987	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Scurry	1452	452,486	90.00%		0.00%	Y	97.62%	Y	100.00%	Y	95.24%	Y	0.00%	Y
Totals	****	****	93.00%		1.00%	Y	92.54%	Y	100.00%	Y	96.38%	Y	0.00%	Y

TEXAS ALLTEL  
PSC Data for Service Installation Orders  
November-06

Exchange	Bex	NXX	(C.1.A.) (95%)	(C.1.C.) (<=1%)	(C.1.B.) (90%)	(C.1.D.) (100%)	(C.1.H.) (90%)	(C.1.J.) (<1%)	Obj Met
redell	1364	364	100.00%	0.00%	100.00%	100.00%	100.00%	0.00%	Y
3randon	1632	632	0.00%		80.00%	100.00%	100.00%	0.00%	Y
akeside	1775	775	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
alaxy	1823	823	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
olar	1835	834,835	88.89%	0.00%	96.55%	Y	96.55%	0.00%	Y
ovington	1854	854	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Blum	1874	874	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Copperl	1889	889	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Valley Mills	1932	932,934	78.57%	7.14%	88.89%	Y	100.00%	0.00%	Y
Mosheim	1945	945	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Hamshire	2243	243	75.00%	25.00%	92.31%	Y	92.31%	0.00%	Y
Double Bayou	2252	252	50.00%	0.00%	88.89%	Y	83.33%	0.00%	Y
Anahuac	2267	267	70.59%	11.76%	86.54%	Y	97.12%	0.00%	Y
Winnie	2296	296	76.47%	0.00%	82.35%	Y	95.10%	0.00%	Y
Smith Point	2355	355	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Hankamer	2374	374	60.00%	20.00%	76.19%	Y	95.24%	0.00%	Y
Wallisville	2389	389	100.00%	Y	87.50%	Y	100.00%	0.00%	Y
Plains	5456	456	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Higginbotham	5732	732	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Godley	1389	309,389	95.24%	Y	97.85%	Y	97.85%	0.00%	Y
Acton	1326	326,910	97.83%	Y	97.80%	Y	98.35%	0.00%	Y
Rio Vista	1373	373	88.89%	0.00%	97.83%	Y	100.00%	0.00%	Y
Cressen	1396	396,512	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Grandview	1866	866	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Nocona	7825	825	100.00%	Y	100.00%	Y	98.25%	0.00%	Y
Montague	7894	894	100.00%	Y	100.00%	Y	95.00%	0.00%	Y
Ringgold	7934	934	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Spanish	7966	966	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Bonita	7987	987	100.00%	Y	100.00%	Y	100.00%	0.00%	Y
Scurry	1452	452,486	93.33%	6.67%	97.83%	Y	100.00%	0.00%	Y
Totals	****	****	89.72%	3.74%	94.27%	Y	97.54%	0.00%	Y

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**TEXAS ALLTEL**  
**PSC Data for Service Installation Orders**  
**December-06**

