

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				
Loraine									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%	100%	100%	N				
Rochester									100%	100%	100%	N				
Rule									100%	100%	100%	N				
Seymour									100%	100%	100%	N				
Throckmorton									100%	100%	100%	N				
Trent									100%	100%	100%	N				
Winert									100%	100%	100%	N				
Clyde 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
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									100%	100%	100%	N				
Daingerfield									100%	100%	100%	N				
Douglasville									100%	100%	100%	N				
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				
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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%	100%	N				
Boys Ranch									100%	100%	100%	N				
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%	100%	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				
Widorado									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				
Bryum									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									100%	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				
Siocum									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%	100%	100%	N				
Chilton									100%	100%	100%	N				
Franklin									100%	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									100%	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																
									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
Glen Rose									100%	100%	100%	N				
Morgan									100%	100%	100%	N				
Walnut Springs									100%	100%	100%	N				

Glen Rose									100%	100%	100%	N				
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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%	100%	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				
Milam									100%	100%	100%	N				
Newton									100%	100%	100%	N				
Pineland									100%	100%	100%	N				
Tenaha									100%	100%	100%	N				
Zavalla									100%	100%	100%	N				

Huntington Area									100%	100%	100%	N				
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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				
Hurtwood									100%	100%	100%	N				
Idalou									100%	100%	100%	N				
Levelland									100%	100%	100%	N				
Littlefield									100%	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				
Smeyer									100%	100%	100%	N				
Spade									100%	100%	100%	N				
Sundown									100%	100%	100%	N				
Whiteface									100%	100%	100%	N				
Whitharal									100%	100%	100%	N				
Wolfforth									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									100%	100%	100%	N				
Avery									100%	100%	100%	N				
Bagwell									100%	100%	100%	N				
Bogata									100%	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				
Simms									100%	100%	100%	N				
New Boston 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
Balmorhea									100%	100%	100%	N				
Coyanosa									100%	100%	100%	N				
Fabens									100%	100%	100%	N				
Fort Hancock									100%	100%	100%	N				
Imperial									100%	100%	100%	N				
Mentone									100%	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				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texarkana									100%	100%	100%	N				

Texarkana Area									100%	100%	100%	N				
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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				
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Windstream Communications SW									100%	100%	100%	N				
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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
Booker									100%	100%	100%	N				
Clarendon									100%	100%	100%	N				
Claude									99%	99%	97%	N				
Darrouzett									100%	100%	97%	N				
Dodson									100%	100%	100%	N				
Estelline									100%	89%	100%	N				
Follett									100%	100%	100%	N				
Groom									100%	95%	100%	N				
Hedley									100%	100%	100%	N				
Higgins									96%	100%	100%	N				
Lakeview									100%	100%	97%	N				
Memphis									90%	100%	100%	N				
Miami									99%	100%	99%	N				
Mobeetie									100%	92%	100%	N				
Panhandle									100%	83%	89%	N				
Perryton									97%	99%	100%	N				
Spearman									99%	99%	98%	N				
Wellington									100%	99%	96%	N				
Wheeler									97%	100%	100%	N				
White Deer									98%	100%	100%	N				
									97%	100%	100%	N				

Booker Area

									99%	99%	99%	N				
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Exchange Name

Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews								99%	100%	96%	N				
Brownfield								100%	100%	98%	N				
Denver City								97%	98%	99%	N				
Forsan								100%	100%	100%	N				
Frankel City								100%	100%	100%	N				
Lamesa								100%	100%	99%	N				
Meadow								100%	99%	94%	N				
Post								92%	100%	94%	N				
Ropesville								97%	96%	97%	N				
Seagraves								100%	100%	100%	N				
Tahoka								91%	98%	100%	N				
Wilson								100%	100%	100%	N				
								100%	96%	100%	N				

Brownfield Area

								99%	99%	98%	N				
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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									98%	100%	97%	N				
Benjamin									100%	100%	100%	N				
Blackwell									100%	100%	87%	N				
Clyde									99%	99%	99%	N				
Cross Plains									100%	100%	100%	N				
Haskell									98%	99%	97%	N				
Holiday									100%	100%	100%	N				
Kamay									100%	100%	100%	N				
Knox City									100%	100%	100%	N				
Lorraine									100%	100%	96%	N				
May									100%	95%	93%	N				
Megargel									100%	100%	100%	N				
Merkel									100%	99%	100%	N				
Moran									100%	100%	100%	N				
Munday									97%	100%	97%	N				
Putnam									100%	100%	100%	N				
Rising Star									98%	100%	98%	N				
Rochester									100%	100%	100%	N				
Rule									100%	100%	100%	N				
Seymour									100%	98%	100%	N				
Throckmorton									100%	100%	100%	N				
Trent									100%	100%	100%	N				
Winert									100%	100%	100%	N				
Clyde 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
Crawford									93%	100%	100%	N				
Crawford Area																
									93%	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									94%	96%	100%	N				
Daingerfield									92%	98%	98%	N				
Douglasville									100%	100%	100%	N				
Hughes Springs									97%	99%	99%	N				
Karnack									99%	99%	99%	N				
Linden									98%	97%	99%	N				
Lonestar									90%	96%	99%	N				
Marietta									100%	100%	96%	N				
Naples									95%	99%	96%	N				
Uncertain									94%	100%	100%	N				

Daingerfield									95%	98%	98%	N				
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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									86%	100%	100%	N				
Boys Ranch									100%	100%	100%	N				
Cactus									100%	99%	100%	N				
Channing									100%	100%	100%	N				
Dalhart									98%	100%	98%	N				
Dimmitt									100%	99%	100%	N				
Dumas									98%	100%	99%	N				
Fiona									100%	100%	100%	N				
Fritch									100%	97%	100%	N				
Happy									100%	100%	100%	N				
Hart									100%	96%	100%	N				
Hartley									100%	100%	100%	N				
Nazareth									100%	100%	100%	N				
Sanford									89%	100%	100%	N				
Stratford									100%	100%	100%	N				
Sunray									98%	99%	98%	N				
Tulsa									100%	100%	100%	N				
Vega									100%	100%	89%	N				
Wilderado									100%	100%	100%	N				
Dumas Area									99%	99%	99%	N				

