



Control Number: 33807



Item Number: 159

Addendum StartPage: 0

**Project 33807 - Joint 3rd Quarter 2007 Service Quality Report Pursuant to Subst.R.26.81
Texas Windstream, Windstream Kerrville, Windstream Sugar Land and Windstream Communications Southwest
Quarter Ending: September 30, 2007**

Answer Time - Repair
Objective 90%

	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							99%	99%	99%			
Windstream Kerrville							99%	99%	99%			
Windstream							99%	99%	99%			
Sugarland							99%	99%	99%			
Windstream Communications SW							99%	99%	99%			

Primary Service Installation Worked Within 5 Days
Objective 95%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							94%	92%	99%			
Windstream Kerrville							79%	92%	95%			
Windstream							96%	93%	97%			
Sugarland							92%	87%	93%			
Windstream Communications SW												

Regular Service Installation Worked Within 5 Days
Objective 90%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							97%	97%	99%			
Windstream Kerrville							90%	95%	98%			
Windstream							98%	97%	99%			
Sugarland							97%	96%	97%			
Windstream Communications SW												

Service Order Installations Within 30 Days
Objective 90%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							100%	100%	100%			
Windstream Kerrville							100%	100%	100%			
Windstream							100%	100%	100%			
Sugarland							100%	100%	100%			
Windstream Communications SW							100%	100%	100%			

Service Order Installations Within 90 Days
Objective 100%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							100%	100%	100%			
Windstream Kerrville							100%	100%	100%			
Windstream							100%	100%	100%			
Sugarland							100%	100%	100%			
Windstream Communications SW							100%	100%	100%			

RECEIVED
2007 NOV 14 AM 11:02
FILED CLERK

Service Order Due Date Commitment Met
Objective 90%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							98%	99%	99%			
Windstream Kerrville							99%	99%	99%			
Windstream							99%	98%	98%			
Sugarland							97%	99%	98%			
Windstream Communications SW												

Held Re-grade Orders
Objective 1%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							0%	0%	0%			
Windstream Kerrville							0%	0%	0%			
Windstream							0%	0%	0%			
Sugarland							0%	0%	0%			
Windstream Communications SW							0%	0%	0%			

% Repeat Trouble Reports
Objective 22%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							18%	17%	17%			
Windstream Kerrville							14%	12%	13%			
Windstream							13%	11%	12%			
Sugarland							20%	19%	18%			
Windstream Communications SW												

Out-of-Service Trouble Cleared Within 8 Working Hours
Objective 90%

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							79%	91%	97%			
Windstream Kerrville							92%	92%	92%			
Windstream							91%	90%	93%			
Sugarland							84%	89%	89%			
Windstream Communications SW												

Customer Trouble Reports per 100 Access Lines
Objective 3.0 < 10,000 AL / 6.0 > 10,000 AL

Area	J	F	M	A	M	J	J	A	S	O	N	D
Texas Windstream							3.7	3.0	3.0			
Windstream Kerrville							1.8	1.5	1.5			
Windstream							1.4	1.3	1.2			
Sugarland							3.4	2.7	2.9			
Windstream Communications SW												

Answer Time Repair

Company	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texas Windstream									99%	99%	99%	N				

Customer Trouble Reports per 100 Access Lines

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Acton									4.1	3.7	3.2	N				
Anahuac									1.7	1.4	1.8	N				
Blum									9.2	3.3	4.5	N				
Bonita									10.6	2.3	0.8	N				
Brandon									4.6	6.8	4.7	N				
Covington									8.9	5.6	3.5	N				
Cressen									5.5	5.4	6.0	N				
Double Bayou									5.8	4.3	2.7	N				
Godley									5.3	4.2	3.2	N				
Grandview									3.2	3.7	3.1	N				
Hamshire									1.6	1.1	3.2	N				
Hankamer									1.5	1.5	2.3	N				
Higinbotham									0.6	4.2	9.7	N				
Iredell									5.2	0.8	2.7	N				
Kopperl									10.5	2.7	5.4	N				
Lakeside Village									9.2	7.7	8.3	Y				
Montague									0.9	3.1	1.2	N				
Moshelm									3.0	2.2	6.8	N				
Nocona									2.4	3.0	1.5	N				
Paluxy									3.7	8.5	3.2	N				
Plains									3.1	1.4	3.1	N				
Ringold									2.8	12.1	5.7	N				
Rio Vista									5.6	3.4	2.8	N				
Scurry									3.1	2.0	1.7	N				
Smith Point									4.3	2.6	2.2	N				
Spanish Fort									1.1	1.1	1.1	N				
Tolar									5.2	3.7	7.4	N				
Valley Mills									2.6	2.3	2.5	N				
Wallisville									1.3	1.8	2.2	N				
Winnie									2.0	1.5	1.8	N				
Texas Windstream									3.7	3.0	3.0	N				

PRIMARY SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Jan	Feb	Mar	Corrective Action			Jul	Aug	Sep	Corrective Action				
				Apr	May	Jun				Oct	Nov	Dec		
Action														
Anahuac							87%	86%	98%	N				
Blum							96%	96%	100%	N				
Bonita							100%	100%	100%	N				
Brandon							100%	100%	100%	N				
Covington							100%	100%	100%	N				
Cressen							100%	100%	89%	N				
Double Bayou							93%	100%	100%	N				
Godley							100%	100%	100%	N				
Grandview							100%	93%	100%	N				
Hanshire							96%	95%	100%	N				
Hankamer							83%	100%	80%	N				
Higginbotham							67%	100%	100%	N				
Iredell							100%	100%	100%	N				
Kopperl							75%	100%	100%	N				
Lakeside Village							100%	83%	100%	N				
Montague							100%	80%	100%	N				
Mosheim							100%	100%	100%	N				
Nocona							100%	100%	100%	N				
Paluxy							100%	96%	100%	N				
Plains							100%	100%	100%	N				
Ringold							87%	86%	100%	N				
Rio Vista							100%	100%	100%	N				
Scurry							94%	100%	100%	N				
Smith Point							92%	89%	100%	N				
Spanish Fort							100%	100%	100%	N				
Tolar							100%	100%	100%	N				
Valley Mills							100%	71%	100%	N				
Wallisville							92%	100%	100%	N				
Winnie							100%	100%	100%	N				
Texas Windstream							94%	92%	99%	N				

REGULAR SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Jan	Feb	Mar	Corrective Action			Jul	Aug	Sep	Corrective Action				
				Apr	May	Jun				Oct	Nov	Dec	Corrective Action	
Acton														
Anahuac							93%	96%	100%	N				
Blum							97%	99%	99%	N				
Bonita							100%	100%	94%	N				
Brandon							100%	88%	100%	N				
Covington							100%	100%	100%	N				
Cressen							100%	100%	94%	N				
Double Bayou							95%	98%	100%	N				
Godley							94%	96%	100%	N				
Grandview							100%	97%	99%	N				
Hamshire							97%	99%	100%	N				
Hankamer							95%	100%	97%	N				
Higginbotham							97%	100%	100%	N				
Iredell							100%	83%	100%	N				
Kopperl							96%	100%	100%	N				
Lakeside Village							92%	97%	100%	N				
Montague							100%	98%	100%	N				
Moshelm							96%	93%	100%	N				
Nocona							80%	100%	100%	N				
Paluxy							99%	96%	100%	N				
Plains							99%	96%	100%	N				
Ringold							100%	95%	100%	N				
Rio Vista							100%	96%	100%	N				
Scurry							98%	100%	100%	N				
Smith Point							99%	96%	100%	N				
Spanish Fort							100%	100%	100%	N				
Tolar							100%	100%	100%	N				
Valley Mills							97%	95%	100%	N				
Wallisville							98%	98%	100%	N				
Wallisville							100%	100%	100%	N				
Winnie							100%	98%	100%	N				
Texas Windstream							97%	97%	99%	N				

