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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.

EXCHANGE	JUL.	AUG	SEPT
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.

EXCHANGE	JUL	AUG	SEPT
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.

EXCHANGE	JUL	AUG	SEPT
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.

EXCHANGE	JUL	_AUG_	SEPT
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.

EXCHANGE	JUL	AUG	SEPT
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.

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.

EXCHANGE	<u>Jul</u>	Aug	Sep
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.

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.

EXCHANGE	JUL	AUG	SEPT
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.

EXCHANGE	JUL _	AUG	SEPT
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.

EXCHANGE	APR	MAY	JUN
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.

EXCHANGE	APR	MAY	JUN
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.

EXCHANGE	APR	MAY	JUN
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.

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.

EXCHANGE	July	Aug	Sept
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.

EXCHANGE	July	Aug	Sept
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.

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.

EXCHANGE	July	Aug	Sept
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.

EXCHANGE	July	Aug	Sept
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.

EXCHANGE	JULY	AUG	SEPT
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.

Exchange	JUL	AUG	SEP
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.

Exchange	JUL	AUG_	SEP
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 timley 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 timley 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	<u>SEP</u>
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.

Exchange	<u>J</u> UL	AUG	<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.

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.

EXCHANGE	JUL	AUG	SEP
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.

EXCHANGE	JUL	AUG	<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.

EXCHANGE	JUL	AUG	SEP
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.