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

Glen Rose

									92%	96%	97%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Beckville									98%	100%	98%	N				
Bon Weir									100%	100%	100%	N				
Broaddus									100%	100%	100%	N				
Bronson									100%	100%	100%	N				
Burkville									100%	100%	100%	N				
Colmesneil									97%	99%	99%	N				
Fairmont									96%	100%	99%	N				
Gary									100%	97%	99%	N				
Hemphill									94%	100%	98%	N				
Huntington									97%	98%	97%	N				
Joaquin									98%	99%	99%	N				
Milam									100%	99%	100%	N				
Newton									99%	99%	100%	N				
Pineland									96%	100%	100%	N				
Tenaha									98%	99%	96%	N				
Zavalla									99%	98%	97%	N				
									97%	99%	99%	N				
Huntington Area									98%	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
Abernathy									99%	99%	99%	N				
Amherst									100%	100%	100%	N				
Anton									98%	100%	100%	N				
Crosbyton									100%	100%	96%	N				
Hurlwood									99%	100%	100%	N				
Idalou									98%	100%	100%	N				
Levelland									99%	100%	99%	N				
Littlefield									100%	99%	99%	N				
Lorenzo									100%	100%	100%	N				
Morton									100%	100%	100%	N				
Petersburg									96%	98%	100%	N				
Ralls									97%	98%	99%	N				
Shallowater									99%	99%	98%	N				
Smeyer									100%	100%	100%	N				
Spade									100%	100%	100%	N				
Sundown									98%	99%	100%	N				
Whiteface									100%	100%	100%	N				
Whitharal									100%	100%	100%	N				
Wolfforth									100%	99%	95%	N				

Levelland Area									99%	99%	99%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Annona									97%	100%	91%	N				
Avery									97%	99%	100%	N				
Bagwell									100%	100%	88%	N				
Bogata									96%	98%	99%	N				
Clarksville									98%	98%	99%	N				
Dekalb									98%	99%	99%	N				
Deport									96%	100%	96%	N				
Detroit									98%	97%	97%	N				
Hooks									98%	98%	99%	N				
Maude									95%	100%	100%	N				
Negley									95%	100%	100%	N				
New Boston									100%	100%	97%	N				
Redwater									97%	100%	99%	N				
Simms									92%	100%	96%	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																
Coyanosa									86%	100%	100%	N				
Fabens									80%	100%	100%	N				
Fort Hancock									100%	99%	99%	N				
Imperial									100%	100%	100%	N				
Mentone									92%	100%	100%	N				
Orla									100%	100%	100%	N				
Pecos									100%	100%	100%	N				
Sierra Blanca									98%	99%	99%	N				
Toyah									96%	93%	100%	N				
Valentine									100%	100%	100%	N				
Van Horn									100%	100%	75%	N				
									97%	100%	96%	N				

Pecos Area																
									98%	99%	99%	N				
Exchange Name																
Texarkana	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
									95%	99%	97%	N				

Texarkana Area																
									95%	99%	97%	N				
Exchange Name																
Austonio	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Crockett									97%	97%	100%	N				
Cushing									95%	97%	99%	N				
Grapeland									98%	97%	97%	N				
Groveton									99%	98%	96%	N				
Kennard									95%	97%	94%	N				
Lovelady									98%	98%	98%	N				
Pennington									100%	98%	100%	N				
Reklaw									100%	100%	100%	N				
Trinity									100%	95%	93%	N				
									96%	96%	96%	N				

Trinity Area																
									96%	97%	97%	N				
Windstream Communications SW																
									97%	99%	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
Booker									0%	0%	0%	N				
Clarendon									0%	0%	0%	N				
Claude									0%	0%	0%	N				
Darrouzett									0%	0%	0%	N				
Dodson									0%	0%	0%	N				
Estelline									0%	0%	0%	N				
Follett									0%	0%	0%	N				
Groom									0%	0%	0%	N				
Hedley									0%	0%	0%	N				
Higgins									0%	0%	0%	N				
Lakeview									0%	0%	0%	N				
Memphis									0%	0%	0%	N				
Miami									0%	0%	0%	N				
Mobeetie									0%	0%	0%	N				
Panhandle									0%	0%	0%	N				
Perryton									0%	0%	0%	N				
Spearman									0%	0%	0%	N				
Wellington									0%	0%	0%	N				
Wheeler									0%	0%	0%	N				
White Deer									0%	0%	0%	N				

Booker Area

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews									0%	0%	0%	N				
Brownfield									0%	0%	0%	N				
Denver City									0%	0%	0%	N				
Forsan									0%	0%	0%	N				
Frankel City									0%	0%	0%	N				
Lamesa									0%	0%	0%	N				
Meadow									0%	0%	0%	N				
Post									0%	0%	0%	N				
Ropesville									0%	0%	0%	N				
Seagraves									0%	0%	0%	N				
Tahoka									0%	0%	0%	N				
Wilson									0%	0%	0%	N				

Brownfield Area

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Aspermont									0%	0%	0%	N				
Baird									0%	0%	0%	N				
Benjamin									0%	0%	0%	N				
Blackwell									0%	0%	0%	N				
Clyde									0%	0%	0%	N				
Cross Plains									0%	0%	0%	N				
Haskell									0%	0%	0%	N				
Holliday									0%	0%	0%	N				
Kamay									0%	0%	0%	N				
Knox City									0%	0%	0%	N				
Loraline									0%	0%	0%	N				
May									0%	0%	0%	N				
Megargel									0%	0%	0%	N				
Merkel									0%	0%	0%	N				
Moran									0%	0%	0%	N				
Munday									0%	0%	0%	N				
Putnam									0%	0%	0%	N				
Rising Star									0%	0%	0%	N				
Rochester									0%	0%	0%	N				
Rule									0%	0%	0%	N				
Seymour									0%	0%	0%	N				
Throckmorton									0%	0%	0%	N				
Trent									0%	0%	0%	N				
Winnet									0%	0%	0%	N				
Clyde Area									0%	0%	0%	N				
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Crawford									0%	0%	0%	N				
Crawford Area									0%	0%	0%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avinger									0%	0%	0%	N				
Dangerfield									0%	0%	0%	N				
Douglasville									0%	0%	0%	N				
Hughes Springs									0%	0%	0%	N				
Karnack									0%	0%	0%	N				
Linden									0%	0%	0%	N				
Lonestar									0%	0%	0%	N				
Marietta									0%	0%	0%	N				
Naples									0%	0%	0%	N				
Uncertain									0%	0%	0%	N				