Service Order Installations 30 Days

Exchange Name	Jan	Feb	Mar	Corrective Action			Jul	Aug	Sep	Corrective Action				
				Apr	May	Jun				Oct	Nov	Dec		
Action														
Anahuac							100%	100%	100%	N				
Blum							100%	100%	100%	N				
Bonita							100%	100%	100%	N				
Brandon							100%	100%	100%	N				
Covington							100%	100%	100%	N				
Cressen							100%	100%	100%	N				
Double Bayou							100%	100%	100%	N				
Godley							100%	100%	100%	N				
Grandview							100%	100%	100%	N				
Hamshire							100%	100%	100%	N				
Hankamer							100%	100%	100%	N				
Higginbotham							100%	100%	100%	N				
Iredell							100%	100%	100%	N				
Kopperl							100%	100%	100%	N				
Lakeside Village							100%	100%	100%	N				
Montague							100%	100%	100%	N				
Mosheim							100%	100%	100%	N				
Nocona							100%	100%	100%	N				
Paluxy							100%	100%	100%	N				
Plains							100%	100%	100%	N				
Ringold							100%	100%	100%	N				
Rio Vista							100%	100%	100%	N				
Scurry							100%	100%	100%	N				
Smith Point							100%	100%	100%	N				
Spanish Fort							100%	100%	100%	N				
Tolar							100%	100%	100%	N				
Valley Mills							100%	100%	100%	N				
Wallisville							100%	100%	100%	N				
Winnie							100%	100%	100%	N				
Texas Windstream							100%	100%	100%	N				

Service Order Installations 90 Days

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Acton									100%	100%	100%	N				
Anahuac									100%	100%	100%	N				
Bium									100%	100%	100%	N				
Bonita									100%	100%	100%	N				
Brandon									100%	100%	100%	N				
Covington									100%	100%	100%	N				
Cressen									100%	100%	100%	N				
Double Bayou									100%	100%	100%	N				
Godley									100%	100%	100%	N				
Grandview									100%	100%	100%	N				
Hamshire									100%	100%	100%	N				
Hankamer									100%	100%	100%	N				
Higginbotham									100%	100%	100%	N				
Iredell									100%	100%	100%	N				
Kopperl									100%	100%	100%	N				
Lakeside Village									100%	100%	100%	N				
Montague									100%	100%	100%	N				
Mosheim									100%	100%	100%	N				
Nocona									100%	100%	100%	N				
Paluxy									100%	100%	100%	N				
Plains									100%	100%	100%	N				
Ringold									100%	100%	100%	N				
Rio Vista									100%	100%	100%	N				
Scurry									100%	100%	100%	N				
Smith Point									100%	100%	100%	N				
Spanish Fort									100%	100%	100%	N				
Tolar									100%	100%	100%	N				
Valley Mills									100%	100%	100%	N				
Wallsville									100%	100%	100%	N				
Winnie									100%	100%	100%	N				
Texas Windstream									100%	100%	100%	N				

Service Due Date Commitment Met

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Action																
Anahuac									100%	98%	98%	N				
Blum									97%	99%	98%	N				
Bonita									94%	100%	97%	N				
Brandon									83%	100%	100%	N				
Covington									100%	100%	100%	N				
Cressen									99%	99%	100%	N				
Double Bayou									95%	100%	97%	N				
Godley									92%	98%	97%	N				
Grandview									99%	100%	99%	N				
Hamshire									98%	99%	100%	N				
Hankamer									95%	96%	97%	N				
Higinbotham									100%	100%	100%	N				
Iredell									100%	100%	100%	N				
Kopperl									100%	100%	100%	N				
Lakeside Village									83%	100%	100%	N				
Montague									89%	98%	100%	N				
Mostheim									96%	97%	100%	N				
Nocoona									100%	100%	89%	N				
Paluxy									99%	97%	99%	N				
Plains									100%	100%	100%	N				
Ringold									97%	100%	98%	N				
Rio Vista									100%	100%	100%	N				
Scurry									97%	99%	99%	N				
Smith Point									99%	100%	100%	N				
Spanish Fort									100%	100%	100%	N				
Tolar									100%	100%	100%	N				
Valley Mills									100%	98%	100%	N				
Wallisville									97%	99%	100%	N				
Winnie									100%	100%	100%	N				
									96%	98%	99%	N				
Texas Windstream									98%	99%	99%	N				

Held Re-grade Orders

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Action									0%	0%	0%	N				
Anahuac									0%	0%	0%	N				
Blum									0%	0%	0%	N				
Bonita									0%	0%	0%	N				
Brandon									0%	0%	0%	N				
Covington									0%	0%	0%	N				
Cressen									0%	0%	0%	N				
Double Bayou									0%	0%	0%	N				
Godley									0%	0%	0%	N				
Grandview									0%	0%	0%	N				
Hamshire									0%	0%	0%	N				
Hankamer									0%	0%	0%	N				
Higinbotham									0%	0%	0%	N				
Iredell									0%	0%	0%	N				
Kopperl									0%	0%	0%	N				
Lakeside Village									0%	0%	0%	N				
Montague									0%	0%	0%	N				
Mostheim									0%	0%	0%	N				
Noccona									0%	0%	0%	N				
Paluxy									0%	0%	0%	N				
Plains									0%	0%	0%	N				
Ringold									0%	0%	0%	N				
Rio Vista									0%	0%	0%	N				
Scurry									0%	0%	0%	N				
Smith Point									0%	0%	0%	N				
Spanish Fort									0%	0%	0%	N				
Tolar									0%	0%	0%	N				
Valley Mills									0%	0%	0%	N				
Wallsville									0%	0%	0%	N				
Winnie									0%	0%	0%	N				
Texas Windstream									0%	0%	0%	N				

% Repeat Trouble Reports

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Action																
Anahjac									13%	19%	17%	N				
Blum									16%	13%	5%	N				
Bonita									26%	21%	27%	N				
Brandon									36%	33%	100%	Y				
Covington									13%	25%	25%	N				
Cressen									25%	26%	15%	N				
Double Bayou									42%	27%	26%	Y				
Godley									23%	0%	25%	N				
Grandview									19%	16%	22%	N				
Hamshire									12%	22%	25%	N				
Hankamer									25%	25%	0%	N				
Higginbotham									0%	0%	0%	N				
Iredell									0%	0%	25%	N				
Kopperl									19%	25%	14%	N				
Lakeside Village									12%	27%	27%	N				
Montague									13%	27%	50%	N				
Mosheim									0%	15%	0%	N				
Nocona									0%	33%	22%	N				
Paluxy									17%	14%	10%	N				
Plains									13%	16%	43%	N				
Ringold									33%	8%	17%	N				
Rio Vista									21%	18%	6%	N				
Scurry									6%	12%	7%	N				
Smith Point									30%	17%	40%	N				
Spanish Fort									0%	0%	0%	N				
Tolar									0%	0%	0%	N				
Valley Mills									15%	19%	18%	N				
Wallsville									14%	4%	7%	N				
Winnie									17%	13%	10%	N				
Texas Windstream									18%	17%	17%	N				

Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Action									91%	90%	97%	N				
Anahuac									86%	93%	93%	N				
Blum									71%	91%	93%	N				
Bonta									29%	100%	100%	N				
Brandon									100%	80%	100%	N				
Covington									66%	70%	100%	N				
Cressen									68%	91%	97%	N				
Double Bayou									75%	100%	100%	N				
Godley									92%	97%	97%	N				
Grandview									78%	98%	100%	N				
Hanshire									75%	100%	94%	N				
Hankamer									75%	100%	100%	N				
Higginbotham									100%	100%	100%	N				
Iredell									89%	100%	100%	N				
Kopperl									50%	100%	89%	N				
Lakeside Village									39%	92%	87%	N				
Montague									50%	67%	100%	N				
Mosheim									100%	100%	100%	N				
Nocona									58%	87%	100%	N				
Paluxy									100%	87%	100%	N				
Plains									92%	90%	100%	N				
Ringold									100%	91%	50%	N				
Rio Vista									94%	93%	100%	N				
Scurry									97%	100%	100%	N				
Smith Point									83%	100%	100%	N				
Spanish Fort									0%	0%	100%	N				
Tolar									79%	89%	100%	N				
Valley Mills									92%	100%	100%	N				
Wallisville									50%	75%	100%	N				
Winnie									79%	100%	94%	N				
Texas Windstream									79%	91%	97%	N				

