



Control Number: 33807



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PUC Summary Report



Voice | Data | Internet | Wireless | Entertainment

August 14, 2007

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Public Utility Commission  
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Austin, Texas 78701

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Ref: Project 33807-Service Quality Standards Quarterly Reports, S.R. 26.54  
Second Quarter 2007

In response to Substantive Rules 26.54, I have enclosed an original and four copies of EMBARQ Service Quality Reports and surveillance activity for the second quarter of 2007.

With the exception of repair service answer time (item 2B), objective and surveillance levels are based on our ability to meet monthly averages for three consecutive months. The enclosed report includes a summary of service quality standards where surveillance levels were not met for the months of April, May and June 2007; including corrective action plans.

Please contact me at 512-867-1052 if you have any questions.

Sincerely,

Samantha Rios  
External Affairs Manager  
400 W. 15<sup>th</sup> St., Suite 1400  
Austin, TX 78701

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PUC Summary Report

(A) Percent Primary Service Orders Completed in 5 Days: Surveillance Level - below 95% for 3 consecutive months.

CO.	DT.	% PRIMARY SERVICE ORDERS COMPLETED IN 5 DAYS	APR	MAY	JUN

Percent Primary Service Orders Completed in 5 Days – Description of Missed Surveillance Levels:

Objective met.

Percent Primary Service Orders Completed in 5 Days - Action Plan:

PUC Summary Report

(1) (B) Percent Regular Service Orders Completed in 5 Days: Surveillance Level - below 90% for 3 consecutive months.

CO	DT	% REGULAR SERVICE ORDERS COMPLETED IN 5 DAYS	APR	MAY	JUN

Percent Regular Service Orders Completed in 5 Days – Description of Missed Surveillance Levels:

Objective met.

Percent Regular Service Orders Completed in 5 Days - Action Plan:

(1) (H) Percent Service Order Installation Commitments Met: Surveillance Level - below 90% for 3 consecutive months.

CO	DT	% SERVICE ORDER INSTALLATION COMMITMENTS MET	APR	MAY	JUN

Percent Service Order Installation Commitments Met – Description of Missed Surveillance Levels:

Objective met.

Percent Service Order Installation Commitments Met – Action Plan:

PUC Summary Report

(2) (A) Toll and Assistance Operator Calls Answered Within 10 Seconds: Surveillance Level - below 85%, or if the average answer time exceeds 3.3 seconds at any answering location for a period of four consecutive days within any given month.

EMBARQ tracks toll and operator assist answer time on a monthly average basis. The following is a summary of activity for the quarter.

TOLL AND ASSISTANCE AVERAGE SPEED OF ANSWER	APR	MAY	JUN
EMBARQ-TEXAS			

SURVEILLANCE LEVEL: > 3.3 ASA FOR 4 CONSECUTIVE DAYS			
TOLL AND ASSISTANCE - 4 DAY SURVEILLANCE	APR	MAY	JUN
EMBARQ-TEXAS			

Toll and Assistance Average Speed of Answer 4 Day Surveillance - Description of Missed Surveillance Levels:

Objective met.

Toll and Assistance Average Speed of Answer 4 Day Surveillance - Action Plan:

PUC Summary Report

- (2) (B) Repair Service Answer Time Calls Answered within 20 Seconds: Surveillance Level  
 - below 90% at any answering location for 5 consecutive days within a month.

EMBARQ tracks repair service answer time on a monthly average basis. The following is a summary of activity for the quarter.

REPAIR SERVICE CALLS ANSWERED IN 20 SECONDS	APR	MAY	JUN
EMBARQ-TEXAS	87.3	87.3	81.4

SURVEILLANCE LEVEL: < 90% FOR 5 CONSECUTIVE DAYS			
REPAIR CALLS ANSWERED IN 20 SECONDS - 5 DAY SURVEILLANCE	APR	MAY	JUN
EMBARQ-TEXAS		5	

Repair Center 5 Day Surveillance - Description of Missed Surveillance Levels:

May: The target for Texas was met 21 days in May. Severe storms on May 4, 11, 30 & 31 combined with an increased number of hours, with the agents offline, had negative impacts on service levels. For example, a fire drill shut down the entire Hood River call center on May 9.