Dangerfield									0%	0%	0%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Adrian									0%	0%	0%	N				
Bovina									0%	0%	0%	N				
Boys Ranch									0%	0%	0%	N				
Cactus									0%	0%	0%	N				
Channing									0%	0%	0%	N				
Dalhart									0%	0%	0%	N				
Dimmitt									0%	0%	0%	N				
Dumas									0%	0%	0%	N				
Friona									0%	0%	0%	N				
Fritch									0%	0%	0%	N				
Happy									0%	0%	0%	N				
Hart									0%	0%	0%	N				
Hartley									0%	0%	0%	N				
Nazareth									0%	0%	0%	N				
Sanford									0%	0%	0%	N				
Stratford									0%	0%	0%	N				
Sunray									0%	0%	0%	N				
Tulsa									0%	0%	0%	N				
Vega									0%	0%	0%	N				
Widorado									0%	0%	0%	N				

Dumas Area									0%	0%	0%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avalon									0%	0%	0%	N				
Blooming Grove									0%	0%	0%	N				
Bynum									0%	0%	0%	N				

Dawson										0%	0%	0%	0%	N					
Elkhart										0%	0%	0%	0%	N					
Fairfield										0%	0%	0%	0%	N					
Frost										0%	0%	0%	0%	N					
Hubbard										0%	0%	0%	0%	N					
Irene										0%	0%	0%	0%	N					
Malone										0%	0%	0%	0%	N					
Milford										0%	0%	0%	0%	N					
Mt. Calm										0%	0%	0%	0%	N					
Oakwood										0%	0%	0%	0%	N					
Purdon										0%	0%	0%	0%	N					
Richland										0%	0%	0%	0%	N					
Slocum										0%	0%	0%	0%	N					
Streetman										0%	0%	0%	0%	N					
Whitney										0%	0%	0%	0%	N					

Fairfield Area										0%	0%	0%	0%	N					
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Bedias									0%	0%	0%	N				
Buffalo									0%	0%	0%	N				
Burlington									0%	0%	0%	N				
Centerville									0%	0%	0%	N				
Chilton									0%	0%	0%	N				
Franklin									0%	0%	0%	N				
Hilltop Lakes									0%	0%	0%	N				
Iola									0%	0%	0%	N				
Leona									0%	0%	0%	N				
Lot									0%	0%	0%	N				
Marquez									0%	0%	0%	N				
Normangee									0%	0%	0%	N				
North Zulch									0%	0%	0%	N				
Riesel									0%	0%	0%	N				
Rogers									0%	0%	0%	N				
Rosebud									0%	0%	0%	N				

Franklin Area									0%	0%	0%	0%	N			
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Glen Rose									0%	0%	0%	N				
Morgan									0%	0%	0%	N				
Walnut Springs									0%	0%	0%	N				
Glen Rose									0%	0%	0%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Beckville									0%	0%	0%	N				
Bon Weir									0%	0%	0%	N				
Broaddus									0%	0%	0%	N				
Bronson									0%	0%	0%	N				
Burkville									0%	0%	0%	N				
Colmesneil									0%	0%	0%	N				
Fairmont									0%	0%	0%	N				
Gary									0%	0%	0%	N				
Hemphill									0%	0%	0%	N				
Huntington									0%	0%	0%	N				
Joaquin									0%	0%	0%	N				
Milam									0%	0%	0%	N				
Newton									0%	0%	0%	N				
Pineland									0%	0%	0%	N				
Tenaha									0%	0%	0%	N				
Zavalla									0%	0%	0%	N				
Huntington Area									0%	0%	0%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Abernathy									0%	0%	0%	N				
Amherst									0%	0%	0%	N				
Anton									0%	0%	0%	N				
Crosbyton									0%	0%	0%	N				
Hurtwood									0%	0%	0%	N				
Idalou									0%	0%	0%	N				
Leveland									0%	0%	0%	N				
Littlefield									0%	0%	0%	N				
Lorenzo									0%	0%	0%	N				
Morton									0%	0%	0%	N				
Petersburg									0%	0%	0%	N				
Ralls									0%	0%	0%	N				
Shallowater									0%	0%	0%	N				
Smyer									0%	0%	0%	N				
Spade									0%	0%	0%	N				
Sundown									0%	0%	0%	N				
Whiteface									0%	0%	0%	N				
Whitharal									0%	0%	0%	N				
Wolforth									0%	0%	0%	N				

Leveland Area									0%	0%	0%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Annona									0%	0%	0%	N				
Avery									0%	0%	0%	N				
Bagwell									0%	0%	0%	N				
Bogata									0%	0%	0%	N				
Clarksville									0%	0%	0%	N				
Dekalb									0%	0%	0%	N				
Deport									0%	0%	0%	N				
Detroit									0%	0%	0%	N				
Hooks									0%	0%	0%	N				
Maude									0%	0%	0%	N				
Negley									0%	0%	0%	N				
New Boston									0%	0%	0%	N				
Redwater									0%	0%	0%	N				
Simms									0%	0%	0%	N				
New Boston Area									0%	0%	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									0%	0%	0%	N				
Coyanosa									0%	0%	0%	N				
Fabens									0%	0%	0%	N				
Fort Hancock									0%	0%	0%	N				
Imperial									0%	0%	0%	N				
Mentone									0%	0%	0%	N				
Orla									0%	0%	0%	N				
Pecos									0%	0%	0%	N				
Sierra Blanca									0%	0%	0%	N				
Toyah									0%	0%	0%	N				
Valentine									0%	0%	0%	N				
Van Horn									0%	0%	0%	N				

Pecos Area									0%	0%	0%	N				
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texarkana									0%	0%	0%	N				

Texarkana Area									0%	0%	0%	N				
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Austonio									0%	0%	0%	N				
Crockett									0%	0%	0%	N				
Cushing									0%	0%	0%	N				
Grapeland									0%	0%	0%	N				
Groveton									0%	0%	0%	N				
Kennard									0%	0%	0%	N				
Lovelady									0%	0%	0%	N				
Pennington									0%	0%	0%	N				
Reklaw									0%	0%	0%	N				
Trinity									0%	0%	0%	N				

Trinity Area									0%	0%	0%	N				
Windstream Communications SW									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
Booker									11%	11%	20%	N				
Clarendon									10%	20%	14%	N				
Claude									0%	0%	3%	N				
Darrouzett									0%	0%	29%	N				
Dodson									27%	43%	22%	N				
Estelline									33%	0%	20%	N				
Follett									0%	0%	11%	N				
Groom									0%	0%	17%	N				
Hedley									14%	0%	0%	N				
Higgins									0%	17%	0%	N				
Lakeview									25%	100%	25%	Y				
Memphis									37%	8%	7%	N				
Miami									53%	33%	19%	N				
Mobeetie									0%	33%	33%	N				
Panhandle									5%	8%	19%	N				
Perryton									5%	12%	15%	N				
Spearmen									17%	7%	22%	N				
Wellington									29%	24%	7%	N				
Wheeler									0%	29%	24%	N				
White Deer									9%	29%	8%	N				