Answer Time Repair																
Company	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Windstream Kerrville									99%	99%	99%	N				

Customer Trouble Reports per 100 Access Lines																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									2.6	2.9	2.3	N				
Kerrville									1.7	1.4	1.4	N				
Windstream Kerrville									1.8	1.5	1.5	N				

Shaded exchange indicates access lines over 10,000 and are subject to 3.0 per 100, exchanges less than 10,000 are subject to 6.0 per 100

PRIMARY SERVICE ORDERS WITHIN 5 DAYS																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									67%	88%	80%	Y				
Kerrville									80%	92%	95%	N				
Windstream Kerrville									79%	92%	95%	N				

REGULAR SERVICE ORDERS WITHIN 5 DAYS																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									88%	97%	96%	N				
Kerrville									91%	95%	99%	N				
Windstream Kerrville									90%	95%	98%	N				

Service Order Installations 30 Days

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									100%	100%	100%	N				
Kerrville									100%	100%	100%	N				
Windstream Kerrville									100%	100%	100%	N				

Service Order Installations 90 Days

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									100%	100%	100%	N				
Kerrville									100%	100%	100%	N				
Windstream Kerrville									100%	100%	100%	N				

Service Due Date Commitment Met

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									98%	98%	99%	N				
Kerrville									99%	99%	99%	N				
Windstream Kerrville									99%	99%	99%	N				

Held Re-grade Orders

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									0%	0%	0%	N				
Kerrville									0%	0%	0%	N				
Windstream Kerrville									0%	0%	0%	N				

% Repeat Trouble Reports

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									28%	17%	21%	N				
Kerrville									13%	11%	13%	N				
Windstream Kerrville									14%	12%	13%	N				

Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Harper									100%	92%	88%	N				
Kerrville									91%	92%	92%	N				

Windstream Kerrville									92%	92%	92%	N				
----------------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Answer Time Repair																
Company	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Windstream Sugar Land									99%	99%	99%	N				

Customer Trouble Reports per 100 Access Lines																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Ben Hur									8.0	14.6	1.1	N				
Coolidge									1.8	2.0	2.0	N				
Garrison									0.9	0.5	0.7	N				
Old Ocean									1.2	2.9	0.9	N				
Prairie Hill									2.6	3.2	3.2	N				
Sandy									2.7	2.2	1.1	N				
Sugar Land									1.4	1.3	1.2	N				
Sweeny									1.2	2.6	0.6	N				
Tehuacana									5.1	0.0	3.9	N				
Waterwood									1.7	1.7	1.4	N				
Windstream Sugar Land									1.4	1.3	1.2	N				

PRIMARY SERVICE ORDERS WITHIN 5 DAYS																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Ben Hur									100%	100%	100%	N				
Coolidge									100%	100%	100%	N				
Garrison									92%	95%	91%	N				
Old Ocean									100%	93%	100%	N				
Prairie Hill									100%	100%	100%	N				
Sandy									96%	93%	97%	N				
Sugar Land									100%	89%	100%	N				
Sweeny									100%	100%	100%	N				
Tehuacana									100%	100%	100%	N				
Waterwood									96%	93%	97%	N				
Windstream Sugar Land									96%	93%	97%	N				

Shaded exchange indicates access lines over 10,000 and are subject to 3.0 per 100, exchanges less than 10,000 are subject to 6.0 per 100

REGULAR SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Ben Hur									100%	100%	100%	N				
Coolidge									97%	100%	100%	N				
Garrison									99%	99%	92%	N				
Old Ocean									100%	96%	100%	N				
Prairie Hill									100%	100%	100%	N				
Sandy									100%	100%	100%	N				
Sugar Land									98%	97%	99%	N				
Sweeny									100%	98%	100%	N				
Tehuacana									100%	100%	100%	N				
Waterwood									100%	100%	100%	N				
Windstream Sugar Land									98%	97%	99%	N				

Service Order Installations 30 Days																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Ben Hur									100%	100%	100%	N				
Coolidge									100%	100%	100%	N				
Garrison									100%	100%	100%	N				
Old Ocean									100%	100%	100%	N				
Prairie Hill									100%	100%	100%	N				
Sandy									100%	100%	100%	N				
Sugar Land									100%	100%	100%	N				
Sweeny									100%	100%	100%	N				
Tehuacana									100%	100%	100%	N				
Waterwood									100%	100%	100%	N				
Windstream Sugar Land									100%	100%	100%	N				

Service Order Installations 90 Days																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Ben Hur									100%	100%	100%	N				
Coolidge									100%	100%	100%	N				
Garrison									100%	100%	100%	N				
Old Ocean									100%	100%	100%	N				
Prairie Hill									100%	100%	100%	N				
Sandy									100%	100%	100%	N				
Sugar Land									100%	100%	100%	N				
Sweeny									100%	100%	100%	N				
Tehuacana									100%	100%	100%	N				
Waterwood									100%	100%	100%	N				
Windstream Sugar Land									100%	100%	100%	N				

Service Due Date Commitment Met

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Ben Hur									80%	100%	100%	N				
Coolidge									97%	100%	100%	N				
Garrison									98%	100%	99%	N				
Old Ocean									100%	100%	100%	N				
Prairie Hill									100%	100%	100%	N				
Sandy									100%	100%	100%	N				
Sugar Land									98%	98%	98%	N				
Sweeny									99%	99%	98%	N				
Tehuacana									100%	100%	94%	N				
Waterwood									100%	98%	100%	N				
Windstream Sugar Land									99%	98%	98%	N				

Held Re-grade Orders																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Ben Hur									0%	0%	0%	N				
Coolidge									0%	0%	0%	N				
Garrison									0%	0%	0%	N				
Old Ocean									0%	0%	0%	N				
Prairie Hill									0%	0%	0%	N				
Sandy									0%	0%	0%	N				
Sugar Land									0%	0%	0%	N				
Sweeny									0%	0%	0%	N				
Tehuacana									0%	0%	0%	N				
Waterwood									0%	0%	0%	N				
Windstream Sugar Land									0%	0%	0%	N				

% Repeat Trouble Reports																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Ben Hur									14%	23%	0%	N				
Coolidge									0%	10%	10%	N				
Garrison									30%	0%	13%	N				
Old Ocean									25%	0%	17%	N				
Prairie Hill									20%	33%	33%	N				
Sandy									20%	0%	50%	N				
Sugar Land									13%	12%	11%	N				
Sweeny									9%	5%	0%	N				
Tehuacana									0%	0%	50%	N				
Waterwood									10%	0%	13%	N				
Windstream Sugar Land									13%	11%	12%	N				

Out-of-Service Trouble Cleared Within 8 Working Hours

Exchange Name	Jan	Feb	Mar	Corrective Action			Jul	Aug	Sep	Corrective Action			
				Apr	May	Jun				Oct	Nov	Dec	Corrective Action
Ben Hur							100%	92%	100%	N			
Coolidge							100%	86%	100%	N			
Garrison							100%	100%	100%	N			
Old Ocean							86%	89%	50%	Y			
Prairie Hill							100%	100%	100%	N			
Sandy							100%	100%	100%	N			
Sugar Land							90%	89%	93%	N			
Sweeny							91%	93%	90%	N			
Tehuacana							100%	100%	100%	N			
Waterwood							100%	100%	86%	N			
Windstream Sugar Land							91%	90%	93%	N			

Answer Time Repair																
Company	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Windstream																
Communications SW									99%	99%	99%	N				