Repair Center 5 Day Surveillance - Action Plan:

May: Staff will continue to monitor high call volume months, schedule agents to work overtime, and hire contractors for additional support.

PUC Summary Report

- (2) (C) Directory Assistance Operator Calls Answered Within 10 Seconds: Surveillance Level - below 85%, or if the average answer time exceeds 5.9 seconds at any answering location for a period of four consecutive days within any given month.

EMBARQ tracks repair service answer time on a monthly average basis. The following is a summary of activity for the quarter.

DIRECTORY ASSISTANCE AVERAGE SPEED OF ANSWER	APR	MAY	JUN
EMBARQ-TEXAS			

SURVEILLANCE LEVEL: > 5.9 ASA FOR 4 CONSECUTIVE DAYS			
DIRECTORY ASSISTANCE - 4 DAY SURVEILLANCE	APR	MAY	JUN
EMBARQ-TEXAS			

Directory Assistance Average Speed of Answer 4 Day Surveillance - Description of Missed Surveillance Levels:

Objective met.

Directory Assistance Average Speed of Answer 4 Day Surveillance - Action Plan:

PUC Summary Report

(3) (A) (D) Local Dial Service - Dial Tone Within Three Seconds: Surveillance Level – any exchange that falls below 98%.

<b>% DIAL TONE WITHIN THREE SECONDS</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>

Dial Tone Within Three Seconds Surveillance - Description of Missed Surveillance Levels:

Objective met.

Dial Tone Within Three Seconds Surveillance - Action Plan:

(3) (B) (D) Local Dial Service – Intra-office Call Completion: Surveillance Level – any exchange that falls below 98%.

<b>% INTRA-OFFICE CALL COMPLETION</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>

Intra-office Call Completion Surveillance - Description of Missed Surveillance Levels:

Objective met.

Intra-office Call Completion Surveillance - Action Plan:

PUC Summary Report

(4) (C) Local Dial Service – Inter-office Extended Area Service (EAS) Call Completion:  
Surveillance Level – any exchange that falls below 97%.

% INTEROFFICE EAS CALL COMPLETION	APR	MAY	JUN

Inter-office EAS Call Completion Surveillance - Description of Missed Surveillance Levels:

Objective met.

Inter-office EAS Call Completion Surveillance - Action Plan:

PUC Summary Report

(5) Direct Distance Dial Service – Toll Call Completion: Surveillance Level – any exchange that falls below 97%.

TOLL CALL COMPLETION	APR	MAY	JUN
CLIFTON	100.0	100.0	0.0

Toll Call Completion Surveillance - Description of Missed Surveillance Levels:

Jun: The final trunk group BK000576 Clifton to Killeen outage occurred due to a tornado which caused AC power loss. The generator transfer switch did not work causing RCC and fiber systems to fail.

Toll Call Completion Surveillance - Action Plan:

Jun: The transfer switch was manually transferred and circuits restored.

PUC Summary Report

(6) (A) Customer Trouble Reports Per 100 Access Lines: Surveillance Level – Company-wide standard and exchanges with more than 10,000 access lines exceeds 3 reports per 100 access lines, and 6 reports per 100 access lines for exchanges with less than 10,000 access lines for a period of 3 consecutive months.

CO	DT	CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES	APR	MAY	JUN

Customer Trouble Reports Per 100 Access Lines - Description of Missed Surveillance Levels:

Objective met.

Customer Trouble Reports Per 100 Access Lines - Action Plan:

PUC Summary Report

(6) (C) Percent Out of Service Reports Cleared in 8 Working Hours: Surveillance Level - below 90% for a period of 3 consecutive months.