Booker Area									18%	16%	15%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews									10%	16%	12%	N				
Brownfield									15%	16%	14%	N				
Denver City									16%	13%	16%	N				
Foran									25%	25%	50%	Y				
Frankel City									0%	0%	0%	N				
Lamesa									14%	7%	26%	N				
Meadow									9%	50%	0%	N				
Post									31%	37%	33%	Y				
Ropesville									33%	0%	9%	N				
Seagraves									39%	0%	15%	N				
Tahoka									25%	8%	18%	N				
Wilson									17%	39%	29%	N				
Brownfield Area									19%	17%	21%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Aspermont									0%	0%	0%	N				
Baird									15%	29%	7%	N				
Benjamin									0%	0%	0%	N				
Blackwell									0%	8%	0%	N				
Clyde									10%	9%	10%	N				
Cross Plains									25%	10%	17%	N				
Haskell									8%	0%	0%	N				
Holiday									30%	0%	0%	N				
Kamay									10%	0%	0%	N				
Knox City									0%	16%	8%	N				
Loraine									0%	27%	17%	N				
May									33%	33%	20%	N				
Megargel									0%	17%	0%	N				
Merkel									14%	17%	36%	N				
Moran									33%	0%	0%	N				
Munday									11%	0%	25%	N				
Putnam									33%	0%	100%	N				
Rising Star									27%	26%	13%	N				
Rochester									0%	0%	0%	N				
Rule									100%	0%	50%	N				
Seymour									17%	26%	24%	N				
Throckmorton									11%	6%	25%	N				
Trent									0%	0%	20%	N				
Winert									100%	0%	0%	N				
Clyde Area									18%	15%	17%	N				
Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Crawford									16%	8%	13%	N				
Crawford Area									16%	8%	13%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avinger									17%	26%	20%	N				
Daingerfield									22%	22%	16%	N				
Douglasville									17%	10%	20%	N				
Hughes Springs									24%	21%	24%	N				
Karnack									24%	32%	25%	Y				
Linden									15%	22%	23%	N				
Lonestar									32%	20%	18%	N				
Marietta									21%	19%	19%	N				
Naples									11%	17%	18%	N				
Uncertain									12%	50%	0%	N				
Daingerfield									22%	22%	20%	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%	0%	0%	N				
Bovina									0%	0%	25%	N				
Boys Ranch									0%	0%	0%	N				
Cactus									3%	16%	5%	N				
Channing									0%	0%	0%	N				
Dalhart									8%	22%	18%	N				
Dimmitt									19%	11%	9%	N				
Dumas									13%	14%	11%	N				
Friona									0%	33%	33%	N				
Fritch									18%	21%	12%	N				
Happy									0%	8%	0%	N				
Hart									0%	0%	0%	N				
Hartley									0%	0%	0%	N				
Nazareth									17%	0%	0%	N				
Sanford									0%	33%	0%	N				
Stratford									0%	0%	67%	N				
Sunray									0%	9%	6%	N				
Tulia									13%	14%	21%	N				
Vega									0%	0%	0%	N				
Wildorado									0%	0%	0%	N				
Dumas Area									12%	13%	11%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Avalon									36%	33%	0%	N				
Blooming Grove									21%	28%	24%	N				
Bynum									67%	50%	0%	N				
Dawson									10%	29%	22%	N				
Elkhart									21%	28%	17%	N				
Fairfield									29%	28%	19%	N				
Frost									14%	13%	0%	N				
Hubbard									17%	22%	18%	N				
Irene									17%	16%	10%	N				
Malone									14%	22%	22%	N				
Milford									6%	22%	4%	N				
Mt Calm									27%	9%	36%	N				
Oakwood									9%	11%	19%	N				
Purdon									20%	23%	13%	N				
Richland									38%	33%	17%	N				
Slocum									23%	45%	18%	N				
Streetman									23%	11%	19%	N				
Whitney									10%	12%	13%	N				

Fairfield Area									20%	23%	17%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Bedias									20%	28%	18%	N				
Buffalo									18%	19%	17%	N				
Burlington									25%	100%	0%	N				
Centerville									4%	8%	10%	N				
Chilton									21%	22%	20%	N				
Franklin									16%	22%	22%	N				
Hilltop Lakes									11%	9%	20%	N				
Iola									25%	4%	8%	N				
Leona									13%	15%	40%	N				
Lott									4%	0%	5%	N				
Marquez									30%	22%	14%	N				
Normangee									13%	16%	7%	N				
North Zurich									13%	8%	0%	N				
Riesel									18%	23%	14%	N				
Rogers									3%	15%	22%	N				
Rosebud									17%	11%	15%	N				

Franklin Area									16%	17%	16%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Glen Rose									30%	27%	15%	N				
Morgan									24%	7%	12%	N				
Walnut Springs									12%	18%	5%	N				
Glen Rose									28%	25%	13%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Beckville									16%	35%	17%	N				
Bon Weir									8%	23%	30%	N				
Broadus									0%	0%	0%	N				
Bronson									38%	21%	8%	N				
Burkville									16%	21%	10%	N				
Colmesneil									9%	7%	24%	N				
Fairmont									17%	19%	20%	N				
Gary									0%	15%	0%	N				
Hemphill									16%	13%	13%	N				
Huntington									17%	8%	10%	N				
Joaquin									17%	18%	17%	N				
Milam									16%	17%	17%	N				
Newton									10%	20%	15%	N				
Pineland									23%	21%	18%	N				
Tenaha									19%	16%	18%	N				
Zavalla									21%	18%	19%	N				
Huntington Area									17%	17%	16%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Abernathy									7%	19%	16%	N				
Amherst									20%	0%	14%	N				
Anton									24%	20%	38%	N				
Crosbyton									8%	17%	23%	N				
Hurlwood									41%	29%	31%	Y				
Idalou									13%	8%	9%	N				
Levelland									13%	10%	7%	N				
Littlefield									16%	11%	9%	N				
Lorenzo									11%	0%	30%	N				
Morton									0%	0%	9%	N				
Petersburg									31%	28%	17%	N				
Ralls									11%	30%	22%	N				
Shallowater									16%	12%	20%	N				
Smyer									0%	8%	11%	N				
Spade									0%	25%	40%	N				
Sundown									18%	10%	0%	N				
Whiteface									0%	0%	11%	N				
Whitharal									0%	33%	20%	N				
Wolfforth									25%	41%	14%	N				