Customer Trouble Reports per 100 Access Lines																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Booker									2.1	2.1	1.7	N				
Clarendon									2.0	2.6	3.3	N				
Claude									0.5	0.8	5.2	N				
Darrouzett									1.1	0.7	2.6	N				
Dodson									11.7	7.7	9.7	Y				
Estelline									7.4	1.6	4.0	N				
Follett									1.3	1.1	2.4	N				
Groom									1.7	1.7	1.5	N				
Hedley									2.7	1.2	2.7	N				
Higgins									0.2	1.4	0.9	N				
Lakeview									3.6	0.9	3.6	N				
Memphis									2.1	0.9	1.0	N				
Miami									3.7	0.7	3.9	N				
Mobeetie									0.6	3.8	3.8	N				
Panhandle									1.5	1.8	1.2	N				
Perryton									0.8	1.6	1.2	N				
Spearman									1.2	0.9	1.5	N				
Wellington									3.0	1.7	2.2	N				
Wheeler									1.4	1.6	3.3	N				
White Deer									2.1	2.6	2.2	N				
Booker Area									1.7	1.6	2.1	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews									1.3	1.6	1.3	N				
Brownfield									2.8	2.3	3.0	N				
Denver City									3.4	1.7	3.6	N				
Forsan									2.5	2.4	1.2	N				
Frankel City									2.5	0.0	2.5	N				
Lamesa									2.8	2.8	4.0	N				
Meadow									4.6	4.2	4.2	N				
Post									5.6	4.4	5.7	N				
Ropesville									2.3	2.6	2.8	N				
Seagraves									5.2	1.4	5.9	N				
Tahoka									2.0	3.3	2.8	N				
Wilson									2.6	7.7	7.3	N				
Brownfield Area																
									2.8	2.4	3.2	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Aspermont									1.3	1.0	0.3	N				
Baird									2.2	2.3	1.2	N				
Benjamin									0.0	0.0	0.0	N				
Blackwell									1.0	3.2	1.2	N				
Clyde									2.4	1.9	1.0	N				
Cross Plains									2.3	2.9	2.5	N				
Haskell									1.4	0.6	0.7	N				
Holliday									5.3	1.6	2.4	N				
Kamay									4.2	1.3	1.7	N				
Knox City									3.0	4.0	2.6	N				
Lorraine									2.3	2.8	1.5	N				
May									5.6	2.4	2.7	N				
Megargel									1.8	11.1	5.7	N				
Merkel									2.5	2.7	1.9	N				
Moran									5.4	2.1	1.4	N				
Munday									1.4	1.2	1.8	N				
Putnam									3.2	2.2	1.1	N				
Rising Star									8.6	4.3	2.4	N				
Rochester									5.6	2.7	5.3	N				
Rule									0.6	1.2	1.2	N				
Seymour									6.8	3.7	2.2	N				
Throckmorton									2.6	2.4	2.2	N				
Trent									1.9	0.8	1.4	N				
Winert									3.2	1.6	1.6	N				
Clyde Area																
									3.0	2.3	1.7	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Crawford									1.9	1.3	0.8	N				
Crawford Area									1.9	1.3	0.8	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avinger									4.6	2.9	3.1	N				
Daingerfield									4.4	5.2	3.3	N				
Douglasville									4.1	2.7	3.4	N				
Hughes Springs									5.0	3.7	3.5	N				
Karrack									7.6	4.9	7.9	N				
Linden									5.6	3.1	5.0	N				
Lonestar									8.8	3.9	3.0	N				
Marietta									4.5	3.9	4.0	N				
Naples									4.8	3.2	4.0	N				
Uncertain									6.7	2.3	2.4	N				
Daingerfield									5.5	3.9	4.0	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Adrian									0.6	1.8	1.2	N				
Bovina									1.2	2.5	2.5	N				
Boys Ranch									1.6	0.0	0.0	N				
Cactus									3.4	2.2	2.5	N				
Channing									0.0	5.9	1.7	N				
Dalhart									3.2	2.9	2.2	N				
Dimmitt									1.2	1.7	1.5	N				
Dumas									1.8	1.5	1.9	N				
Friona									0.5	1.4	1.4	N				
Fritch									2.4	1.7	2.5	N				
Happy									1.1	3.7	2.3	N				
Hart									0.8	1.1	1.5	N				
Hartley									0.7	1.3	3.3	N				
Nazareth									1.6	0.5	1.0	N				
Sanford									1.8	1.3	1.8	N				
Stratford									1.5	2.0	1.5	N				
Sunray									0.8	1.0	1.4	N				
Tulla									0.7	1.0	1.1	N				
Vega									0.3	3.1	1.3	N				
Wildorado									1.7	0.8	0.8	N				
Dumas Area									1.6	1.7	1.8	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avalon									4.3	2.3	2.8	N				
Blooming Grove									5.4	4.1	6.4	N				
Bynum									3.4	1.1	2.8	N				
Dawson									3.4	5.1	5.2	N				
Elkhart									5.1	2.8	3.3	N				
Fairfield									3.6	2.6	2.7	N				
Frost									1.4	3.1	1.2	N				
Hubbard									4.1	3.2	3.6	N				
Irene									2.8	4.5	4.7	N				
Malone									4.8	2.1	5.2	N				
Milford									4.1	4.3	6.0	N				
Mt Calm									4.5	3.4	6.6	N				
Oakwood									4.5	6.3	3.5	N				
Purdon									10.7	8.6	8.0	Y				
Richland									5.0	4.7	7.1	N				
Sloucum									9.9	4.9	3.3	N				
Streetman									2.9	3.4	3.1	N				
Whitney									3.8	2.0	2.0	N				

Fairfield Area									4.2	3.1	3.3	N				
----------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Bedias									9.8	3.7	4.2	N				
Buffalo									6.1	4.3	4.2	N				
Burlington									3.5	1.8	4.3	N				
Centerville									1.9	3.0	1.2	N				
Chilton									5.5	3.0	2.5	N				
Franklin									4.1	3.4	5.0	N				
Hilltop Lakes									4.4	6.1	2.3	N				
Iola									5.5	2.7	3.4	N				
Leona									2.8	2.4	0.9	N				
Lott									4.0	1.3	3.2	N				
Marquez									5.6	4.6	3.7	N				
Normangee									6.0	3.9	3.2	N				
North Zulch									4.2	1.7	1.3	N				
Riesel									4.2	5.3	4.5	N				
Rogers									3.2	1.5	2.0	N				
Rosebud									2.7	1.5	2.1	N				

Franklin Area									4.6	3.3	3.2	N				
---------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Glen Rose									5.5	4.7	2.6	N				
Morgan									10.2	4.9	5.9	N				
Walnut Springs									5.4	4.5	3.4	N				

