



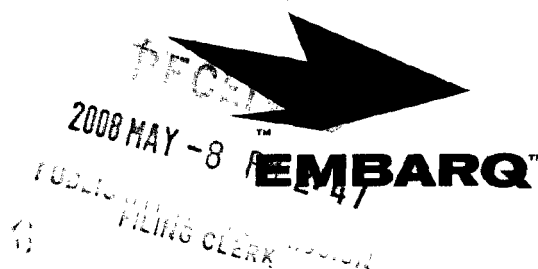
Control Number: 33807



Item Number: 227

Addendum StartPage: 0

Voice | Data | Internet | Wireless | Entertainment



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

CO	PT	5-DAY PRIMARY SERVICE ORDERS COMPLETED IN 5 DAYS	JAN	FEB	MAR

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

Objective met.	
----------------	--

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

--	--

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

CO	PT	5-DAY REGULAR SERVICE ORDERS COMPLETED IN 5 DAYS	JAN	FEB	MAR

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

Objective met.	
----------------	--

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

--	--

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

PUC Summary Report
Docket No. 33807
May 8, 2008

CO	MT	PERCENT SERVICE ORDER INSTALLATION COMMITMENTS MET	JAN	FEB	MAR

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

Objective met.

Percent Service Order Installation Commitments Met – Action Plan:

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

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

TOLL AND ASSISTANCE AVERAGE SPEED OF ANSWER	JAN	FEB	MAR
EMBARQ-TEXAS	-	-	-

EMBARQ-TEXAS	JAN	FEB	MAR
TOLL AND ASSISTANCE 4 DAY SURVEILLANCE	-	-	-

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

Objective met.

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

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

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

REPAIR SERVICE CALLS ANSWERED WITHIN 20 SECONDS	JAN	FEB	MAR
EMBARQ-TEXAS	-	-	-

REPAIR SERVICE CALLS ANSWERED WITHIN 20 SECONDS - 5 DAY SURVEILLANCE	JAN	FEB	MAR
EMBARQ-TEXAS	-	-	-

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

Objective met

Repair Center 5 Day Surveillance - Action Plan:

--

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

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

DIRECTORY ASSISTANCE AVERAGE SPEED OF ANSWER	JAN	FEB	MAR
EMBARQ-TEXAS	-	-	-

SURVEILLANCE LEVEL - QUARTER TO DATE			
DIRECTORY ASSISTANCE 4 DAY SURVEILLANCE	JAN	FEB	MAR
EMBARQ-TEXAS	-	-	-

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

Objective met.

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

PUC Summary Report

Docket No. 33807

May 8, 2008

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

DIAL TONE WITHIN THREE SECONDS	JAN	FEB	MAR

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

Objective met.

Dial Tone Within Three Seconds Surveillance - Action Plan:

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

% INTRA-OFFICE CALL COMPLETION	JAN	FEB	MAR

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

Objective met.

Intra-office Call Completion Surveillance - Action Plan:

PUC Summary Report

Docket No. 33807

May 8, 2008

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

Inter-office EAS Call Completion			

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

Objective met

Inter-office EAS Call Completion Surveillance - Action Plan:

--

PUC Summary Report
Docket No. 33807
May 8, 2008

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

% TOLL CALL COMPLETION	JAN	FEB	MAR

Toll Call Completion Surveillance - Description of Missed Surveillance Levels:

Objective met

Toll Call Completion Surveillance - Action Plan:

PUC Summary Report

Docket No. 33807

May 8, 2008

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

CO	DT	CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINE	JAN	FEB	MAR

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

--

Customer Trouble Reports Per 100 Access Lines - Action Plan:

--

PUC Summary Report

Docket No. 33807

May 8, 2008

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

CO	DI	PERCENT OUT OF SERVICE REPORTS CLEARED	JAN	FEB	MAR
36	E	NEW LONDON	72.7	80.0	85.2

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

New London: New London missed service levels for three consecutive months due to dispatching issues within the allotted time frame and heavy work load during electrical storms. Another contributing factor and the one having the most impact was due to a deteriorated aerial cable route on 3K where it required additional time to isolate and clear the tasks thus making the additional tasks to fall in the excessive time slot.

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

New London: The cable route on 3K has been drawn up by the engineering department, cable has been ordered and route will be replaced with buried cable creating a positive effect on overall results.