Exchange	Bex	NXX	(C.1.A.)	(95%)	(C.1.C.)	(<=1%)	(C.1.B.)	(90%)	(C.1.D.)	(100%)	(C.1.H.)	(90%)	(C.1.J.)	(< 1%)
			% Pri Cird W/I 5 Days	Obj Met	% Pri Cird > 30 Days	Obj Met	% Reg Cird W/I 5 Days	Obj Met	% Reg Cird W/I 90 Days	Obj Met	Commitments % Met	Obj Met	Hld Regrades >30 % of Acs Lns	Obj Met
redell	1364	364	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Brandon	1632	632	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Lakeside	1775	775	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	93.33%	Y	0.00%	Y
Paluxy	1823	823	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Tolar	1835	834,835	70.00%		0.00%	Y	92.31%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Covington	1854	854	66.67%		0.00%	Y	95.45%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Blum	1874	874	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Kopperl	1889	889	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Valley Mills	1932	932,934	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	95.83%	Y	0.00%	Y
Mosheim	1945	945	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Hamshire	2243	243	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Double Bayou	2252	252	100.00%	Y	0.00%	Y	95.65%	Y	100.00%	Y	95.65%	Y	0.00%	Y
Anahuac	2267	267	100.00%	Y	0.00%	Y	98.78%	Y	100.00%	Y	98.78%	Y	0.00%	Y
Winnie	2296	296	100.00%	Y	0.00%	Y	98.23%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Smith Point	2355	355	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Hankamer	2374	374	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Wallisville	2389	389	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Plains	5456	456	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Higginbotham	5732	732	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Godley	1389	309,389	95.00%	Y	0.00%	Y	98.70%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Acton	1326	326,910	94.74%		0.00%	Y	97.37%	Y	100.00%	Y	98.68%	Y	0.00%	Y
Rio Vista	1373	373	88.24%		0.00%	Y	94.44%	Y	100.00%	Y	98.61%	Y	0.00%	Y
Cressen	1396	396,512	88.89%		0.00%	Y	96.97%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Grandview	1866	866	100.00%	Y	0.00%	Y	98.63%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Nocona	7825	825	94.12%		0.00%	Y	98.70%	Y	100.00%	Y	96.10%	Y	0.00%	Y
Montague	7894	894	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Ringgold	7934	934	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Spanish	7966	966	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Bonita	7987	987	100.00%	Y	0.00%	Y	100.00%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Scurry	1452	452,486	87.50%		0.00%	Y	94.74%	Y	100.00%	Y	100.00%	Y	0.00%	Y
Totals	****	****	94.26%		0.00%	Y	97.73%	Y	100.00%	Y	98.97%	Y	0.00%	Y



### **1. Percent of Out of Service Reports Cleared in Eight Working Hours.**

Benchmark for Corrective Action—Below 90% for a period of 3 consecutive months. The following exchanges were below the service quality objective of 90% out of service cleared in eight working hours for the last three months.

<u>EXCHANGE</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
Wallisville	50	67	50

#### **Detail of Missed Levels:**

Missed several tickets because CST not correcting the OOS boxes on tickets. Customer was not out of service. DSL service was not working and the number was reported out of service. Repair center employee scored the ticket wrong. In the small exchanges 2 or 3 tickets make the percentages bad.

#### **Action Plan:**

**Meetings with employees on clearing the tickets with correct information. Stressed the importance to get the OOS tickets within the eight working hours.**

### **2. Percent of Repeat Trouble Reports**

Benchmark for Corrective Action—above 22% for a period of 3 consecutive months. The following exchanges were below the objective.

<u>EXCHANGE</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>
Wallisville	50	25	25

#### **Detail of Missed Levels:**

Repeats are caused by a number of issues. Weather, Cable Conditions, DSL associated to a specific dial tone line, customers, Technicians and non-related issues with the same number. Several tickets from cut cable along I-10 because of highway construction.

#### **Action Plan:**

**Wallisville added to a specific employee to work trouble reports. Training of employee to make sure they code tickets properly. Meetings with contractors working in the Wallisville area do not damage our plant causing outages for customers.**

### 3. Percent of Reg Orders Completed in 5 Working Days:

Benchmark for Corrective Action: Below 90% for 3 consecutive months. The Following exchanges were below the service quality objective of 90% during the last three months.

<u>EXCHANGE</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>
Winnie	89.72	78.49	82.35

#### Detail of Missed Levels:

. Lack of communication between the business office and customer request prior to the service order being dispatched to the field is causing the completion dates to show up as not met. Customer requested service on a specific date.

#### Action Plan

Several calls with the business office and planers to correct the problems causing on orders. Training issue with employees.

### 4. Percent of Primary Orders Completed in 5 Working Days:

Benchmark for Corrective Action: Below 95% for 3 consecutive months. The Following exchanges were below the service quality objective of 95% during the last three months.

<u>EXCHANGE</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>
Winnie	83.33	94.12	76.47

#### Detail of Missed Levels:

Winnie—cause for missing this objective is due to coding on the service orders relating to the business office. The Dex and Delay fields are not being marked correct on the service orders at the business office. Orders being held for deposits and special request from the customer are not being noted on the order. Lack of communication between the business office and customer request prior to the service order being dispatched to the field is causing the completion dates to show up as not met.

