

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.