Glen Rose									5.7	4.7	2.9	N				
-----------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Beckville									3.6	3.0	2.3	N				
Bon Weir									5.3	6.6	4.3	N				
Broadus									0.0	0.0	0.0	N				
Bronson									5.9	3.2	3.0	N				
Burkville									2.3	2.0	2.1	N				
Colmesneil									5.6	3.5	5.4	N				
Fairmont									2.5	2.0	2.3	N				
Gary									1.5	1.8	1.7	N				
Hemphill									2.6	2.2	1.8	N				
Huntington									2.9	1.7	3.2	N				
Joaquin									3.2	3.4	3.4	N				
William									2.6	2.4	3.3	N				
Newton									2.4	3.0	1.9	N				
Pineiland									2.0	2.1	1.4	N				
Tenaha									6.6	6.8	5.7	N				
Zavalla									4.4	2.4	2.3	N				
Huntington Area									3.2	2.7	2.7	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Abernathy									2.2	1.2	1.4	N				
Amherst									2.6	1.1	3.7	N				
Anton									9.6	5.4	5.9	N				
Crosbyton									1.3	3.0	2.2	N				
Hurlwood									5.5	3.1	4.0	N				
Idalou									2.1	1.8	1.5	N				
Levelland									1.9	1.4	2.1	N				
Littlefield									2.2	1.4	1.4	N				
Lorenzo									1.9	1.5	2.2	N				
Morton									1.4	1.0	1.1	N				
Petersburg									2.5	2.8	3.6	N				
Ralls									3.7	4.0	4.4	N				
Shallowater									2.2	2.4	4.6	N				
Smyer									1.6	3.5	5.0	N				
Spade									5.3	12.6	5.4	N				
Sundown									1.9	1.1	1.5	N				
Whitface									0.8	0.8	3.4	N				
Whitharal									10.2	4.5	3.8	N				
Wolfforth									3.8	2.4	4.3	N				
Levelland Area									2.5	2.0	2.5	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Annona									3.5	1.4	4.0	N				
Avery									3.0	3.2	2.1	N				
Bagwell									4.6	0.7	3.3	N				
Bogata									5.7	3.8	5.6	N				
Clarksville									3.4	1.6	2.6	N				
Dekalb									4.4	4.0	5.0	N				
Deport									4.6	5.5	4.6	N				
Detroit									5.8	3.0	2.7	N				
Hooks									1.9	1.8	1.1	N				
Maude									2.9	2.1	2.9	N				
Negley									10.7	2.8	4.1	N				
New Boston									3.4	1.5	2.2	N				
Redwater									2.3	1.0	1.8	N				
Simms									3.4	0.8	3.1	N				
New Boston Area									3.7	2.4	3.0	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Balmorhea									2.0	2.8	4.2	N				
Coyanosa									3.8	8.0	5.6	N				
Fabens									2.1	4.8	1.4	N				
Fort Hancock									2.9	10.8	4.8	N				
Imperial									9.9	12.8	10.8	Y				
Mentone									15.7	2.0	19.6	N				
Orla									1.9	3.8	14.5	N				
Pecos									2.1	2.6	2.2	N				
Sierra Blanca									1.5	0.5	1.3	N				
Toyah									13.8	1.7	5.2	N				
Valentine									5.2	3.3	3.2	N				
Van Horn									3.2	2.0	3.2	N				
Pecos Area									2.5	3.8	2.6	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texarkana									3.8	2.7	2.9	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Austonio									9.1	9.2	12.2	Y				
Crockett									3.0	2.7	2.6	N				
Cushing									4.3	5.7	2.9	N				
Grapeland									6.4	5.6	5.8	N				
Groveton									5.5	3.3	3.5	N				
Kennard									3.9	2.3	1.5	N				
Lovelady									3.4	5.3	4.9	N				
Pennington									2.1	6.3	5.7	N				
Reklaw									5.1	6.6	8.9	N				
Trinity									4.9	4.2	10.6	N				
Trinity Area									4.3	4.0	4.8	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Windstream Communications SW									3.4	2.7	2.9	N				

PRIMARY SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Booker									100%	93%	75%	N				
Clarendon									100%	100%	100%	N				
Claude									100%	92%	89%	N				
Darrouzett									83%	100%	100%	N				
Dodson									100%	100%	100%	N				
Estelline									100%	100%	100%	N				
Follett									100%	100%	100%	N				
Groom									80%	100%	100%	N				
Hedley									100%	100%	100%	N				
Higgins									100%	100%	88%	N				
Lakeview									100%	100%	100%	N				
Memphis									100%	100%	100%	N				
Miami									100%	50%	100%	N				
Mobeetie									100%	100%	100%	N				
Panhandle									100%	71%	100%	N				
Perryton									80%	83%	100%	N				
Spearman									92%	100%	100%	N				
Wellington									100%	100%	100%	N				
Wheeler									94%	100%	100%	N				
White Deer									100%	100%	100%	N				

Booker Area									95%	91%	98%	N				
-------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews									96%	77%	83%	N				
Brownfield									97%	98%	98%	N				
Denver City									83%	83%	85%	Y				
Forsan									100%	100%	100%	N				
Frankel City									100%	100%	100%	N				
Lamesa									100%	87%	96%	N				
Meadow									80%	67%	100%	N				
Post									93%	67%	93%	Y				
Ropesville									80%	100%	100%	N				
Seagraves									91%	83%	80%	Y				
Tahoka									100%	75%	100%	N				
Wilson									100%	100%	100%	N				
Brownfield Area									95%	85%	91%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Aspermont									100%	100%	100%	N				
Baird									90%	100%	83%	N				
Benjamin									100%	100%	100%	N				
Blackwell									100%	100%	100%	N				
Clyde									91%	91%	97%	N				
Cross Plains									100%	92%	100%	N				
Haskell									96%	100%	100%	N				
Holliday									100%	100%	100%	N				
Kamay									100%	100%	100%	N				
Knox City									100%	89%	100%	N				
Lorraine									80%	100%	90%	N				
May									100%	100%	100%	N				
Megargel									100%	94%	96%	N				
Merkel									100%	100%	100%	N				
Moran									100%	100%	100%	N				
Munday									100%	100%	100%	N				
Putnam									100%	100%	100%	N				
Rising Star									92%	83%	88%	Y				
Rochester									100%	67%	100%	N				
Rule									100%	100%	100%	N				
Seymour									91%	100%	100%	N				
Throckmorton									86%	100%	75%	N				
Trent									100%	100%	100%	N				
Winert									100%	100%	100%	N				

Clyde Area																
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Crawford									100%	100%	100%	N				
Crawford Area									95%	95%	96%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avinger									100%	100%	100%	N				
Daingerfield									100%	97%	87%	N				
Douglasville									100%	100%	100%	N				
Hughes Springs									93%	96%	93%	N				
Karnack									50%	100%	94%	N				
Linden									100%	100%	95%	N				
Lonestar									91%	95%	76%	N				
Marietta									92%	57%	80%	Y				
Naples									88%	82%	100%	N				
Uncertain									83%	100%	100%	N				

Daingerfield									93%	95%	90%	N				
--------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Adrian									100%	100%	100%	N				
Bovina									100%	100%	80%	N				
Boys Ranch									100%	100%	100%	N				
Cactus									100%	100%	95%	N				
Channing									0%	100%	100%	N				
Dalhart									97%	93%	87%	N				
Dimmitt									100%	96%	92%	N				
Dumas									96%	98%	94%	N				
Friona									100%	83%	50%	N				
Fritch									93%	100%	90%	N				
Happy									0%	100%	100%	N				
Hart									100%	100%	100%	N				
Hartley									100%	0%	100%	N				
Nazareth									100%	100%	100%	N				
Sanford									100%	100%	100%	N				
Stratford									75%	100%	100%	N				
Sunray									100%	84%	100%	N				
Tulla									100%	92%	100%	N				
Vega									100%	88%	80%	N				
Wildorado									100%	100%	100%	N				

Dumas Area									96%	95%	92%	N				
------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avalon									100%	100%	100%	N				
Blooming Grove									91%	85%	84%	Y				
Bynum									100%	100%	100%	N				
Dawson									86%	92%	80%	Y				
Elkhart									89%	69%	38%	Y				
Fairfield									86%	38%	77%	Y				
Frost									100%	64%	100%	N				
Hubbard									92%	95%	93%	N				
Irene									100%	75%	100%	N				
Malone									75%	100%	100%	N				
Milford									100%	100%	100%	N				
Mt Calm									100%	100%	100%	N				
Oakwood									87%	33%	33%	Y				
Purdon									100%	100%	100%	N				
Richland									100%	33%	100%	N				
Slocum									80%	85%	25%	Y				
Streetman									67%	55%	80%	Y				
Whitney									90%	78%	100%	N				

Fairfield Area									89%	72%	82%	Y				
----------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Bedias									64%	50%	100%	N				
Buffalo									100%	81%	81%	N				
Burlington									100%	100%	100%	N				
Centerville									87%	62%	65%	Y				
Chilton									100%	67%	100%	N				
Franklin									75%	73%	85%	Y				
Hilltop Lakes									100%	56%	100%	N				
Iola									91%	71%	91%	Y				
Leona									100%	100%	100%	N				
Lott									88%	75%	100%	N				
Marquez									89%	86%	100%	N				
Normangee									100%	88%	100%	N				
North Zulch									100%	100%	100%	N				
Riesel									100%	73%	83%	N				
Rogers									100%	50%	100%	N				
Rosebud									62%	72%	100%	N				