Levelland Area									17%	17%	16%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Annona									33%	0%	21%	N				
Avery									19%	18%	14%	N				
Bagwell									29%	0%	0%	N				
Bogata									25%	23%	24%	Y				
Clarksville									22%	7%	15%	N				
Dekalb									16%	11%	18%	N				
Deport									23%	22%	19%	N				
Detroit									16%	9%	24%	N				
Hooks									14%	12%	12%	N				
Maude									24%	4%	27%	N				
Negley									53%	33%	0%	N				
New Boston									18%	6%	12%	N				
Redwater									21%	17%	5%	N				
Simms									14%	0%	8%	N				
New Boston Area									21%	13%	16%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Balmorhea									14%	30%	13%	N				
Coyanosa									0%	23%	22%	N				
Fabens									10%	13%	17%	N				
Fort Hancock									0%	15%	36%	N				
Imperial									50%	47%	38%	Y				
Mentone									13%	0%	50%	N				
Orla									0%	0%	13%	N				
Pecos									14%	8%	16%	N				
Sierra Blanca									0%	0%	0%	N				
Toyah									50%	0%	33%	N				
Valentine									0%	50%	0%	N				
Van Horn									13%	33%	18%	N				

Pecos Area									14%	15%	21%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texarkana									22%	21%	20%	N				

Texarkana Area									22%	21%	20%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Austonio									38%	42%	37%	Y				
Crockett									13%	19%	21%	N				
Cushing									28%	15%	22%	N				
Grapeland									38%	32%	30%	Y				
Groveton									18%	20%	10%	N				
Kennard									26%	6%	17%	N				
Lovelady									21%	20%	32%	N				
Pennington									43%	29%	16%	N				
Reklaw									33%	25%	32%	Y				
Trinity									20%	15%	17%	N				

Trinity Area									23%	21%	22%	N				
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Windstream Communications SW									20%	19%	18%	N				
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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
Booker									100%	100%	86%	N				
Clarendon									100%	100%	100%	N				
Claude									100%	100%	100%	N				
Darrouzett									100%	100%	100%	N				
Dodson									100%	100%	100%	N				
Estelline									88%	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									92%	100%	92%	N				
Miami									100%	100%	100%	N				
Mobeetie									92%	88%	92%	N				
Parhandle									85%	100%	100%	N				
Perryton									100%	100%	100%	N				
Spearman									92%	100%	100%	N				
Wellington									80%	100%	85%	N				
Wheeler									100%	100%	100%	N				
White Deer																

Booker Area									95%	99%	97%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Andrews									94%	98%	100%	N				
Brownfield									100%	99%	93%	N				
Denver City									93%	94%	92%	N				
Forsan									100%	100%	100%	N				
Frankel City									100%	100%	100%	N				
Lamesa									95%	99%	93%	N				
Meadow									100%	100%	100%	N				
Post									95%	98%	100%	N				
Ropesville									100%	100%	83%	N				
Seagraves									95%	100%	84%	N				
Tahoka									100%	100%	100%	N				
Wilson									100%	100%	92%	N				
Brownfield Area									96%	98%	94%	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									89%	100%	100%	N				
Blackwell									100%	100%	100%	N				
Clyde									100%	100%	100%	N				
Cross Plains									96%	100%	100%	N				
Haskell									100%	95%	100%	N				
Holiday									100%	100%	100%	N				
Kamay									93%	100%	100%	N				
Knox City									86%	100%	100%	N				
Loraine									100%	86%	100%	N				
May									100%	100%	100%	N				
Megargel									100%	100%	100%	N				
Merkel									100%	100%	100%	N				
Moran									100%	94%	100%	N				
Munday									90%	100%	100%	N				
Putnam									100%	100%	100%	N				
Rising Star									50%	100%	100%	N				
Rochester									100%	96%	100%	N				
Rule									100%	100%	100%	N				
Seymour									100%	100%	100%	N				
Throckmorton									98%	100%	100%	N				
Trent									92%	91%	100%	N				
Winert									80%	100%	100%	N				
									100%	100%	100%	N				
Clyde Area									96%	97%	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									88%	100%	100%	N				
Crawford Area									88%	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									28%	56%	47%	Y				
Daingerfield									68%	71%	84%	Y				
Douglasville									63%	82%	100%	N				
Hughes Springs									58%	73%	76%	Y				
Karnack									91%	91%	94%	N				
Linden									79%	88%	94%	N				
Lonestar									54%	71%	81%	Y				
Marietta									90%	87%	87%	N				
Naples									60%	88%	97%	N				
Uncertain									100%	100%	100%	N				

Daingerfield									68%	78%	87%	Y				
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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%	100%	N				
Boys Ranch									100%	100%	100%	N				
Cactus									94%	100%	100%	N				
Channing									100%	100%	100%	N				
Dalhart									96%	100%	100%	N				
Dimmitt									100%	100%	100%	N				
Dumas									99%	99%	100%	N				
Friona									100%	100%	100%	N				
Fritch									100%	100%	100%	N				
Happy									100%	100%	100%	N				
Hart									100%	100%	100%	N				
Hartley									100%	100%	100%	N				
Nazareth									100%	100%	100%	N				
Sanford									100%	100%	100%	N				
Stratford									100%	67%	100%	N				
Sunray									100%	100%	90%	N				
Tulia									100%	100%	100%	N				
Vega									100%	100%	100%	N				
Widorado									100%	100%	100%	N				
Dumas Area									99%	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
Avalon									89%	80%	83%	Y				
Blooming Grove									96%	97%	90%	N				
Bynum									60%	100%	80%	N				
Dawson									95%	86%	88%	N				
Elkhart									78%	98%	74%	N				
Fairfield									96%	93%	86%	N				
Frost									83%	100%	100%	N				
Hubbard									100%	96%	91%	N				
Irene									57%	92%	93%	N				
Malone									100%	86%	87%	N				
Milford									69%	71%	70%	Y				
Mt Calm									83%	100%	80%	N				
Oakwood									91%	92%	74%	N				
Purdon									83%	91%	97%	N				
Richland									57%	90%	87%	N				
Slocum									65%	84%	71%	Y				
Streetman									92%	92%	96%	N				
Whitney									97%	99%	98%	N				

Fairfield Area									89%	93%	87%	N				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Bedias									97%	97%	93%	N				
Buffalo									66%	76%	81%	Y				
Burlington									50%	100%	60%	N				
Centerville									81%	61%	91%	N				
Chilton									88%	80%	86%	Y				
Franklin									91%	84%	93%	N				
Hilltop Lakes									91%	93%	77%	N				
Iola									94%	96%	93%	N				
Leona									44%	50%	0%	Y				
Lott									79%	75%	100%	N				
Marquez									89%	52%	94%	N				
Normangee									88%	97%	86%	N				
North Zulch									100%	71%	83%	N				
Riesel									77%	98%	83%	N				
Rogers									93%	91%	100%	N				
Rosebud									85%	100%	80%	N				