PUC Summary Report
Docket No. 33807
May 8, 2008

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

Co	PT	% REPEATED TROUBLE REPORTS	JAN	FEB	MAR

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

--

Percent of Repeated Trouble Reports - Action Plan:

--

CENTEL -TEXAS COMMISSION REPORT FOR THIRD QUARTER

UTILITY-Centel-Texas

QUARTER ENDING-March 31, 2007

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	99.0	99.1	99.0
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	98.0	98.1	97.6
3. % SERVICE INSTALLATION COMMITMENTS MET (NEW, TO AND CHANGE SERVICE ORDERS)	90%	98.2	98.5	97.9
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100.0	100.0	100.0
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	100%	100.0	100.0	100.0
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0.0	0.0	0.0
<u>ANSWER TIME - U-TX/C-TX COMBINED</u>				
7. TOLL & ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 3.3 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	3.3	0.5	0.5	0.4
8. DIRECTORY ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 5.9 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	5.9	4.5	4.0	0.5
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	87.9	84.7	87.6

CENTEL -TEXAS COMMISSION REPORT FOR THIRD QUARTER

UTILITY-Centel-Texas

QUARTER ENDING-March 31, 2008

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	100.0	100.0	100.0
<u>LOCAL DIAL SERVICE - U-TX/C-TX COMBINED</u>				
11. % INTRAOFFICE CALL COMPLETION	98%	100.0	100.0	100.0
<u>LOCAL INTEROFFICE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
12. % INTEROFFICE CALL COMPLETION	97%	100.0	100.0	100.0
<u>DIRECT DISTANCE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
13. % TOLL CALL COMPLETION	97%	100.0	100.0	100.0
<u>TROUBLE REPORTS</u>				
14. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	1.08	.93	1.09
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	92.7	94.7	95.0
16. % REPEAT TROUBLE REPORTS	22%	9.1	10.6	10.1

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

UNITED-TEXAS COMMISSION REPORT FOR THIRD QUARTER

UTILITY-United-Texas

QUARTER ENDING-March 31, 2008

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>SERVICE ORDERS</u>				
1. % REGULAR ORDERS COMPLETED IN 5 WORKING DAYS (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	99.0	99.1	99.0
2. % PRIMARY ORDERS COMPLETED IN 5 WORKING DAYS (NEW AND TO SERVICE ORDERS)	95%	97.8	97.7	98.5
3. % INSTALLATION COMMITMENTS MET (NEW, TO, AND CHANGE SERVICE ORDERS)	90%	98.7	97.9	98.4
4. % SERVICE INSTALLATION ORDERS COMPLETED IN 30 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	99%	100.0	100.0	100.0
5. % SERVICE INSTALLATION ORDERS COMPLETED IN 90 DAYS (NEW, TO AND CHANGE 2 ND LINE SERVICE ORDERS)	100%	100.0	100.0	100.0
6. % REGRADE SERVICE ORDERS HELD OVER 30 DAYS PER CUSTOMER ACCESS LINES SERVED	1.0%	0.0	0.0	0.0
<u>ANSWER TIME - U-TX/C-TX COMBINED</u>				
7. TOLL & ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 3.3 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	3.3	0.5	0.5	0.4
8. DIRECTORY ASSISTANCE ANSWER TIME IN 10 SECONDS 85% OR AVERAGE ANSWER TIME NOT TO EXCEED 5.9 SECONDS AT ANY ANSWERING LOCATION FOR 4 DAYS WITHIN A MONTH	5.9	4.5	4.0	0.5
9. REPAIR SERVICE ANSWER TIME IN 20 SECONDS 90% AT ANY ANSWERING LOCATION FOR 5 DAYS WITHIN A MONTH	90%	87.9	84.7	87.6

UNITED-TEXAS COMMISSION REPORT FOR THIRD QUARTER

UTILITY-United-Texas

QUARTER ENDING-March 31, 2008

TELEPHONE SERVICE QUALITY REPORT

	<u>OBJ</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>
<u>LOCAL DIAL SERVICE</u>				
10. % DIAL TONE WITHIN THREE SECONDS 96% IN THREE SECONDS DURING AVERAGE BUSY SEASON AND/OR BUSY HOUR	98%	100.0	100.0	100.0
<u>LOCAL DIAL SERVICE - U-TX/C-TX COMBINED</u>				
11. % INTRAOFFICE CALL COMPLETION	98%	100.0	100.0	100.0
<u>LOCAL INTEROFFICE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
12. % INTEROFFICE CALL COMPLETION	97%	100.0	100.0	100.0
<u>DIRECT DISTANCE DIAL SERVICE - U-TX/C-TX COMBINED</u>				
13. % TOLL CALL COMPLETION	97%	100.0	100.0	100.0
<u>TROUBLE REPORTS</u>				
14. CUSTOMER TROUBLE REPORTS PER 100 ACCESS LINES AVERAGE MONTHLY RATE OF CUSTOMER REPORTS NOT TO EXCEED 3 REPORTS PER 100 ACCESS LINES	3.0	1.32	1.32	1.49
15. % OUT OF SERVICE TROUBLE REPORTS CLEARED	90%	92.5	93.5	96.2
16. % REPEAT TROUBLE REPORTS	22%	10.9	11.5	12.0

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

Samantha Rios
EXTERNAL AFFAIRS MANAGER
Voice: (512) 867-1052
Fax: (512) 472-0524
samantha.m.rios@embarq.com