Franklin Area									86%	72%	88%	Y				
---------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Glen Rose									48%	79%	73%	Y				
Morgan									67%	33%	100%	N				
Walnut Springs									100%	50%	100%	N				

Glen Rose									53%	71%	81%	Y				
-----------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Beckville									100%	82%	82%	N				
Bon Weir									100%	100%	100%	N				
Broaddus									100%	75%	100%	N				
Bronson									100%	100%	100%	N				
Burkville									100%	83%	92%	N				
Colmesneil									100%	90%	87%	N				
Fairmont									92%	100%	90%	N				
Gary									100%	100%	63%	N				
Hemphill									92%	94%	89%	Y				
Huntington									96%	97%	86%	N				
Joaquin									65%	85%	100%	N				
Milam									85%	100%	100%	N				
Newton									100%	95%	95%	N				
Pineland									86%	83%	92%	Y				
Tenaha									86%	85%	92%	Y				
Zavalla									86%	100%	86%	N				
Huntington Area									91%	92%	89%	Y				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Abernathy									94%	100%	93%	N				
Amherst									67%	0%	100%	N				
Anton									83%	86%	100%	N				
Crosbyton									91%	100%	82%	N				
Hurlwood									73%	89%	89%	Y				
Idalou									100%	85%	83%	N				
Levelland									92%	88%	98%	N				
Litterfield									90%	74%	95%	N				
Lorenzo									100%	88%	100%	N				
Morton									78%	91%	100%	N				
Petersburg									78%	100%	50%	N				
Ralls									100%	88%	86%	N				
Shallowater									88%	85%	100%	N				
Smyer									100%	75%	100%	N				
Spade									100%	100%	100%	N				
Sundown									86%	100%	100%	N				
Whiteface									100%	100%	100%	N				
Whitharral									100%	100%	67%	N				
Wolfforth									100%	94%	100%	N				
Levelland Area									90%	86%	95%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Annona									80%	83%	86%	Y				
Avery									80%	93%	67%	Y				
Bagwell									100%	100%	100%	N				
Bogata									88%	94%	67%	Y				
Clarksville									89%	100%	88%	N				
Dekalb									96%	92%	96%	N				
Deport									90%	100%	100%	N				
Detroit									100%	100%	100%	N				
Hooks									93%	100%	96%	N				
Maude									100%	90%	100%	N				
Negley									100%	100%	67%	N				
New Boston									98%	96%	97%	N				
Redwater									100%	100%	93%	N				
Simms									100%	100%	100%	N				
New Boston Area									93%	96%	91%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Baltimore																
Coyanosa									100%	100%	100%	N				
Fabers									100%	100%	100%	N				
Fort Hancock									97%	93%	96%	N				
Imperial									67%	100%	100%	N				
Mentone									60%	100%	100%	N				
Orla									100%	100%	100%	N				
Pecos									100%	100%	100%	N				
Sierra Blanca									100%	65%	100%	N				
Toyah									100%	100%	100%	N				
Valentine									100%	100%	100%	N				
Van Horn									100%	100%	100%	N				
Pecos Area									96%	85%	97%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texarkana									88%	87%	98%	N				
Texarkana Area									88%	87%	98%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Austonio									75%	50%	100%	N				
Crockett									96%	89%	95%	N				
Cushing									100%	100%	100%	N				
Grapeland									94%	75%	95%	N				
Groveton									95%	90%	100%	N				
Kenard									100%	100%	93%	N				
Lovelady									100%	79%	100%	N				
Pennington									100%	100%	100%	N				
Reklaw									100%	100%	100%	N				
Trinity									97%	91%	100%	N				
Trinity Area									96%	89%	97%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Windstream Communications SW									92%	87%	93%	Y				

REGULAR SERVICE ORDERS WITHIN 5 DAYS

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Booker									100%	98%	98%	N				
Clarendon									99%	100%	97%	N				
Claude									95%	98%	97%	N				
Darrouzett									97%	100%	100%	N				
Dodson									100%	100%	100%	N				
Estelline									100%	100%	100%	N				
Follett									100%	100%	100%	N				
Groom									96%	100%	100%	N				
Hedley									100%	100%	100%	N				
Higgins									100%	100%	95%	N				
Lakeview									100%	100%	100%	N				
Memphis									99%	99%	100%	N				
Miami									89%	92%	100%	N				
Mobeetie									100%	100%	100%	N				
Panhandle									99%	89%	100%	N				
Perryton									96%	93%	99%	N				
Spearman									98%	99%	100%	N				
Wellington									100%	99%	97%	N				
Wheeler									98%	98%	100%	N				
White Deer									100%	100%	100%	N				

Booker Area									98%	97%	99%	N				
-------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews									98%	88%	88%	N				
Brownfield									100%	99%	96%	N				
Denver City									97%	95%	91%	N				
Forsan									100%	100%	100%	N				
Frankel City									100%	100%	100%	N				
Lamesa									100%	97%	99%	N				
Meadow									96%	96%	100%	N				
Post									95%	95%	97%	N				
Ropesville									93%	100%	100%	N				
Seagraves									98%	96%	96%	N				
Tahoka									100%	96%	100%	N				
Wilson									100%	100%	100%	N				