Franklin Area									84%	82%	88%	Y				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Glen Rose									70%	63%	66%	Y				
Morgan									65%	78%	54%	Y				
Walnut Springs									48%	87%	87%	Y				

Glen Rose									67%	67%	68%	Y				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Beckville									85%	89%	87%	Y				
Bon Weir									73%	93%	100%	N				
Broaddus									100%	100%	100%	N				
Bronson									81%	89%	100%	N				
Burkville									89%	100%	100%	N				
Colmesneil									90%	93%	92%	N				
Fairmont									96%	89%	95%	N				
Gary									50%	57%	100%	N				
Hemphill									100%	94%	96%	N				
Huntington									100%	100%	98%	N				
Joaquin									97%	100%	100%	N				
Milam									100%	79%	97%	N				
Newton									100%	100%	100%	N				
Pineland									88%	78%	92%	N				
Tenaha									97%	91%	98%	N				
Zavalla									100%	100%	94%	N				

Huntington Area									94%	91%	96%	N				
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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%	95%	85%	N				
Crosbyton									100%	96%	100%	N				
Hurtwood									100%	94%	88%	N				
Idalou									96%	95%	100%	N				
Levelland									99%	98%	97%	N				
Littlefield									98%	100%	100%	N				
Lorenzo									100%	75%	100%	N				
Morton									100%	100%	75%	N				
Petersburg									100%	100%	100%	N				
Ralls									100%	100%	100%	N				
Shallowater									100%	95%	98%	N				
Smyer									100%	100%	100%	N				

[illegible]

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%	0%	100%	N				
Fabens									100%	100%	71%	N				
Fort Hancock									93%	99%	100%	N				
Imperial									92%	100%	100%	N				
Mentone									82%	100%	83%	N				
Orla									83%	0%	63%	Y				
Pecos									100%	100%	57%	N				
Sierra Blanca									93%	85%	91%	N				
Toyah									100%	100%	75%	N				
Valentine									100%	100%	100%	N				
Van Horn									67%	100%	100%	N				
Pecos Area									97%	91%	93%	N				

Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Texarkana									70%	90%	82%	Y				

Texarkana Area									70%	90%	82%	Y				
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Exchange Name	Jan	Feb	Mar	Corrective Action	Apr	May	Jun	Corrective Action	Jul	Aug	Sep	Corrective Action	Oct	Nov	Dec	Corrective Action
Austonio									84%	67%	66%	Y				
Crockett									84%	81%	81%	Y				
Cushing									89%	80%	75%	Y				
Grapeland									74%	71%	91%	N				
Groveton									82%	100%	80%	N				
Kennard									100%	100%	100%	N				
Lovelady									95%	89%	86%	N				
Pennington									50%	100%	75%	N				
Reklaw									100%	82%	90%	N				
Trinity									74%	77%	80%	Y				

Trinity Area									80%	78%	82%	Y				
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Windstream Communications SW									84%	89%	89%	Y				
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Percent of Customer Trouble Reports per 100 Access Lines

Benchmark for Corrective Action- Below 6.0% for a period of 3 consecutive months.

The following exchanges were above the service quality objective of 6.0 per access line for the last three months.

<u>EXCHANGE</u>	<u>JUL.</u>	<u>AUG</u>	<u>SEPT</u>
LAKESIDE	9.2	7.7	8.3

Detail of Missed Levels:

Heavy storms, rain and cut cables during these months were the cause of high trouble reports.

Action Plan:

Windstream is working on a database to pull reports by exchange including the technician who worked each related ticket. This report is being pulled quarterly. The report will be analyzed to find ways to reduce the number of reports occurring in an exchange. These issues have been addressed with the local technicians. Cable locates will now be done in a timely matter. This will reduce cut cables and drops.

Percent of Repeat Trouble Reports

Benchmark for Corrective Action—below 22% for a period of 3 consecutive months.

The following exchanges were above the objective.

<u>EXCHANGE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEPT</u>
BONITA	36	33	100
CRESSON	42	27	26

Detail of Missed Levels:

Repeats were caused by a number of issues: Weather, Cable Conditions, Customers, Technicians and non-related issues with the same number.

Action Plan:

Windstream is working on a data base report to pull all repeat report information by exchange including the technician who worked each related ticket. This report is being pulled quarterly. The report will be analyzed to find ways to reduce the number of repeat reports occurring in an exchange. This issue has been addressed with the local technicians.

Percent of Primary Service Orders Not Worked in 5 days:

Benchmark for Corrective Action: Below 95% for 3 consecutive months.

The following exchange was below the service quality objective of 95% during the last three months.

<u>EXCHANGE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEPT</u>
GLEN ROSE	48	79	73

Detail of Missed Levels:

Lack of cable facilities

Action Plan:

Outside Plant Engineering will continue to make out work orders to install digital subscriber equipment where needed.

Percent of OOS Customer Trouble Reports > 8 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>JUL</u>	<u>AUG</u>	<u>SEPT</u>
GLEN ROSE	70	63	66
MORGAN	65	78	54
WALNUT SPRINGS	48	87	87

Detail of Missed Levels:

Heavy storms and rain during these months was the cause of high trouble reports.

Action Plan:

Management is working with the Call Center to clear Out-of-Service trouble within eight working hours. Using contractors when needed.

Percent of Primary Service Orders Within 5 Days

Benchmark for Corrective Action- Below 95% for a period of 3 consecutive months.
The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEPT</u>
Harper	67.0	88.0	80.0

Detail of Missed Levels:

The above exchanges not meeting the guidelines can be attributed to heavy work load due primarily to storms and above average rainfall for July. Due to the small size of the exchange, three orders in July, two orders in August, and one order in September, the percentages are greatly affected. Part of the problem was due to orders being put in HOC status for needing a buried drop to provide service and the order not being completed in five days. Coaching has taken care of this procedure.

Action Plan:

Coaching on procedures to handle service orders needing buried drops have been relayed to the tech's.

Percent of OOS Customer Trouble Reports > 8 hours

Benchmark for Corrective Action- Below 90% for a period of 3 consecutive months. The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>
Old Ocean	86%	89%	50%

Detail of Missed Levels:

The above exchange not meeting the guidelines July-Sept. can be attributed to heavy work loads due primarily to storms and above average rainfall for the season.