CO	DT	% OUT OF SERVICE TROUBLE REPORTS CLEARED	APR	MAY	JUN
34	E	GLEN FLORA	85.7	85.0	85.0
34	E	PETTUS	89.5	84.0	87.0
34	E	STOCKDALE	86.4	87.5	87.0
36	E	KEMP	87.8	87.7	87.0
36	E	KERENS	88.2	73.5	81.0
34	W	BUCKHOLTS	71.4	69.0	76.0
34	W	DECATUR	85.9	80.7	81.0
34	W	FLORENCE	84.4	86.8	79.0
34	W	FORT HOOD	66.7	60.0	62.0
34	W	HOLLAND	72.7	81.3	85.0
34	W	KRUM	80.0	75.0	82.0
34	W	PONDER	86.1	84.0	87.0
34	W	SALADO	75.8	71.6	68.5
34	W	SANGER	88.2	82.0	72.2
34	W	SLIDELL	85.0	87.8	80.0
34	W	ZABCIKVILLE	83.3	80.2	81.0

Percent of Out of Service Trouble Reports Cleared - Description of Missed Surveillance Levels:

East: Glen Flora was hit by several severe thunder storms during April, May, and June. These storms caused flooding to occur three times and each time it would flood several pedestals would go under water and we could not access them until the water went down.

Pettus and Stockdale also had severe storms throughout April, May, and June and this caused an increase in trouble. Manpower was also an issue; there are only two technicians in this area. One of the technicians transferred to Humble in May and that left one technician to cover the whole area. With only one technician he could not get to all of the tickets on time. When we did get a replacement in June he was not familiar with the area and most people do not have their address posted so he had a hard time finding people.

Kerens – Extreme weather conditions (thunderstorms, lightning, and flooding) caused delays in area. Henderson County which includes Kerens is one of the counties declared a disaster area by the State of Texas.

Kemp – The Kemp area received severe thunderstorms April through June. Damage was seen from high winds, flooding, and lightning. Kemp is in Henderson County which was declared a disaster area by the State of Texas.

West:  
Decatur  
Florence  
Fort Hood  
Holland  
Krum  
Ponder  
Salado  
Sanger  
Slidell  
Zabcikville

The above exchanges fall within the counties declared disaster areas due to the severe storms and flooding in May and June. Work loads were extreme, with problems accessing customers in a timely manner due to high water. Severe lightning with torrential rains also inhibited timely response.

Buckholts: Parts of this exchange also fall within a county declared a disaster area. The same work group who handles the other exchanges also maintains service in this exchange. Excessive workloads inhibited meeting this surveillance level.

Percent of Out of Service Trouble Reports Cleared - Action Plan:

East: In Glen Flora we have identified 22 pedestals that flooded and we are developing a plan to get them all rehabbed and changed out. Most of these are metal pedestals and they do not have any gravel in them. We will change them to CPL dome pedestals and place pea gravel in them to keep the water out. This will eliminate having to carry tickets over because we cannot access the peds.

In Stockdale and Pettus we now have two technicians in place there and the new technician is learning his way around so this will help in meeting this objective. We are also making OOS tickets our top priority and will work them first; this will also help prevent OOS carryovers.

Kerens – Insure technician workloads and safety measures are followed while remaining focused on meeting customer expectations. Company techs have put in overtime during week and weekends throughout the 2nd quarter.

Kemp – Workgroup struggled with tech shortage and delays caused by constant rain. Techs worked overtime daily and extra brought in for weekend work. Continue to perform preventative maintenance to ensure cable and equipment is protected and secure as possible.

PUC Summary Report

West:  
Buckholts  
Decatur  
Florence  
Fort Hood  
Holland  
Krum  
Ponder  
Salado  
Sanger  
Slidell  
Zabcikville

Work loads returned to normal in the third week of July and are being handled in a timely manner.

PUC Summary Report

(6) (D) Percent of Repeated Trouble Reports: Surveillance Level - exceeds 22% for a period of 3 consecutive months.

CO	DT	% REPEAT TROUBLE REPORTS	APR	MAY	JUN

Percent of Repeated Trouble Reports - Description of Missed Surveillance Levels:

Objective met.