Brownfield Area									98%	96%	95%	N				
-----------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Aspermont									100%	100%	100%	N				
Baird									100%	98%	94%	N				
Benjamin									94%	100%	100%	N				
Blackwell									100%	100%	100%	N				
Clyde									100%	100%	100%	N				
Cross Plains									98%	97%	96%	N				
Haskell									100%	97%	99%	N				
Holliday									99%	100%	97%	N				
Kamay									100%	100%	100%	N				
Knox City									100%	100%	100%	N				
Loraine									100%	96%	100%	N				
May									96%	100%	96%	N				
Megargel									100%	100%	93%	N				
Merkel									100%	100%	100%	N				
Moran									100%	97%	99%	N				
Munday									100%	100%	100%	N				
Putnam									100%	100%	100%	N				
Rising Star									100%	100%	100%	N				
Rochester									98%	96%	98%	N				
Rule									100%	91%	100%	N				
Seymour									100%	100%	100%	N				
Throckmorton									98%	100%	100%	N				
Trent									98%	100%	97%	N				
Winnet									100%	100%	100%	N				
Clyde Area									99%	98%	98%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Crawford									97%	100%	100%	N				
Crawford Area									97%	100%	100%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avinger									100%	98%	92%	N				
Daingerfield									100%	99%	97%	N				
Douglasville									100%	99%	100%	N				
Hughes Springs									98%	99%	98%	N				
Karnack									97%	94%	98%	N				
Linden									100%	99%	99%	N				
Lonestar									98%	99%	92%	N				
Marietta									98%	97%	96%	N				
Naples									97%	97%	100%	N				
Uncertain									94%	100%	86%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Daingerfield									99%	98%	97%	N				
Adrian									100%	100%	100%	N				
Bovina									100%	100%	92%	N				
Boys Ranch									100%	100%	100%	N				
Cactus									100%	100%	99%	N				
Channing									86%	100%	100%	N				
Dalhart									99%	97%	95%	N				
Dimmitt									100%	98%	95%	N				
Dumas									97%	99%	95%	N				
Friona									100%	94%	67%	N				
Fritch									99%	97%	97%	N				
Happy									97%	95%	100%	N				
Hart									96%	100%	94%	N				
Hartley									100%	80%	100%	N				
Nazareth									100%	100%	100%	N				
Sanford									100%	100%	100%	N				
Stratford									92%	92%	100%	N				
Sunray									98%	96%	98%	N				
Tulla									99%	97%	100%	N				
Vega									96%	98%	95%	N				
Wildorado									100%	100%	100%	N				
Dumas Area									98%	98%	96%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avalon																
Blooming Grove									100%	100%	100%	N				
Bynum									96%	98%	96%	N				
Dawson									94%	100%	100%	N				
Elkhart									98%	99%	95%	N				
Fairfield									96%	91%	81%	N				
Frost									92%	77%	88%	N				
Hubbard									100%	90%	97%	N				
Irene									99%	99%	97%	N				
Malone									100%	96%	93%	N				
Milford									97%	100%	96%	N				
Mt Calm									95%	100%	96%	N				
Oakwood									100%	100%	94%	N				
Purdon									97%	91%	86%	N				
Richland									100%	98%	95%	N				
Slocum									92%	81%	100%	N				
Streetman									97%	97%	76%	N				
Whitney									93%	91%	92%	N				
									96%	92%	99%	N				
Fairfield Area									96%	92%	93%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Bedias																
Buffalo									94%	88%	100%	N				
Burlington									99%	94%	95%	N				
Centerville									100%	100%	100%	N				
Chilton									97%	92%	92%	N				
Franklin									98%	96%	100%	N				
Hilltop Lakes									93%	88%	95%	N				
Iola									97%	88%	100%	N				
Leona									97%	91%	98%	N				
Lott									95%	100%	100%	N				
Marquez									98%	95%	100%	N				
Normangee									96%	95%	100%	N				
North Zulch									99%	97%	100%	N				
Riesel									100%	100%	100%	N				
Rogers									100%	95%	97%	N				
Rosebud									97%	81%	100%	N				
									89%	81%	100%	N				
Franklin Area									96%	91%	97%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Glen Rose									87%	92%	91%	N				
Morgan									93%	92%	100%	N				
Walnut Springs									100%	86%	97%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Glen Rose									89%	91%	93%	N				
Beckville									97%	96%	93%	N				
Bon Weir									97%	100%	100%	N				
Broaddus									100%	98%	98%	N				
Bronson									100%	100%	100%	N				
Burkville									100%	96%	99%	N				
Colmesneil									99%	96%	96%	N				
Fairmont									96%	100%	97%	N				
Gary									100%	100%	93%	N				
Hemphill									98%	98%	97%	N				
Huntington									97%	98%	97%	N				
Joaquin									89%	93%	99%	N				
Milam									96%	97%	93%	N				
Newton									99%	99%	98%	N				
Pineland									98%	97%	98%	N				
Tenaha									93%	95%	94%	N				
Zavalla									96%	99%	96%	N				
Huntington Area									97%	98%	96%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Abernatthy																
Amherst									97%	99%	96%	N				
Anton									97%	83%	100%	N				
Crosbyton									98%	98%	100%	N				
Hurtwood									96%	100%	88%	N				
Idalou									95%	94%	98%	N				
Levelland									99%	97%	94%	N				
Littelfield									97%	95%	99%	N				
Lorenzo									98%	93%	99%	N				
Morton									100%	98%	95%	N				
Petersburg									95%	97%	100%	N				
Ralls									96%	100%	87%	N				
Shallowater									99%	97%	97%	N				
Smyer									96%	96%	98%	N				
Spade									100%	95%	100%	N				
Sundown									100%	93%	100%	N				
Whiteface									95%	99%	100%	N				
Whitharral									100%	97%	100%	N				
Wolfforth									100%	92%	89%	N				
									96%	95%	100%	N				
Levelland Area									97%	96%	97%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Annona									97%	97%	91%	N				
Avery									97%	97%	98%	N				
Bagwell									88%	100%	100%	N				
Bogata									97%	99%	90%	N				
Clarksville									98%	100%	97%	N				
Dekalb									99%	98%	99%	N				
Deport									98%	100%	98%	N				
Detroit									98%	100%	97%	N				
Hooks									96%	99%	99%	N				
Maude									100%	96%	100%	N				
Negley									100%	100%	89%	N				
New Boston									99%	99%	99%	N				
Redwater									96%	98%	99%	N				
Simms									100%	98%	100%	N				
New Boston Area									98%	99%	98%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Balmorhea									100%	100%	100%	N				
Coyanosa									100%	100%	86%	N				
Fabens									99%	99%	98%	N				
Fort Hancock									95%	100%	95%	N				
Imperial									83%	100%	100%	N				
Mentone									100%	100%	100%	N				
Orla									100%	100%	100%	N				
Pecos									99%	92%	100%	N				
Sierra Blanca									96%	100%	100%	N				
Toyah									100%	100%	100%	N				
Valentine									67%	100%	100%	N				
Van Horn									95%	98%	96%	N				

Pecos Area																
									98%	96%	98%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texarkana									95%	96%	99%	N				

Texarkana Area																
									95%	96%	99%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Austonio									97%	94%	100%	N				
Crockett									98%	94%	97%	N				
Cushing									98%	100%	97%	N				
Grapeland									99%	95%	98%	N				
Groveton									99%	98%	96%	N				
Kenard									100%	100%	98%	N				
Lovelady									98%	96%	100%	N				
Pennington									100%	96%	100%	N				
Reklaw									100%	100%	86%	N				
Trinity									99%	97%	99%	N				

Trinity Area																
									99%	96%	98%	N				

Windstream Communications SW																
									97%	96%	97%	N				

Service Order Installations 30 Days

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Booker									100%	100%	100%	N				
Clarendon									100%	100%	100%	N				
Claude									100%	100%	100%	N				
Darrouzett									100%	100%	100%	N				
Dodson									100%	100%	100%	N				
Estelline									100%	100%	100%	N				
Follett									100%	100%	100%	N				
Groom									100%	100%	100%	N				
Hedley									100%	100%	100%	N				
Higgins									100%	100%	100%	N				
Lakeview									100%	100%	100%	N				
Memphis									100%	100%	100%	N				
Miami									100%	100%	100%	N				
Mobette									100%	100%	100%	N				
Panhandle									100%	100%	100%	N				
Perryton									100%	100%	100%	N				
Spearman									100%	100%	100%	N				
Wellington									100%	100%	100%	N				
Wheeler									100%	100%	100%	N				
White Deer									100%	100%	100%	N				

Booker Area									100%	100%	100%	N				
-------------	--	--	--	--	--	--	--	--	------	------	------	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews									100%	100%	100%	N				
Brownfield									100%	100%	100%	N				
Denver City									100%	100%	100%	N				
Forsan									100%	100%	100%	N				
Frankel City									100%	100%	100%	N				
Lamesa									100%	100%	100%	N				
Meadow									100%	100%	100%	N				
Post									100%	100%	100%	N				
Ropesville									100%	100%	100%	N				
Seagraves									100%	100%	100%	N				
Tahoka									100%	100%	100%	N				
Wilson									100%	100%	100%	N				

Brownfield Area									100%	100%	100%	N				
-----------------	--	--	--	--	--	--	--	--	------	------	------	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Aspermont									100%	100%	100%	N				
Baird									100%	100%	100%	N				
Benjamin									100%	100%	100%	N				
Blackwell									100%	100%	100%	N				
Clyde									100%	100%	100%	N				
Cross Plains									100%	100%	100%	N				
Haskell									100%	100%	100%	N				
Holliday									100%	100%	100%	N				
Kamay									100%	100%	100%	N				
Knox City									100%	100%	100%	N				
Lorraine									100%	100%	100%	N				
May									100%	100%	100%	N				
Megargel									100%	100%	100%	N				
Merkel									100%	100%	100%	N				
Moran									100%	100%	100%	N				
Munday									100%	100%	100%	N				
Putnam									100%	100%	100%	N				
Rising Star									100%	92%	100%	N				
Rochester									100%	100%	100%	N				
Rule									100%	100%	100%	N				
Seymour									100%	100%	100%	N				
Throckmorton									100%	100%	75%	N				
Trent									100%	100%	100%	N				
Winert									100%	100%	100%	N				

Clyde Area									100%	99%	100%	N				
------------	--	--	--	--	--	--	--	--	------	-----	------	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Crawford									100%	100%	100%	N				