Old Ocean has a very low access line count of 388, so with that said and only 2 OOS reports for the month and 1 commitment being missed, percentiles will be missed.

Action Plan:

Improvements of facilities and plant are in the works for Old Ocean. Testing of plant facilities and troubles per 100 are being analyzed.

The percentiles of OOS reports will be focused upon in the upcoming months.

Percent of OOS Customer Trouble Reports > 8 hours

Benchmark for Corrective Action- Below 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEPT</u>
Chilton	88	80	86
Buffalo	66	76	81
Leona	44	50	0

Detail of Missed Levels:

The above exchanges not meeting the guidelines can be attributed to multiple causes. Primary cause for Chilton has been heavy workloads and some cut cables. Main cause for Buffalo has been cut cables, but also very heavy load due to plant issues. Leona is a small exchange and percentages are affected by small numbers. The 0% for Sept was due to one OOS ticket commitment not being met.

Action Plan:

Preventative Maintenance Requests have been submitted to Engineering for repair of cut cables. Rehab work has been done in the Buffalo Exchange which should reduce the number of customer reports/workload. New employees are being hired to supplement the work force.

Percent of Primary Service Orders Not Worked in 5 days

Benchmark for Corrective Action- Below 95% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEPT</u>
Franklin	75	73	85
Centerville	87	62	65
Iola	91	71	91

Detail of Missed Levels:

Largest contributors to not meeting this objective are heavy workload in Iola and held orders in Franklin & Centerville.

Action Plan:

New employees are being hired to supplement the work force. Engineering will continue to place facilities as needed to reduce held orders.

Percent of Customer Trouble Reports per 100 Access Lines

Benchmark for Corrective Action- Below 6.0 for a period of 3 consecutive months.

The following exchanges were below the service quality objective of 6.0 per access line for the last three months.

<u>EXCHANGE</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Purdon	10.7	8.6	8.0

Detail of Missed Levels:

Purdon is a small exchange with several remotes off of this office. We had span problems with one of these remotes that caused the trouble reports to exceed objectives

Action Plan:

We have rehabbed the spans going to this remote which should help to reduce the trouble in this exchange.

Percent of OOS Customer Trouble Reports > 8 hours

Benchmark for Corrective Action- Below 90% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Avalon	89	80	83
Milford	69	71	70
Slocum	65	84	71

Detail of Missed Levels:

The above exchanges not meeting the guidelines can be attributed mainly to the tech that normally works these exchanges has been off for a Workman's Comp injury and we have been covering these towns with techs from surrounding areas.

Action Plan:

Extra technicians have been added to the work force, in addition contractors will be utilized as needed.

Percent of Primay orders not worked in 5 days

Benchmark for Corrective Action- Below 95% for a period of 3 consecutive months.

The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>
Dawson	86	92	80
Elkhart	89	69	38
Fairfield	86	38	77
Hubbard	92	95	93
Oakwood	87	33	33
Slocum	80	85	25
Streetman	67	55	80
Blooming Grove	91	85	84

Detail of Missed Levels:

Largest contributors to not meeting this objective are heavy workloads and orders scheduling out past 5 days.

Action Plan:

New employees and contractors have been hired to supplement the work force. More units have been added to calendars to prevent any scheduling issues.

Percent of OOS Customer Trouble Reports > 8 hours:

Benchmark for Corrective Action- Below 90% for a period of 3 consecutive months.

The following exchange was below the service quality objective of 90% for the past three months.

<u>EXCHANGE</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
Beckville	85	89	87

Detail of Missed Levels:

This exchange has exceeded the benchmark primarily due to a heavy workload and vacations taken during this time frame.

Action Plan:

We have begun to bring in technicians from the surrounding areas to cover during vacations and when the workload is heavy.

Percent of Primary Service Orders Not Worked in 5 days

Benchmark for Corrective Action- Below 95% for a period of 3 consecutive months.

The following exchanges were below the service quality objective of 95% for the past three months.

<u>EXCHANGE</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
HEMPHILL	92	94	89
PINELAND	86	83	82
TENAHA	86	85	82

Detail of Missed Levels:

Manpower issues contributed to the missed level due to vacations taken during this time frame.

A new employee was hired in Pineland and a contractor was in place to help meet these objectives.

Action Plan:

Service technicians were coached on the importance of watching the commitment times on the service orders and helping their fellow employees when necessary.

Percent of OOS Customer Trouble Reports > 8 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% for the past three months.

<u>EXCHANGE</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
Austonio	84	67	66
Crockett	84	81	81
Cushing	89	80	75
Trinity	74	77	80

Detail of Missed Levels:

These exchanges missed the benchmark due primarily due to vacations taken during the 3rd quarter. We are moving technicians around to help cover during vacation times and when the workload is heavy.

Action Plan:

A very aggressive maintenance plan was implemented for the Crockett and Trinity exchanges. 90% of the aerial cable was re-habbed and we are continuing to monitor the repair of the cut cables in this district.

Percent of Customer Trouble Reports per 100 Access Lines

Benchmark for Corrective Action- Below 6.0% for a period of 3 consecutive months.

This exchange was above the service quality objective of 6% for the past three months.

<u>EXCHANGE</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
Austonio	9.1	9.2	12.2

Detail of Missed Levels:

This exchange missed the service level of troubles per 100 due to a large number of cut cables.

Action Plan:

We are actively working with engineering and construction to repair all cut cables in the area.

Percent of Repeat Trouble Reports

Benchmark for Corrective Action- Below 22% for a period of 3 consecutive months.

The following exchanges were above the service quality objective of 22% for the past three months.

<u>EXCHANGE</u>	<u>JULY</u>	<u>AUG</u>	<u>SEPT</u>
AUSTONIO	38	42	37
GRAPELAND	38	32	30
RECKLAW	33	25	32

Detail of Missed Levels:

These exchanges have exceeded the benchmark for a variety of reasons including numerous cut cables and some areas in need of cable maintenance. We have taken aggressive action to have the cut cables repaired in a timely manner.

Action Plan:

We have completed twenty Preventive Maintenance Requests in these three exchanges and twelve requests are pending completion.

Customer Trouble Reports per 100 access Lines

Benchmark for Corrective Action: Above 6.0 per 100 access lines in an exchange with less than 10,000 access lines.

<u>Exchange</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Imperial	9.9	12.8	10.8
Dodson	11.7	7.7	9.7

Detail of Missed Objectives

Imperial: This exchange is covered by an inexperienced technician, and has several areas of bad plant in need of repair.

Dodson: Is a very small exchange with less than 100 lines. We have identified one cable on the ground that was getting wet and on section of cable that needs some cable rehab.