Percent of Repeated Trouble Reports - Action Plan:

**CENTEL -TEXAS COMMISSION REPORT FOR SECOND QUARTER**

UTILITY-Centel-Texas

QUARTER ENDING-June 30, 2007

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<b><u>SERVICE ORDERS</u></b>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	98.0	99.0	98.4
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	96.9	98.2	97.9
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	98.6	98.3	97.2
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	99%	100.0	100.0	100.0
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	100%	100.0	100.0	100.0
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0.0	0.0	0.0
<b><u>ANSWER TIME - U-TX/C-TX COMBINED</u></b>				
7. TOLL & ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 3.3 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	3.3	0.6	0.8	0.6
8. DIRECTORY ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 5.9 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	5.9	3.9	4.3	4.7
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	87.8	87.3	81.4

**CEN TEL - TEXAS COMMISSION REPORT FOR SECOND QUARTER**

UTILITY-Centel-Texas

QUARTER ENDING-June 30, 2007

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	100.0	100.0	100.0
<u>LOCAL DIAL SERVICE - U-TX/C-TX COMBINED</u>				
11. % INTRAOFFICE CALL COMPLETION	98%	100.0	100.0	100.0
<u>LOCAL INTEROFFICE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
12. % INTEROFFICE CALL COMPLETION	97%	99.9	100.0	100.0
<u>DIRECT DISTANCE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
13. % TOLL CALL COMPLETION	97%	99.7	100.0	99.8
<u>TROUBLE REPORTS</u>				
14. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	1.37	1.90	1.69
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	90.3	88.4	84.9
16. % REPEAT TROUBLE REPORTS	22%	11.5	13.5	12.6

NOTE: SERVICE OBJECTIVES AND SURVEILLANCE LEVELS PER TEXAS SUBSTANTIVE RULE 26.54.

**UNITED-TEXAS COMMISSION REPORT FOR SECOND QUARTER**

UTILITY-United-Texas

QUARTER ENDING-June 30, 2007

**TELEPHONE SERVICE QUALITY REPORT**

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<b><u>SERVICE ORDERS</u></b>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	99.0	99.3	98.9
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	97.8	98.1	97.8
3. % INSTALLATION COMMITMENTS MET (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	98.5	97.9	97.0
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	99%	100.0	100.0	100.0
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 <sup>ND</sup> LINE SERVICE ORDERS)	100%	100.0	100.0	100.0
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0.0	0.0	0.0
<b><u>ANSWER TIME - U-TX/C-TX COMBINED</u></b>				
7. TOLL & ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 3.3 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	3.3	0.6	0.8	0.6
8. DIRECTORY ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 5.9 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	5.9	3.9	4.3	4.7
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	87.8	87.3	81.4

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**UNITED-TEXAS COMMISSION REPORT FOR SECOND QUARTER**


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UTILITY-United-Texas

QUARTER ENDING-June 30, 2007

**TELEPHONE SERVICE QUALITY REPORT**

	<u>OBJ</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
<b><u>LOCAL DIAL SERVICE:</u></b>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	100.0	100.0	100.0
<b><u>LOCAL DIAL SERVICE - U-TX/C-TX COMBINED</u></b>				
11. % INTRAOFFICE CALL COMPLETION	98%	100.0	100.0	100.0
<b><u>LOCAL INTEROFFICE DIAL SERVICE - U-TX/C-TX COMBINED</u></b>				
12. % INTEROFFICE CALL COMPLETION	97%	99.9	100.0	100.0
<b><u>DIRECT DISTANCE DIAL SERVICE - U-TX/C-TX COMBINED</u></b>				
13. % TOLL CALL COMPLETION	97%	99.7	100.0	99.8
<b><u>TROUBLE REPORTS</u></b>				
14. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	1.78	2.41	2.53
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	92.6	88.4	89.4
16. % REPEAT TROUBLE REPORTS	22%	13.8	15.7	16.4

NOTE: SERVICE OBJECTIVES AND SURVEILLANCE LEVELS PER TEXAS SUBSTANTIVE RULE 26.54.