#### Action Plan:

Meetings with the employees taking and closing the completed service orders. Placing comments on the service orders. New employee working orders and marked some orders wrong when closing. Held meetings with employees on closing the orders.

**5. Percent of Primary Orders Completed in 5 Working Days:**

Benchmark for Corrective Action: Below 95% for 3 consecutive months. The Following exchanges were below the service quality objective of 95% during the last three months.

<u>EXCHANGE</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>
Godley	94.44	85.71	93.75

**Detail of Missed Levels:** Lack of cable facilities

**Action Plan:** Outside Plant Engineering will continue to make out work orders to install digital subscriber where needed.

**6. Percent of Primary Orders Completed in 5 Working Days:**

Benchmark for Corrective Action: Below 95% for 3 consecutive months. The Following exchanges were below the service quality objective of 95% during the last three months.

<u>EXCHANGE</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
Tolar	76.92	88.89	70
Rio Vista	92.31	88.89	88.24

**Detail of Missed Levels:** Lack of cable facilities

**Action Plan:** Outside Plant Engineering will continue to make out work orders to install digital subscriber where needed.

**7. Percent of Primary Orders Completed in 5 Working Days:**

Benchmark for Corrective Action: Below 95% for 3 consecutive months. The Following exchanges were below the service quality objective of 95% during the last three months.

<u>EXCHANGE</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
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Scurry	90	93.33	87.50
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**Detail of Missed Levels:**

**Orders may have been scheduling out past 5 days.**

**Action Plan: Will add more units to this area to be sure they do not schedule out  
Past the 5 day due date.**

4th Qtr	Offere d	Handle d	Service Level	Abandoned %	Avg Hand Time	Average Speed of Answer	Max Delay
6-Oct	73845	68339	96.00%	7.46%	392	85	4486
6-Nov	65198	62483	90.76%	4.16%	427	42	4305
6-Dec	57510	56187	93.74%	2.30%	398	28	2447

Filename: aq\_data3b15.rg  
NEIDA W/ NOSTREAM WIRELINE  
CALLS BY CALL QUEU E DATA

10/12/2006 Sun	10/22/2006 Mon	10/23/2006 Tue	10/24/2006 Wed	10/25/2006 Thu	10/26/2006 Fri	10/27/2006 Sat	10/28/2006 Sun	10/29/2006 Mon	10/30/2006 Tue	10/31/2006 Wed	11/01/2006 Thu	11/02/2006 Fri	11/03/2006 Sat	11/04/2006 Sun	11/05/2006 Mon	11/06/2006 Tue	11/07/2006 Wed	11/08/2006 Thu	11/09/2006 Fri	11/10/2006 Sat	11/11/2006 Sun	11/12/2006 Mon	11/13/2006 Tue	11/14/2006 Wed	11/15/2006 Thu	11/16/2006 Fri	11/17/2006 Sat	11/18/2006 Sun	11/19/2006 Mon	11/20/2006 Tue	11/21/2006 Wed	11/22/2006 Thu	11/23/2006 Fri	11/24/2006 Sat	11/25/2006 Sun	11/26/2006 Mon	11/27/2006 Tue	11/28/2006 Wed	11/29/2006 Thu	11/30/2006 Fri	12/01/2006 Sat	12/02/2006 Sun	12/03/2006 Mon	12/04/2006 Tue	12/05/2006 Wed	12/06/2006 Thu	12/07/2006 Fri	12/08/2006 Sat	12/09/2006 Sun	12/10/2006 Mon	12/11/2006 Tue	12/12/2006 Wed	12/13/2006 Thu	12/14/2006 Fri	12/15/2006 Sat	12/16/2006 Sun	12/17/2006 Mon	12/18/2006 Tue	12/19/2006 Wed	12/20/2006 Thu	12/21/2006 Fri	12/22/2006 Sat	12/23/2006 Sun	12/24/2006 Mon	12/25/2006 Tue	12/26/2006 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