Crawford Area									100%	100%	100%	N				
---------------	--	--	--	--	--	--	--	--	------	------	------	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avinger																
Daingerfield																
Douglasville																
Hughes Springs									100%	100%	100%	N				
Karnack									100%	100%	100%	N				
Linden									100%	100%	100%	N				
Lonestar									100%	100%	100%	N				
Marietta									100%	100%	100%	N				
Naples									100%	100%	100%	N				
Uncertain									100%	100%	100%	N				
Daingerfield									100%	100%	100%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Adrian																
Bovina																
Boys Ranch																
Cactus									100%	100%	100%	N				
Channing									100%	100%	100%	N				
Dalhart									100%	100%	100%	N				
Dimmitt									100%	100%	100%	N				
Dumas									100%	100%	100%	N				
Friona									100%	100%	100%	N				
Fritch									100%	100%	100%	N				
Happy									100%	100%	99%	N				
Hart									100%	100%	100%	N				
Hartley									100%	100%	100%	N				
Nazareth									100%	100%	100%	N				
Sanford									100%	100%	100%	N				
Stratford									100%	100%	100%	N				
Sunray									100%	100%	100%	N				
Tulsa									100%	100%	100%	N				
Vega									100%	100%	100%	N				
Wildorado									100%	100%	100%	N				
Dumas Area									100%	100%	100%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avalon									100%	100%	100%	N				
Blooming Grove									100%	100%	100%	N				
Bynum									100%	100%	100%	N				
Dawson									100%	100%	100%	N				
Elkhart									100%	100%	100%	N				
Fairfield									100%	100%	100%	N				
Frost									100%	100%	100%	N				
Hubbard									100%	100%	100%	N				
Irene									100%	100%	100%	N				
Malone									75%	100%	100%	N				
Milford									100%	100%	100%	N				
Mt Calm									100%	100%	100%	N				
Oakwood									100%	100%	100%	N				
Purdon									100%	100%	100%	N				
Richland									100%	100%	100%	N				
Slocum									100%	100%	100%	N				
Streetman									100%	100%	100%	N				
Whitney									100%	100%	100%	N				

Fairfield Area									100%	100%	100%	N				
----------------	--	--	--	--	--	--	--	--	------	------	------	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Bedias									100%	100%	100%	N				
Buffalo									100%	100%	100%	N				
Burlington									100%	100%	100%	N				
Centerville									100%	95%	90%	N				
Chilton									100%	100%	100%	N				
Franklin									95%	100%	100%	N				
Hilltop Lakes									100%	100%	100%	N				
Iola									100%	100%	100%	N				
Leona									100%	100%	100%	N				
Lott									100%	100%	100%	N				
Marquez									89%	100%	100%	N				
Normangee									100%	100%	100%	N				
North Zulch									100%	100%	100%	N				
Riesel									100%	100%	100%	N				
Rogers									100%	100%	100%	N				
Rosebud									100%	100%	100%	N				

Franklin Area									99%	99%	99%	N				
---------------	--	--	--	--	--	--	--	--	-----	-----	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Glen Rose									100%	100%	95%	N				
Morgan									100%	100%	100%	N				
Walnut Springs									100%	100%	100%	N				
Glen Rose									100%	100%	100%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Beckville									100%	100%	97%	N				
Bon Weir									100%	100%	100%	N				
Broaddus									100%	100%	100%	N				
Bronson									100%	100%	100%	N				
Burkville									100%	100%	100%	N				
Colmesneil									100%	100%	100%	N				
Fairmont									100%	100%	100%	N				
Gary									100%	100%	100%	N				
Hemphill									100%	100%	100%	N				
Huntington									100%	100%	100%	N				
Joaquin									100%	100%	100%	N				
Millam									100%	100%	97%	N				
Newton									100%	100%	100%	N				
Pineland									100%	100%	100%	N				
Tenaha									86%	100%	100%	N				
Zavalla									100%	100%	83%	N				
Huntington Area									99%	100%	98%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Abernathy									100%	100%	100%	N				
Amherst									100%	100%	100%	N				
Anton									100%	100%	100%	N				
Crosbyton									100%	100%	100%	N				
Hurlwood									100%	100%	100%	N				
Idalou									100%	100%	100%	N				
Levelland									100%	100%	100%	N				
Littfield									98%	100%	100%	N				
Lorenzo									100%	100%	100%	N				
Morton									100%	100%	100%	N				
Petersburg									100%	100%	100%	N				
Ralls									100%	100%	100%	N				
Shallowater									100%	100%	100%	N				
Smyer									100%	100%	100%	N				
Spade									100%	100%	100%	N				
Sundown									100%	100%	100%	N				
Whiteface									100%	100%	100%	N				
Whitharal									100%	100%	100%	N				
Wofforth									100%	100%	100%	N				
Levelland Area									100%	100%	100%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Annona									80%	100%	86%	N				
Avey									100%	93%	100%	N				
Bagwell									100%	100%	100%	N				
Bogata									96%	100%	100%	N				
Clarksville									100%	100%	100%	N				
Dekalb									100%	100%	100%	N				
Deport									100%	100%	100%	N				
Detroit									100%	100%	100%	N				
Hooks									100%	100%	100%	N				
Maude									100%	100%	100%	N				
Negley									100%	100%	100%	N				
New Boston									100%	100%	100%	N				
Redwater									100%	100%	100%	N				
Slims									100%	100%	100%	N				

New Boston Area									99%	100%	99%	N				
-----------------	--	--	--	--	--	--	--	--	-----	------	-----	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Balmorhea																
Coyanosa									100%	100%	100%	N				
Fabens									100%	100%	100%	N				
Fort Hancock									100%	100%	100%	N				
Imperial									100%	100%	100%	N				
Mentone									67%	100%	100%	N				
Orla									100%	100%	100%	N				
Pecos									100%	100%	100%	N				
Sierra Blanca									100%	100%	100%	N				
Toyah									100%	100%	100%	N				
Valentine									100%	100%	100%	N				
Van Horn									100%	100%	100%	N				
Pecos Area									100%	100%	100%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texarkana									99%	100%	100%	N				
Texarkana Area									100%	100%	100%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Austonio									100%	100%	100%	N				
Crockett									100%	100%	100%	N				
Cushing									100%	100%	100%	N				
Grapeland									100%	100%	100%	N				
Groveton									100%	100%	100%	N				
Kennard									100%	100%	100%	N				
Lovelady									100%	100%	100%	N				
Pennington									100%	100%	100%	N				
Reklaw									100%	100%	100%	N				
Trinity									100%	100%	100%	N				
Trinity Area									100%	100%	100%	N				
Windstream Communications SW									100%	100%	100%	N				

Service Order Installations 90 Days

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Booker									100%	100%	100%	N				
Clarendon									100%	100%	100%	N				
Claude									100%	100%	100%	N				
Darrouzett									100%	100%	100%	N				
Dodson									100%	100%	100%	N				
Estelline									100%	100%	100%	N				
Follett									100%	100%	100%	N				
Groom									100%	100%	100%	N				
Hedley									100%	100%	100%	N				
Higgins									100%	100%	100%	N				
Lakeview									100%	100%	100%	N				
Memphis									100%	100%	100%	N				
Miami									100%	100%	100%	N				
Mobeetie									100%	100%	100%	N				
Panhandle									100%	100%	100%	N				
Perryton									100%	100%	100%	N				
Spearman									100%	100%	100%	N				
Wellington									100%	100%	100%	N				
Wheeler									100%	100%	100%	N				
White Deer									100%	100%	100%	N				

Booker Area									100%	100%	100%	N				
-------------	--	--	--	--	--	--	--	--	------	------	------	---	--	--	--	--

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews									100%	100%	100%	N				
Brownfield									100%	100%	100%	N				
Denver City									100%	100%	100%	N				
Forsan									100%	100%	100%	N				
Frankel City									100%	100%	100%	N				
Lamesa									100%	100%	100%	N				
Meadow									100%	100%	100%	N				
Post									100%	100%	100%	N				
Ropesville									100%	100%	100%	N				
Seagraves									100%	100%	100%	N				
Tahoka									100%	100%	100%	N				
Wilson									100%	100%	100%	N				

Brownfield Area									100%	100%	100%	N				
-----------------	--	--	--	--	--	--	--	--	------	------	------	---	--	--	--	--