Corrective Action to be Taken

Imperial: The technician has recently returned from training and has shown marked improvements in his ability to diagnose and repair a problem. We have also identified several bad sections of cable and have them scheduled for replacement.

Dodson: We will replace the section on the ground as soon as cable can be ordered. We will then start replacing the closures on the south side (about 16 of them).

Primary Service Orders Within 5 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>JUL</u>	<u>AUG</u>	<u>SEP</u>
Denver City	83%	83%	85%
Post	93%	67%	93%
Seagraves	91%	83%	80%
Hurlwood	73%	89%	89%
Rising Star	92%	83%	88%

Detail of Missed Objectives

Hurlwood: Largest contributors to not meeting this objective was heavy workloads and manpower shortage.

Corrective Action to be Taken

Denver City: Work closely with Planner and assure assignments and workable amount of jobs each day. This exchange has a vacant position that will be filled soon that will insure orders will be closed in a more timely manner.

Post: Work closely with Planner and schedule workable amount of units daily. A recent filled position will relieve workload.

Seagraves: Work closely with Planner and assure assignments and workable amount of jobs each day. This exchange has a vacant position that will be filled soon that will insure orders will be closed in a more timely manner.

Hurlwood: An additional employee has returned to work after being off for several months. Two employees are now dedicated to this area.

Rising Star: This is due to growth outside of our currently built facilities. These are residents moving in mobile homes out in the rural areas past our existing facilities. We are developing a partnership program with the local electric service companies that may provide a better advance notification of this activity. The small number of orders also makes this standard easy to miss.

Percentage of Repeat Trouble Reports

Benchmark for Corrective Action: Greater than 22% for a period of three consecutive months.

Exchange	JUL	AUG	SEP
Imperial	50%	47%	38%
Dodson	27%	43%	22%
Lakeview	25%	100%	25%
Forsan	25%	25%	50%
Post	31%	37%	33%
Hurlwood	41%	29%	31%

Detail of Missed Objectives

Imperial: This exchange is covered by an inexperienced technician, and has several areas of bad plant in need of repair.

Dodson: Repeats were caused mostly by county cutting the cable several times and wet or bad cable.

Lakeview: Repeats caused by bad section of cable.

Hurlwood: The largest contributor to not meeting this objective are several locations where the county maintainers graded up the buried cable.

Corrective Action to be Taken

Imperial: The technician has recently returned from training and has shown marked improvements in his ability to diagnose and repair a problem. We have also identified several bad sections of cable and have them scheduled for replacement.

Dodson: We will replace the section on the ground as soon as cable can be ordered. We will then start replacing the closures on the south side (about 16 of them).

Lakeview: We will replace the bad section of cable as soon as cable can be ordered.

Forsan: Areas of cable rehab has been targeted to eliminate repeats in this exchange, due to woodpecker damage.

Post: We have some areas that are targeted for cable replacement and rehab were our largest repeat reports come from. We have recently hired a new employee for this area that will give us the capability to perform cable rehab in areas that are creating problems.

Hurlwood: There is a capitol work order # 7400700300-00086 expected to be completed within the next 30 days which should correct this problem.

Out of Service Troubles Cleared Within 8 Working Hours

Benchmark for Corrective Action: Less than 90% for a period of three consecutive months.

<u>Exchange</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Mentone	83%	0%	63%

Detail of Missed Objectives

Mentone: This is a remote exchange with only 51 access lines. We have experienced several problems over the past three months such as power issues to the OPAC, span trouble feeding the OPAC, and Microwave Mux problems affecting the OPAC.

Corrective Action to be Taken

Mentone: Due to the small number of access lines in Mentone any trouble or service order received must be treated with the highest priority, and addressed immediately in order to meet the service standard of 90% and higher.

Percent of OOS Customer Trouble Reports > 8 hours

Benchmark for Corrective Action- Below 90% for a period of 3 consecutive months.
The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Avinger	57%	75%	71%
Daingerfield	78%	81%	80%
Hughes Springs	79%	67%	89%
Lone Star	83%	63%	77%
Texarkana	79%	88%	80%
Detroit	64%	76%	86%
Bogata	71%	88%	90%

Detail of Missed Levels:

The above exchanges not meeting the guidelines can be attributed to one or more of the following:

Improper scheduling by the Call Center
Inclement Weather Patterns in July and August

Action Plan:

Service Center is re-routing trouble tickets to Technicians based on commitment times when required. Training is constantly being utilized to improve technicians understanding of commitment times for OOS tickets. Pre-loading tickets has begun so Technicians don't have to dial up. This increases our ability to meet customer objectives.

We have added two employees to our current workforce to meet our demand work. Cable rehab projects in Texarkana are scheduled for completion in November. The cutover of these projects has created additional trouble tickets during this quarter.

Percent of Customer Repeat Trouble Reports > 22%

Benchmark for Corrective Action- Greater than 22% for a period of 3 consecutive months. The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Karnack	33%	33%	33%
Bogata	23%	26%	23%

Detail of Missed Levels:

Missed objectives in Karnack were due to deteriorated digital loop carrier equipment located at the Big Lake CSA site. Device in Karnack is manufactured discontinued and parts are hard to find. Missed objectives in Bogata were the result of span issues associated with the Cunningham and Hagensport DLC sites. There is also a cable section identified in the town of Bogata that required replacement. The associated trouble with the spans and the cable in town added to our overall numbers.

Action Plan:

Access Engineering is developing a plan to changeout the device at Big Lake within the Karnack exchange. Engineering has placed the replacement project in the 2008 capital budget. We are awaiting approval. Span issues in Bogata were cleared by repairing damaged cable facilities. A work order was submitted for approval for the cable replacement in the town of Bogata. We are waiting for approval by Engineering so the cable facilities can be replaced.

Percent of Primary orders not worked in 5 days

Benchmark for Corrective Action- Below 95% for a period of 3 consecutive months.
The following exchanges were below the service quality objective for the last three months.

<u>EXCHANGE</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>
Marietta	89%	88%	93%
Annona	94%	77%	93%
Avery	89%	92%	92%
Bogata	88%	94%	67%

Detail of Missed Levels:

Missed commitments in Marietta, Annona and Avery were due to employee vacancies created by retirements or short-term disability. Difficulties in meeting customer objectives were due to the normal shift in existing work forces to cover all of the demand work. Contract employees were utilized during some of these months, but not knowing the area, productivity from the contractors was low.

Action Plan:

Two new technicians have been hired for the Annona, Avery, Bogata areas and started to work the 1st week of November. This should eliminate these exchanges from missing these objectives in the 4th quarter.